

January 25, 2023, 6:28AM, via email

Hi Chris,

I am a resident of Concord. Just wanted to chime in on the downtown cell coverage issue. The coverage is obviously terrible. It is a dead zone. To me, it is a deterrent to spending time downtown. It is mystifying to me why the situation is as it is. I heartily support improving the coverage downtown. My family uses Verizon for wireless and Concord Broadband for home.

Thank you!

Alan Harrington
59 Finigan Way

January 25, 2023, 9:08AM, via email

Good morning,

I saw a post on Facebook that you were gathering information on Concord's cell service. I am a resident of Maynard, on our Finance Committee, and I greatly appreciate you looking into this matter.

I frequent Concord for the beautiful downtown area and also for much of my healthcare needs. The cell service is dismal in the areas I go, which can be very challenging when, for example, during an Opera 51 performance I was assistant directing we needed to call in last minute assistance and I had to walk around the building until I found a spot of service. Or if I need to call a family member for assistance to help with a healthcare appointment and I can't get service at the medical building.

I know cell towers are not a particularly desirable visual addition in most places, but the service provided is a modern necessity.

Thank you

Alannah Gustavson

Maynard MA

January 26, 2023, 8:24AM, via email

Greetings,

I'm an Acton resident who drives through Concord a few times each day, 3 days a week, to get my kid to classes in Bedford. When we go through Concord, our calls are dropped, we can't use Google maps, and we have no internet connection on the cell phones generally. My other kid works full time at the Orchard House, and she has the same issues.

Thank you for reaching out for testimony as you make a determination on cell coverage improvement.

Alissa Nicol

February 8, 2023, 1:42PM, via email

Good Afternoon,

The Broadband Issues are very frustrating for the staff at Comina in Concord. The POS system is slow and often does not work. It takes longer to log in, process payments and access inventory. I would like to reiterate the Chamber of Commerce's letter as it is very problematic.

Thank you for your attention to this matter,

Amy Nichoals
President

January 27, 2023, 3:45PM, via email

Dear Chris,

I am writing to ask that our town increase the strength of cell phone coverage in Concord - in lots of places but most significantly in downtown Concord.

I have had so many important phone calls drop because I entered into downtown Concord. I am a Verizon user and for a town that is so well "covered" in so many ways it is surprising and discouraging that our coverage in our town is so poor.

Are you powerful enough to help? I think you are!!!

In Gratitude,

Anna Huckabee Tull
86 Farmer's Cliff Road

January 13, 2023, 11:09AM via email

Chris, in accordance with the below consideration and e-mail from Jennifer; the bank has major issues with cell service here on Sudbury Rd which includes our own WIFI that we have clients use while in the bank itself which is very slow and hit or miss.

I personally had an emergency at my house and individuals could not get a hold of me while in the parking lot of Crosby's. This in my opinion has a huge impact on businesses and consumers alike and the town needs to address it.

My information is below for your convenience.

Bill

William J. Lawler

Vice President & Senior Manager

617-441-7116 (o) | 954-234-8135 (m)

202 Sudbury Road

Concord, MA 01742

NMLS# 479421

wlawler@cambridgesavings.com



January 17, 2023, 4:43PM, via email

Good Afternoon Chris,

Thank you for reaching out to the business community for input on cell service issues in Town. I am writing to you as a member of the board of the Concord Business Partnership and I am grateful that you are asking for comments. Let's just start with the fact that it has been a long time since I felt good about the cell service in Concord. I think you would agree that this is unacceptable. The implications of poor unreliable cell service on our public safety puts all of us at risk.

We live off Lexington Road, my business is located in West Concord and 4 of our daughters live here in town with their families. We use our phones regularly all around Town and while Concord Center is a sure bet for a dropped call, none of these neighborhoods provide strong reliable service. Concord Center service is atrocious, West Concord service is poor and the service in our school neighborhoods is spotty. I honestly can't think of a time when I have driven through Town and not worried that my calls to clients, employees or my children will not be disconnected at any moment. I have a standard phone greeting when calling from my car in Concord and it is " Hey, I am in Concord and may lose you!"

