

SAN CRISTOBAL 'STAY CONNECTED' SURVEY

Final Report, October 2025

Purpose: Share results of the completed community survey analysis and anchor a community meeting to discuss results and next steps, to be held at the San Cristobal Community Center on Wednesday, October 8, at 6pm.

Presented by: Summer Wood and Kathy Namba, Co-Directors of Ampersand LLC, a research and evaluation firm. This work was conducted by San Cristobal neighbors with Ampersand's support to ensure rigor, confidentiality, and accuracy.

INTRODUCTION / ABOUT THIS SURVEY

This survey came about to answer one basic question: *How connected are we in San Cristobal?*

When we need to call someone, access information on the internet, or summon emergency services, how effectively can we do that? Are there gaps in communication access that could put San Cristobal residents at risk?

To find out, a group of neighbors reviewed maps of the valley and developed a master list of households. Households were grouped into nine geographical areas to make certain that all parts of San Cristobal, from the valley floor to the highest reaches, were equally represented.

A group of a dozen neighbors helped reach out to each home in the community. Each household was provided the chance to complete one survey. The data that was collected was, and will remain, anonymous and not connected to anyone's physical address.

The survey itself is simple and could be completed in about a minute. People could answer by filling out a paper form; by reporting their answers to the survey walker who came to their house or called on the phone; by clicking an online link they requested through email; or by coming in person to the community center one Saturday and enjoying free coffee and donuts.

The comprehensive efforts of this group of survey collectors revealed that we have 117 currently occupied homes here. Thanks to the interest and good will of neighbors, we received 104 responses. That's a 90% response rate, a remarkable return for any survey!

Ampersand entered these responses into a secure spreadsheet and conducted analysis using standard statistical practices. Please see the appendix for copies of the survey itself, instructions/script for survey collectors, a letter mailed to all San Cristobal residents that accompanied the survey and explained its use and safeguards, and the complete set of responses to the open-ended questions.

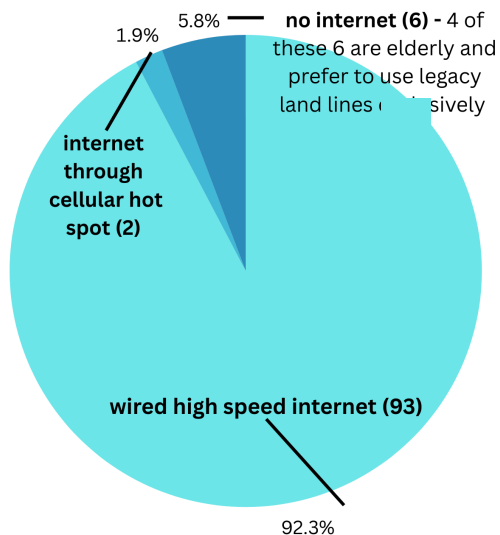
Please read on to learn what we found out.

INTERNET ACCESS

Simply put: everyone who wants internet in their home in San Cristobal currently has it.

Of 102 responses to the question, **96 people (94%) reported they currently enjoy internet access in their household.** Most use the high speed fiber internet from Kit Carson Telecomm (71), or Taos Net's fast line-of-sight (21), or Starlink satellite internet service (2). Only two households use their cellular connection (2) as an internet hot spot. In some cases, residents use more than one internet provider.

94% of San Cristobal households have reliable, high speed internet. The remainder choose not to have it.



Those who don't have internet access choose not to have it. Not everyone wants or needs this access. Four of the six who don't have internet use a legacy land line for their communication needs, and have no interest in using internet or cellular service. Two others have a cell phone but choose not to have internet in their home.

Some mentioned being aware of the free, 24/7 internet access available inside or in the parking lot of the San Cristobal Community Center, and remarked on the value of that for kids in the valley.

