Department of Information Technology

To: Northwest Commission

From: Phillip Leclair, Chief Information Officer

Date: March 11, 2025

Subject: Update on Cellular Coverage in Northwest Pasadena

This memo addresses the Commission's concerns regarding cellular coverage in Northwest Pasadena. We understand the importance of reliable cellular service and want to provide an update on the City's efforts to improve connectivity.

It's important to understand that the City has limited direct control over cellular infrastructure investments. These decisions are made by the carriers themselves. The City's primary role is focused on permitting the installations in the public right of way and on private property.

Despite these limitations, the City's Department of Information Technology (DoIT) actively engages with major cellular carriers. We share community feedback on service issues, encourage investment in our area, and explore opportunities for carriers to utilize City-owned properties for infrastructure.

We recently shared the Commission's coverage analysis for Northwest Pasadena with major carriers, requesting their improvement plans. Unfortunately, carriers typically consider future investment plans and detailed maps proprietary and confidential, and we have not yet received specific feedback.

However, we have some positive developments to share. DoIT is working with T-Mobile to install a new cellular tower on City property in Northwest Pasadena, and we are in discussions with AT&T to identify potential City owned sites for additional infrastructure. Please note that construction timelines, priorities, and investment decisions are solely at the discretion of the carriers, and we cannot provide any definite completion dates.

We encourage the community to directly contact cellular carriers with any service concerns. Downloading the FCC Mobile Speed Test App, available in app stores, will also help contribute data on speed and coverage gaps. This data is used by the FCC for broadband data collection and is shared with carriers to highlight areas needing improvement.

The City of Pasadena, through DoIT, will continue to advocate for improved cellular coverage in Northwest Pasadena by collaborating with the carriers. We appreciate your patience and understanding as we work towards better connectivity in our community.