We have been kicking this around for a long time and I am delighted we are now addressing our communication problem. I think I speak for many of my Concord Business Partnership members that we look forward to assisting you in any way we can to finally provide strong, reliable cell service for our town, our businesses and our families. Thank you Chris.

Best,
Carol Wilson

January 24, 2023, 9:58AM, via email

Dear Chris Carmody,

Thank you for the opportunity to contribute my voice to the many working people of Concord who depend upon our phones for every day life:

- as a Home Healthcare provider, my company requires me to login with an App on my phone, to write and submit Notes (documentation if day's activities)

- Maps for directions to the patient's home in Concord and Lincoln;

- communication with medical officials or lifesaving community agencies like Emerson, police, fire, etc

- daily communication with family and friends, support systems, etc

- purchasing necessary supplies

- getting necessary information from community businesses and services

These are just a few of my daily and weekly cellphone needs. Needless to say, when there are little to no cellphone reception with no other options it creates dire circumstances.

Thank you for your consideration on behalf of Concord residents who depend on our cell phones for daily life and "daily bread".

Sincerely,

Catherine Cantrell

Resident of Everett Gardens



CONCORD
CHAMBER OF COMMERCE
MASSACHUSETTS

February 6, 2023

Hi Chris,

I am writing on behalf of the Concord Chamber of Commerce concerning the issues for broadband usage in all sectors of Concord especially Concord Center, the Thoreau Street District, and West Concord. Let me outline a few examples in just the last month although this has been an issue for years for retailers and non-brick and mortar businesses located in these sectors along with residents and visitors attempting to pay a parking meter or conveniently shop locally.

- The week of Feb. 1st- Feb. 5th many retail POS systems (cash registers) and credit card terminals were down due to no connection. Every transaction needed to be done by calculator, credit card numbers written down and then entered into the POS systems when the connection was restored. This is a security factor potentially exposing the customer's credit card number along with a potential error factor for the business in writing down wrong information.
- This has been a longstanding issue for years that has become a chronic problem especially in the last year. This affects the livelihood of the business community!
- There are Concord resident's children that walk the town many afternoons and need to be picked, however cannot get a signal on their cellphones to inform their parents of a pick-up time. This is a personal safety issue for these kids.
- Visitors that travel here have had issues attempting to call their rental car company when there is an issue to be resolved with their car and they also cannot get the UBER or Lyft Applications to open on their phone. (I own Revolutionary Concord and more than 1 time I have had to drive a couple to Logan airport to make a flight on time and also a woman to Fitchburg whose rental car had broken down on the way to a funeral.)
- As we all know, the parking meters are a hassle due to the fact they do not work most of the time and visitors are concerned they will get a ticket therefore they leave Concord in frustration and tell businesses they will not be back.

These are just a few issues that not having a strong broadband affect the business community.

Thank you,

Marie Foley

President, Concord Chamber of Commerce
President@ConcordChamberofCommerce.org

TO: Christopher Carmody
Risk and Compliance Manager
Town Manager's Office
22 Monument Square
Concord, MA 01742

FROM: Christina Hill
59 Walden Street
Concord, MA 01742

RE: Cell Phone Service

DATE: 1/25/2023

I have lost cell phone coverage on numerous occasions in downtown Concord. The two most notable were when I was trying to coordinate picking up my grandchildren for my daughter when she was running late from work and trying to communicate a building issue with a vendor. Most concerning is the thought of a potential emergency without the ability to call for help.

Not having decent cell phone service is antiquated, inconvenient and unsafe. It impedes regular business, personal lives and emergency personnel.

I am available for further comment if needed.