CELLULAR PHONE USE

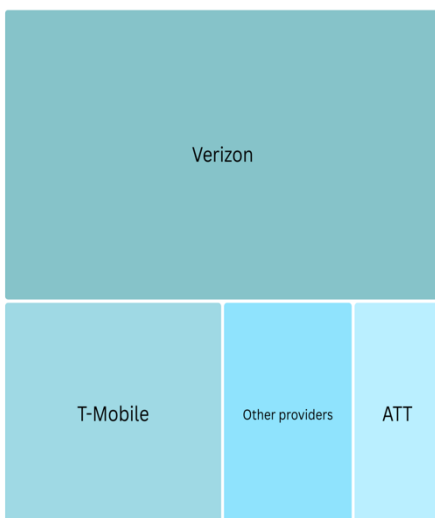
Similarly, the vast majority of San Cristobal households use cellular phones, both within and outside of their homes. 97 households have cell phones and active plans. Only 6 do not. Providers include Verizon, T-Mobile, ATT, and a variety of smaller cell service providers.

Most households (84%) are able to make and receive calls using cellular service from their homes.

Residents report that cellular coverage has improved greatly in the last 4-6 months. Some respondents who believed they did not have cellular connectivity in their homes learned that visitors with other providers were able to make calls.

Cellular coverage data by company became evident over the course of the survey. It is clear, now, that ATT has the most comprehensive coverage in the community, offering 100% coverage over the San Cristobal area. While San Cristobal residents have in the past favored Verizon as a provider, **ALL who have a charged cell phone -- no matter their provider, EVEN those who do not have a current subscription -- are able to use the comprehensive ATT network to place 911/SOS calls.**

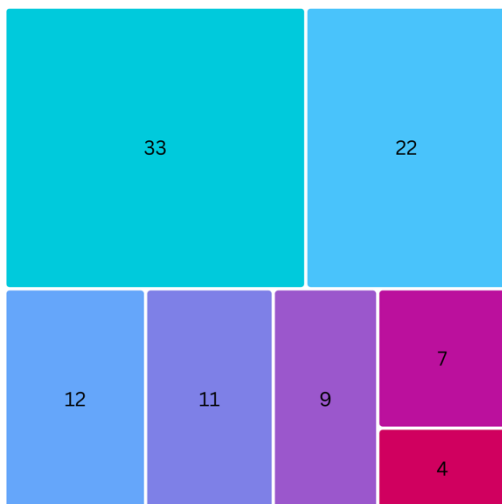
MAKING AND RECEIVING CALLS



94% of San Cristobal households use cell phones. 84% are able to make and receive calls using cellular service in their homes.

The data show that **ALL San Cristobal households are able to make and receive calls** using a combination of cellular or satellite connectivity, wifi calling, or land lines. Residents use a variety of methods to make calls, and most have multiple ways to call. The graphic below demonstrates the protective redundancy most households retain in their ability to make and receive calls.

100% of households surveyed have the capacity to make and receive calls. Residents use a variety of methods to make calls, and most have multiple ways to call. **84% of cell phone users can make and receive cellular calls from their homes.**



33: Cellular and Wifi calling
 22: Wifi calling only
 12: "Land line" only (legacy or internet)
 11: "Land line," cellular and Wifi calling
 9: "Land line" and cellular
 7: "Land line" and Wifi calling
 4: Cellular, Wifi calling, Satellite (and 1 also has a land line)

The data show that a small number of San Cristobal households are not able to use signal from the cellular provider they contract with to make regular calls reliably from their homes. These residents use alternate methods to communicate.

Many use Wifi calling, which routes calls using a cellular device over the internet. For some residents with a restrictive plan, using Wifi calling at home allows them to save their plan minutes.

Many residents maintain land lines, which use legacy connections through Century Link or connect a

conventional house phone to the internet, through Kit Carson Telecomm fiber optics, the Magic Jack service, or similar pathways.