February 6, 2023, 5:51PM, via email

Impact on retail business for COMINA/ #9 Walden Steet

- Customers cannot reach contacts, to discuss purchase decisions, in certain locations within the store
- Customers losing phone calls after initially connected
- Customers needing to leave the store to speak or send photos to contacts- sometimes returning/ sometimes not?
- Owner/manager & employees all relocate around the store when needing to find/hunt for cell service- a deterrent when trying to conduct business with one another, a vendor or customers

Thank you for the initial email and all the efforts being made to bring Concord's businesses to maximum communication efficiency

With appreciation,

Linda Duros
Store Manager
COMINA
9 WALDEN STREET

January 26, 2023, 2:50PM, via email

Hi Chris,

I live at 25 Orchard Rd, Concord. Fortunately the cell phone reception at our house is fine as we are near rt. 2 and a cell phone tower. The rest of the town is lacking proper cell coverage. High traffic areas such as Concord Center and West Concord Village are complete dead zones as well as the outskirts of town on Monument st. and Lowell rd.

I support the investment in additional cell towers to improve coverage. Looking forward to reading the plan the town comes up with to address this issue.

Thanks,
Dan Connolly

January 26, 2023, 11:27AM, via email

Chris,

I've heard that you are interested in feedback on Concord's spotty cell service. (I can't find anything about this on the Town website, though.)

I'm sure many have reported the continual call dropping in Concord Center, so I can only say "me too" on that.

However, I live in the Annursnac Hill area (in my case literally a hundred yards from the cell towers on the hill) and I've found that all too often calls drop as soon as I get outside the range of my own router/wifi. It is not predictable what causes this, unfortunately. Sometimes a long conversation goes just fine, other times it drops every minute or so.

Dave Lebling

January 25, 2023, 9:35AM, via email

Good morning Chris,

When planning varied events in town, from large fairs to small texting events, the frustration with the cell phone non-usage emerges continuously as a problem. I can provide numerous examples, but it would be grand if this issue could be resolved. As the Concord 250 celebration accelerates, the issue becomes particularly poignant.

Thank you for helping to correct this issue.

Diane Proctor

To:

Christopher Carmody

Risk and Compliance Manager

Town Manager's Office

22 Monument Square

Concord, Ma 01742

From:

Edith A Hill

Keller Williams Realty Boston Northwest

200 Baker Avenue

Concord, Ma 01742

Re Cell Service

Dear Chris,

As the owner of 59 Walden Street, I find it shocking that cell service is so poor in the downtown Concord area. Cell service is expected for basic communication throughout the world. Business is conducted through cell phones and laptops. As a woman, I walk with my cell in my hand for safety and light as needed.

I also use my cell for personal reasons. I need to be in contact with my office, clients, and family. My family tracks me on my phone in case of an emergency (I'm a 76 year old professional woman). After an evening meeting at a local restaurant, I tried to text my family that I was on my way home, no service. After a morning Planning Board meeting, I tried to check messages and confirm my next appointment, no service. Lack of service disrupts my efficiency, business and personal life. It is completely unacceptable and it's not safe.

Tourists use their cell phone to map, find attractions, make reservations, take pictures, work, etc. When I'm traveling and find myself in a no cell area, it is unlikely that I will return, often leaving early. Rather than saying what a wonderful time was had in Concord, it's referred to as that place with no service. It's a very negative experience. There are very few land lines and no pay phones, creating a dangerous environment.

The Town must do whatever is necessary to bring cell service to downtown Concord as quickly as possible. Local businesses are being hurt, people are in danger, and it's 2023. Everyone carries a cell phone and everyone expects excellent cell service.

Most sincerely,



Edith A Hill

February 8, 2023, 9:49AM

Dear Mr. Carmody,

I second every point made by Marie Foley with regard to the effects of limited broadband and cell service in Concord Center.

Additionally, as it relates to my specific business, our communications with clients and suppliers have suffered on numerous occasions, and on a regular basis, due to poor cell reception or lack of internet.