All of these calling methods are legally protected ways to access E-911 and Next Generation (NG) 911. Taos Central Dispatch is currently in the process of transitioning to NG 911, which uses an internet protocol to increase the amount of data available to first responders. The strong presence of internet connection in San Cristobal is an asset for protecting residents and informing emergency services as this transition proceeds.

In the event of an emergency, 911 cell calls from residents that have no coverage through their own provider will still connect to the strongest coverage (AT&T). This is a nation-wide, built-in system safeguard for emergency response.

The table below shows the responses to questions about what methods households have available to them to call. Additionally, 52 respondents (half of all households) report that they regularly use internet-based apps like FaceTime, Zoom, Google Voice, or the like to communicate.

Do you have a...	Yes	No
Land Line? (legacy or internet)	42	59
Cellular phone?	97	6
Satellite connection? (e.g. Starlink; not including new mobile capacity)	8	77

OPTIONAL QUESTIONS / COMMENTS

The survey concluded with three optional questions, and the majority of respondents took the opportunity to share their thoughts. The lists below compile randomized responses to these questions.

Please note: survey collectors were careful to remain nonpartisan in their role, neither advocating for nor against the proposed cell tower. They made clear to survey respondents that the purpose of the survey was to address a question raised by the tower proposal: was everyone able to access the internet, make and receive calls, and summon emergency services? Nevertheless, several households were aware of the proposal and took the opportunity to comment on it. A total of 67 respondents made comments, with the large majority opposing the cell tower. (See appendix.)

CONCLUSION AND RECOMMENDATIONS

This very simple survey tells a clear story. Here in San Cristobal:

- EVERY HOUSEHOLD (100%) has the capacity to reliably make and receive calls. Residents use a variety of methods that work for them. Most have some degree of redundancy.
- NEARLY EVERY HOUSEHOLD (94%) has internet access. Those who do not, do so by choice, and could easily be connected. By far the majority use reliable high speed connections from Kit Carson Telecomm or Taos Net. Additionally, free 24/7 internet access is available inside and in the parking lot of the community center.
- NEARLY EVERY HOUSEHOLD (94%) uses one or more cell phone(s). Most subscribe to Verizon, followed by T-Mobile, ATT, and various other smaller companies.
- MOST HOUSEHOLDS (84%) can make and receive cellular calls from their home. Even though ATT has the most comprehensive coverage (100% of the community receives 4G signal), residents with other providers report greatly improved coverage within the last four to six months. Many report that they can make continuous calls from Taos to their homes.
- A FEW HOUSEHOLDS use legacy land lines serviced through Century Link. These mostly elderly residents do not want internet or cell phones. Still, for future protection, providing an internet-connected conventional phone could provide additional security. Fortunately, all these households are located in areas where wired internet is readily available.
- 911/SOS CALLS ARE PRIORITIZED regardless of carrier, and such calls will route through whatever cell signal is strongest (currently ATT with 100% coverage).

Survey results suggest the following recommendations:

- Hold a community meeting to review these results and discuss what they mean for and about San Cristobal.
- Provide technical support for San Cristobal residents who do not know how to use the emergency features on their cellular phones. (Anecdotal responses indicate that many are

unclear about whether/how they can reach emergency services if their cell signal is weak.)

- Address community concerns about Century Link land lines and their maintenance program. Review opportunities for redundancy for those few households that currently rely exclusively on these. Explore low/no cost options to install internet if desired.
- Stay tuned to the rapidly changing landscape of satellite connectivity. If areas of limited cellular coverage persist in the fields, pastures, corrals and hiking trails (still to be determined), pursue ways to provide free or low-cost, satellite-enabled devices to those residents who frequent these areas.
- Continue to engage community in discussion around issues of communication, collective care, and self determination.