Some examples are:

- delays in pricing custom jobs because we can't access online resources, giving customers time to go elsewhere for quotes
- inability of clients to share pictures from their cellphones during design consultations
- inability of clients to Facetime with family members when selecting important gifts
- inability to access and update our website and online design archives promptly
- general emailing with clients as to the status of their projects

Approximately 85% of my business is custom work, and that work is heavily reliant on frequent and in-depth communication with clients. So although these examples may not sound urgent, they represent a significant and recurring obstacle to performing the core of our operation.

Thank you for reading. I look forward to hearing about how this matter is addressed.

Sincerely,
Geraldine Perry
Fairbank and Perry Goldsmiths
32 Main Street
Concord MA 01742

January 24, 2023, 10:21AM, via email

To: Chris Carmody, Town Administrative Manager

Mr. Carmody,

The town of Concord, particularly in the heart of Concord Center, West Concord, Train Stations, and Lowell Road, is desperately in need of coverage. I find myself avoiding all those areas while talking on phone (Bluetooth cars). I have several business clients in those regions, I am their computer consultant, who cannot use cell phones to transact business, in fear of losing the connection. Boosters are not a reliable answer, and universal cell boosters do not work well at all. You have real estate businesses in those areas struggling to use cell phones. They are 100% dependent on communications.

While out at restaurants, or other retail businesses, in these and other areas, my children cannot reach me via the phone. I find myself avoiding the restaurants and businesses here from time to time just because my family cannot reach me. In 2023, with all the technology, I should be reachable. My children are not children of the 1970-2000 time period, and have only known easy communications. I need them to be able to find me for emergencies, or important family information.

Please consider tower options, or other options, in these areas. Concord can no longer afford to lag behind in technology communications. The town may be losing foot traffic, retail traffic, and restaurant traffic because people just do not want to struggle to be available for cell use.

Thanks,
Gary Berlam
295 Independence Road

January 20, 2023

Re: Cell Tower location/needs in Concord

Chris,

I write to you, in your capacity as Risk and Compliance Manager for the town, with my personal thoughts regarding the poor cell service in the Town of Concord.

I am sure that we need additional cell tower service in Concord. Far too long we have been tempting fate, just hoping a catastrophe will not occur. I have personally seen and heard numerous times about incidents needing fire or police response being delayed due to a lack of cell service. These are not inconveniences, rather they can be life or death.

We often hear the phrase "abundance of caution" when we make decisions in governing each other. Many times, it is truly the prudent avenue going forward. This is most relevant when working with subjects that are lacking in historical data, study and debate. Those discussions have happened regarding cell service, and we must move on and find locations that provide acceptable service.

We are about to invite the world to Concord to celebrate liberty. We cannot duck our responsibility to resolve this short coming any longer.

Regards

Greg Higgins

January 13, 2022; 12:19PM, via email

Chris, I can give you such a statement, although given the constant flow of comment on the subject, particulars hardly seem necessary. As you know, half of our parking meters don't work because of it; in my office at the corner of Main and Walden Street (second floor), I have to go to a window to have a conversation on my cell phone and even then, calls get dropped half the time; and the situation is the same at my home on Everett Street near the corner of Stow. I assume it is the same in the Town House. It is not a time of day issue, it is all the time, and it is so bad and been going on for so long that people have given up complaining about it. We are a high tech, well educated and sophisticated town (for the most part), and our cell service is worse than in most third world countries. What more needs to be said?. I understand that we have hired a consultant to advise us on solutions, and I assume that they have the ability to drive around town and measure signal strength to give a more specific analysis. And for the people who are concerned about the health hazards, ask them if they have a cell phone and use it.

Henry J. Dane

Member Town of Concord Select Board
PO Box 540 Concord, Massachusetts 01742

hdane@concordma.gov

hdane@danelaw.com

Phone: 978-369-8333 Ext. 18

Fax: 978-369-3106

Unless otherwise indicated, the views expressed in this email are my own and not (necessarily) those of the Board.

January 26, 2023, 11:33AM, via email

Hi Chris,

I understand you are collecting thoughts about insufficient cell coverage in Concord.

Where to begin?

I live at the top of Annursnac Hill in view of the water reservoir and two cell towers yet my calls are frequently dropped. If I call from my house to another place in Concord the call is frequently dropped, sometimes multiple times in one not very long conversation. If I call home from outside Concord or call another town from Concord the call is occasionally dropped. If I call from outside Concord to another location outside Concord my phone works fine.

If I am near Concord Center there is spotty service so calls are guaranteed to drop if they can even be placed to start with.

And finally, I often walk from home into town for exercise and cannot listen to podcasts while walking along Lowell Road from the Lowell Road bridge into the center of town - no service.

What I have described are inconveniences but I shudder to think what would happen if someone had a heart attack in downtown Concord and there was no cell service to summon help.

I understand that there is resistance to siting a cell tower in the historic district or where residents (especially children) might be subjected to radiation. To the extent that these are legitimate concerns I have the following thoughts.

Concord is a living town and we should be able to find a way to accommodate our concern for an historical appearance and modern life. We established that back in the 1930's when John D Rockefeller came to Concord to see if he could establish it as a living museum. He was told Concord was a living town and didn't want to be "frozen in amber". Rockefeller went to Williamsburg, VA and established Williamsburg as the tourist site it is today - not a vibrant living town as Concord is today.

If radiation is a concern we should know about it and if it is not we should understand that as well. Perhaps some public education would be helpful.

Thanks and good luck addressing this problem.

-Janet Rothrock
618 Annursnac Hill Road

January 16, 2023, 4:57PM, via email

Hi Chris -

I understand you are looking for input on the deplorable state of cellular phone service in Concord. Thanks for asking!

It's no secret that Concord has some of the biggest gaps in coverage in eastern Massachusetts. I cannot drive from my house on Chestnut Street to my office in West Concord without having calls on cellular drop, *and often 2 or 3 times*. When it comes to an internet connection via my phone it's even worse. Areas that are particularly notable in my experience as a Verizon user:

- Concord Center and West Concord Village are both completely unreliable
- The Library on Main Street is a black hole - zero coverage for Verizon
- This continues down Stow Street to Alcott School - virtually no signal
- It continues down Sudbury Road to Crosby's - virtually impossible to receive a text to confirm the grocery list!
- It also continues from Concord center west on Rt. 62 - no internet and single bar cellular reception
- It improves *slightly* as you cross Rt. 2 and head into West Concord
- Cell service in West Concord village is 1 or, at best 2, out of 5 possible bars
- Jumping to another locale, the cell service on Chestnut Street is unreliable, too

These coverage gaps impact our community in two key ways:

- Convenience - citizens lose out on the convenience of reliable cellular service, and retail businesses suffer when customers cannot communicate while in their stores (and Concord Center is like a black hole)
- Safety - I can only imagine what I would do if I were in Concord Center or West Concord and had to make an emergency phone call from my cell phone. For example, if I were in the Library and somebody needed medical assistance.

I do a lot of work overseas and find myself apologizing to callers in emerging markets that have far more robust, reliable cell service than we have here in the United States!

On the solutions side, I have a fully engineered solution for West Concord that I would be delighted to share. About 5 years ago we were close to pursuing a project with Verizon that they shelved when 5G was on the horizon. I think we could revive that project fairly quickly.

Thanks,
John Boynton

January 26, 2023, 11:15AM, via email

Hi Chris, thanks for looking into this. I see the issue as being one of both public safety and lack of the simple convenience we are accustomed to elsewhere, so I would love to see our cell coverage improved.

Public safety: I was parked outside Hunt Gym on a dark and rainy night in September and discovered I couldn't send a text or make a call from there. What would I do if my car had a flat tire or I felt ill? We don't have public phone booths anymore. I couldn't call AAA or 911.