APPENDIX

Appendix items:

- Survey form
- Letter to residents
- Instructions/script for survey collectors
- Compiled responses to open-ended (optional) questions

SAN CRISTÓBAL: HOW DO YOU STAY CONNECTED? (Each household respond only ONCE, please)

Do you have access to the internet in your home? (please circle one) YES NO

If YES, who is your internet provider? (e.g. Kit Carson Telecomm, Taos Net, Starlink, other)

Please write here: _____

If NO, **could** you have internet access in your home? Please describe:

If NO, do you use the internet at another location in San Cristóbal? (For example, the community center or a neighbor's house.) Please describe:

Do you or others in your home use a cell phone, either at home or out of the home? YES NO

If YES, what cellular provider do you use? (e.g. Verizon, T-Mobile, Consumer Cellular, etc.)

Please write here: _____

Is it possible to make and receive cellular calls at your house?

(please circle one) YES NO I DON'T KNOW

Do you have a land line in your home? (please circle one) YES NO

Do you have satellite connection in your home? (please circle one) YES NO

If yes, please describe: _____

How do you make and receive calls from your home? (mark **any/all** that apply)

☐ land line

☐ cell phone using cellular service

☐ wifi calling using your cell phone

☐ satellite calling using your cell phone

☐ internet communication apps like FaceTime, WhatsApp, Google Voice etc.

☐ other (please specify: _____)

THANK YOU FOR YOUR TIME AND CARE!!! We will post a sign at the post office and on the community bulletin board announcing a meeting in September to share the aggregated results of the survey.

***** please see back for optional questions *****

[Optional] Do you have any concerns about communication in the valley? Please write here:

[Optional] If you would like someone to contact you about your concerns, please provide your name and contact information:

[Optional] Anything else you'd like to share about communication in the valley? Please write here:

Feel free to add additional comments below!

THE GREAT SAN CRISTÓBAL “STAY CONNECTED” SURVEY!

Hello! A group of San Cristóbal neighbors are working together to learn more about communications access in our community. We want to make sure that San Cristóbal residents and visitors to the valley are able to **make and receive calls**, and that we can all **access the internet** for health, educational, emergency, social and other needs. We want to be sure that San Cristóbal residents and visitors are **safe and connected!**

How this information will be used: This survey is completely anonymous. Neither your name nor your physical address will be connected to your response. We will share the aggregated results with the community at a meeting at the Community Center in September.

How you can participate: There are lots of ways to share your voice and help this effort!

- Neighbors will be visiting homes in-person between Sunday, August 17 and Saturday, August 30 to ask you to fill out paper surveys. If you are not home, we will leave a paper copy and a stamped envelope for you to return it by August 30.
- If you would rather fill out an online survey, please email your request to wood.summer@gmail.com.
- If you would like to respond to the survey by phone, please call Kathy Namba at 575-779-4676 and leave a message requesting a call back.
- You may also come to the Community Center on Saturday, August 23, between 8am and noon and fill one out – and enjoy free coffee and donuts!

To find out more: Please contact Summer Wood at wood.summer@gmail.com or 575-779-0997.

* * *

Purpose: The purpose of this survey is to: (1) find out whether residents can make calls and access internet services, and (2) identify any concerns or challenges that may exist.

Who is invited: Each household in San Cristóbal should respond **once**. If you have multiple residents at your home who use different ways of communicating, please mark any answers that apply. (For example, one person may make calls using a cell phone, another using the land line, and a third may make internet calls. Please mark all three, but please complete **only one survey per household**.)

If you choose to share your name and contact info, someone from the group will reach out to see if there's a way we could help with any communications concerns you may have.

Important: These questions are all specific to making calls and accessing the internet *in your San Cristóbal home*, only.

SURVEY WALKERS - SUGGESTED SCRIPT

Hello! [Introduce yourself]

A group of San Cristóbal neighbors are working together to learn more about communications access in our community. We want to make sure that San Cristóbal residents and visitors to the valley are able to **make and receive calls**, and that we can all **access the internet** for health, educational, emergency, social and other needs. We want to be sure that San Cristóbal residents and visitors are **safe and connected!**

How this information will be used: This survey is completely anonymous. Neither your name nor your physical address will be connected to your response. We will share the aggregated results with the community at a meeting at the Community Center in September.