Convenience: Just one example of many... I parked at Crosby's and realized I couldn't call home or send a text to ask if any items should be added to my grocery list.

Thanks and regards,
Joyce Isen
21 Wright Farm

January 25, 6:42PM, via email

I sometimes choose not to go to Concord for food or coffee because I know my iPhone and iPad will not work while I relax for a little while. I have noticed this phenomenon for years and have even thought the town was deliberately jamming reception to keep people from hanging out. It is not just needing Wi-Fi service for fun but I am sure many of us need connectivity for work. Even if I turn off Wi-Fi and try to use satellite connection, nothing happens and I give up. I hope the town will improve this soon.

Judy Wong

February 3, 2023, 4:37AM, via email

Greetings Chris,

BTW - meant to say hello to you at the nominating caucus the other night. Hoping you're well.

I've been told you are seeking input on wi-fi coverage in Concord.

As you know, Concord for Ukraine sold raffle tickets at community events last year for a Concord Piecemaker Quilt. We decided to go with virtual (rather than physical) tickets to expedite the \$ transfer. Had NO IDEA what a headache this would provide to be in the Monument Square area! Whether it was Ag Day, FP Artisan Fair or the Xmas Tree Lighting - it was IMPOSSIBLE to execute the sale.. As we were asking people for a credit card number, they wanted to do the input themselves on their cell phones. No one could get through. So - people would end up giving us some cash they might be carrying.

I have also coordinated many protests/rallies/observances on Monument Square and First Parish lawn. We would like to show people cause information on our laptops - and take down their contact info for follow-up. Again - next to impossible.

In short - Concord Center is a VERY ACTIVE community gathering place... which is what we want. In these days of smart phones and laptops - not having the coverage needed is like tying one hand behind our backs. I realize we are historic, revolutionary Concord - but to flourish, we need to keep with the times.

Many thanks for your interest. Crossing my fingers

It takes a village - our village,
Kate Kavanagh

January 28, 2023, 8:45AM, via email

Dear Chris,

We hope you are well. Susan noted that you are soliciting feedback on cellular coverage in Concord.

Thank you for giving us the opportunity to share our views. In essence, we love Concord as our home, our kids are growing up here, and my wife's maternal family has been here for 6 generations (and in the area for much longer on her paternal side). We absolutely believe Concord needs to provide consistent and reliable cellular coverage for all.

Our rationale is as follows:

Safety - lack of coverage make us less safe.

A) We have three young children. When they are home alone, when we are in town without them (eg., Main Street) or when they are in town with friends, they can't call us and we can't call them from cell phones. While they are in school and we are in town, the schools have tried to call us and they could not get through. If an accident were to occur while walking our puppy or riding bikes, for example, they wouldn't be able to reach us or the Concord police easily depending on their location.

B) We've noticed, as have many friends, that we end up looking at phones when coverage drops which is unsafe while driving. This becomes more of an issue for visitors who are often surprised by poor cell coverage in Concord, particularly with carriers like Verizon and AT&T.

Safety alone should make better coverage a priority for the town.

Town revenue - lack of coverage hurts business and tourism opportunities.

A) Being in one of the prettiest town centers and being unable to access maps for directions or contact friends (who may be visiting various stores) has been frustrating for many. Technology (enabled by service) can and should enhance the experience and share more about the hidden gems within historical Concord; it shouldn't be a nuisance.

B) Lack of cell coverage is a reason other towns are chosen for business meetings (as I recently experienced). That is bad for Concord over time.

Equal access for all Concord residents - there shouldn't be affordability friction to access what is considered a basic public utility in most parts of the developed world.

Those that can afford it get cell boosters at home or for their cars. Those that can't afford it, suffer without it. This is bad for Concord over time.

I hope the summary above explains why we believe the town should prioritize improved cellular coverage.

Thank you, Chris.

Take care,
Lauren and Vijay

January 24, 2023, 10:55AM, via email

Hello Chris –

My name is Lisa Adamiak, and I am one of the owners of Nashawtuc Architects. Nashawtuc Architects has been operating in Concord for 35 years.

The CBP sent out an email asking for our experience was with cell coverage as a Concord business owner. We recently moved from the second floor of The Wright Tavern @ 2 Lexington Rd. We had spotty cell service there at best. However, we moved to 100 Main Street in August, and we don't have any cell service at this location.

Please contact me with any questions or comments.

Best,
Lisa

Lisa M.B. Adamiak, AIA
Principal | Nashawtuc Architects Inc
100 Main Street, Suite 420 | Concord, MA 01742

February 3, 2023, 9:06AM, via email

I saw that you are asking about cell coverage in Concord center. I live opposite the Scout House, three doors down from the Verizon building and I would be lost without WiFi calling. With cell service I can sometimes connect from one end of our couch, but get cut off if I lean towards the other. With Verizon the first thing I would do when calling from the house would be to make sure any agent at a company I called (doctors, boiler repair, etc) had my # and knew the call might cut out. Moving from the "good" spot to get a file or a glass of water while on hold was not an option. We have a neighborhood book group and often want to look up a suggestion for the next book to read; at houses up and down the block we get no service and have to ask for the host's WiFi password.

I would love to have consistent cell service at my house. Best of luck in securing it!

Lola Chaisson

77 Walden St

February 7, 2023, 10:36AM, via email

Chris,

I will echo Marie Foley's comments. Cell phone conductivity is a major problem. It impacts the staff, visitors and the operation of the Emerson House.

Marie

Marie Gordinier
Director of Visitor Services
Ralph Waldo Emerson House
28 Cambridge Turnpike

February 8, 2023, 7:34PM, via email

I met you briefly last Wednesday at our meeting in the Town House. Thank you for working on addressing our inadequate and frustrating cell coverage in the downtown areas.

I am a Board Member of the Concord Business Partnership, a member of the Town's Economic Vitality Committee, and an owner of a commercial building located at the corner of Thoreau and Middle Streets.

While at our building as well as while traveling in my car down Thoreau Street toward Sudbury Street and toward Main Street, my phone frequently drops call or fades in and out. Verizon is my carrier.

While at our building, I can't use Google or any Internet service or application, or send or receive texts. My cell coverage is spotty in the immediate area. As far as impacts, I can't text with or otherwise communicate reliably with tenants, brokers or my family. For example, I am not able to text with my kids on matters such as coordinating to pick them up or to ask about their day or regarding events they need to get to, unless I drive pass Emerson Fields. Further, I am not able to conduct business, including to check email or use other Internet applications. Simple tasks such as confirming meeting times with brokers, prospective tenants or service providers are challenging. If there were an emergency, including a medical emergency, at or near our building, my cell phone coverage could be a significant challenge and may require me to get in my car and drive far enough to acquire a stronger signal.

I would be happy to speak with you and/or provide further information as helpful.

Thank you.

Mark Martines

February 9, 2023, 4:05pm, via email

Chris,

We would like to express our support of the cell towers in Concord, not only as business owners but also as parents. We have two boys, aged 18 and 15 and we believe that their safety throughout town should be a top priority. There are many times where they can't be reached or can't reach us in an emergency situation, whether its downtown or at Walden pond. I am sure you have heard this from many other parents, so I won't take up too much of your time with this concern but wanted to add our support of cell towns in town for this reason.

Further, as a business owner we have concerns for our customers. It's quite frankly embarrassing for the town how often I must apologize and tell people that we just don't have coverage in Concord. Over 40% of our business comes in on the app, and it is very difficult for people to order while in town and difficult for them to pay. Although we have a public Wi-Fi many customers would rather not that that additional step in their order, as Dunkin is known for its fast service. Obviously, there are safety concerns as well.

While we understand the environmental concerns that the opposition is raising, we feel that the safety concerns far outweigh those.

Thank you,
Mark & Megan Pesce

Megan Pesce

Franchisee / Owner Operator
Dunkin' of Acton, Arlington,
Brighton, Brookline, Chestnut Hill,
Concord, Dover, Framingham,
Maynard, Natick, Needham,
Wayland, Wellesley

Phone: 781.820.0151

January 25, 2023, 11:37AM, via email

Chris:

I understand that you are soliciting input on cell phone coverage in Concord. I/we are residents at Wright Farm and my office is next to town hall. Among the spots I get spotty coverage is Lowell Road. I joke with folks I am talking to by cell that I am apparently way out in Wyoming somewhere...

My office tolerable but weak signal. Current carrier AT and T but I believe similar with other carriers. Welcome anything that can be done.

Best,

Michael P. Krupa, Ed.D.
CEO
TaraVista HealthPartners
[30](#) Monument Square
Suite 101
Concord, MA 01742

January 31, 2023, 9:09AM, via email

Hello Chris,

My name is Randy Kring, I am a resident at 615 Elm St. in Concord. I have heard that the town is looking for input to confirm the need to improve Concord's cell coverage.

I have lived in Concord for three years and was very surprised when I moved here that the cell service in the town is so poor. I am a runner and send my wife my GPS location while I run so she can track me for safety purposes. Because of the poor service in Concord this tracking only works in isolated parts of town. As soon as I disconnect from my house Wifi I am unable to stream music or make phone calls. This impacts my quality of life and safety.

I am strongly in favor of the town working to improve cell coverage. If there is any other information I can give you, please let me know.

Thank you so much for your consideration!

Best,
Randy

January 26, 2023, 7:57AM, via email

Hi, Chris,

I understand you're the go-to guy with feedback/requests regarding wifi access in and around Concord Center. Connectivity from Route 2 at 126 to the four-way stop at Lowell Road and Barretts Mill Road is abysmal. It's impossible to have a cellphone call, text, or access the internet within a mile of Monument Square. This makes it extremely difficult to perform everyday activities that are now an important staple of modern life.

I have also had no luck attempting to access Town wifi while in Concord Center. This is frustrating as a citizen, but I'm also a Town Tour Guide, and it's mortifying to explain to tourists that they won't have access to the internet while in Concord Center.

Our town is historic and it's especially endearing that the center looks as it did in the 19th century. But no one expects it to function as if we still lived then. I would love to know what the town's plans are with regards to improving wifi access in the very populous center.

If there is someone else I should be contacting with this concern, please let me know. I look forward to hearing from you.

Sincerely,

Stefanie Cloutier
109 Grove Street

January 24, 2023, 9:26AM, via email

Hello Chris,

I understand you are collecting information about Concord's lack of cell coverage. We use Xfinity as our carrier, and believe that it is on the Verizon network. My cell drops calls in Concord considerably more often than Acton where we moved from. Concord has such poor cell coverage even searching the web for directions and info when we are looking for sites of interest in Concord can be challenging as google search often gets stuck or fails. I try to use other people's phones on different networks if I can but often their cell phones do not work either.

Once I leave Concord my internet searching goes back to high speed normal. Sure this impacts tourists and I know it frustrates my husband too.

Thanks for looking into and hopefully improving Concord's cell coverage. As we draw larger crowds for big events such as our 250th celebration we are certain to have even bigger issues including public safety.

Thank you,
Susan C. Muller

February 7, 2023, 7:10pm, via email

Thanks for asking. For years now our cell phone service here at our office location has been pretty terrible. Our primary business number a land line is fine however when clients in the office try to send or receive with their cell it fades in and out or does not work at all. Just earlier today a client had to go outside to get thru to a relative. Often my wife when calling me from right here in concord cannot get thru.

It is very common that we have to ask (or try to ask) someone on the other end to call back on a landline or we offer to do the same.

It certainly seems like in this day & age this should not have to be the case.
Glad to hear you are addressing this problem.

Tom Caldwell

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