Each household in San Cristobal should respond **once**, for the whole household.

Here is a paper copy of the survey for you to fill out. Would you like to read it and fill it out now? It should take less than five minutes, and I'm here to answer any questions you may have.

[Gently urge folks to do it now. If they don't want to, ask if you can leave the paper survey and a stamped envelope to mail it. It must be received **no later than August 30**, but the sooner the better.]

FAQs:

- Is this about the proposed cell tower?

The cell tower issue raised some questions and concerns around communication in our community, especially around emergency services. We want to know that everybody is safe and has a way to contact emergency services, so we're starting with this survey to find out what the need is.

- Will my name or address be connected to my response?

No. We assign a code to each household in San Cristobal so we can be sure each household has the chance to contribute their voice by submitting one survey. We also want to be sure to avoid responses from people outside of San Cristobal. Once the surveys are collected, the codes will be destroyed. No one will ever know how you responded.

- How will this information be used?

We will group the responses from each of nine geographic areas in San Cristobal, and create a report that shows combined responses. This will give us a picture of whether some areas need more resources to help them contact emergency services, make and receive calls, or access the internet. We'll share that information with the community at a meeting in September, and then, as a community, we'll discuss how to best address any needs that are identified.

- What if I want help with my communications concerns?

If you write your name and contact info, someone will reach out to you so we can discuss your concerns.

- I have more questions.

Feel free to call Summer Wood at 575-779-0997 or email wood.summer@gmail.com

Do you have any concerns about communications in the valley? n= 59

Not so far

No In fact, service has improved in the last 4-6 months. I have connections when I am hiking all the hills around SC

YES. We are opposed to a 200+ ft. cell tower proposed for this valley. We have had no problem with communications, except when power & cell outages occur. Taos Net is a great service so is Kit Carson.

No

Yes, I am worried that people who do not use the Post Office here may not see notifications (some use the Taos Post Office)

No, just an unnecessary tower

No, it seems there's good connectivity for both cell phone and internet. I use Kit Carson fiber optics for my landline phone.

None

No, it's actually improved.

No

No concerns

Not really

No - interested in local alert system

No concerns

We keep our landline to make sure we have phone service. However when electricity goes out we have had NO service. Our understanding is Century Link may be pulling out of rural areas (hope not!) & aren't replacing batteries in the green boxes outside. Also, Kit Carson replaced batteries at the Hondo station @4 mos. ago & said we should have wifi in the event of power outage again.

No

No

No concerns

None

It's only gone from "i need to climb the highest structure fast" to "i can take calls almost anywhere"

None

No

No, I'm very satisfied with my service.

If there is no electricity I have no phone - not even landline

Landline is worse now.

Within the last 6 mos. we have great cell service, we don't need tower.

If in the event of an emergency we need to be able to get a signal

Fire issue

No!

No concerns, my cell phone works fine.

No

No, very much appreciate Kit Carson fiber

Only occasionally do we have to use wi-fi calling. It would be nice to have reliable cell service but we are both conflicted on the necessity for a giant, old technology tower to make it happen

We don't feel the communication concerns are inherently tied to being in your home. The communication concern directly in the valley outside of the benefit for motorists in emergency situations is mainly for our aging farmers and ranchers on the off chance something were to happen to them in a field while working with heavy equipment or livestock. Most carry phones in case of emergency but many times do not have the service to actually call if an emergency were to happen.

No tower

No tower

When electricity goes out - how to make a call in an emergency

No tower!

No, communication is working fine for us.

None

Because I usually do not answer the phone, I have a code, to call me, let it ring 3 times then hang up and call back immediately. You may need to repeat.

It would be nice to have a signal but if I have to choose between no signal and a cell tower I prefer to drive up the hill to get a signal

Yes. If I lose power, then I lose my WiFi connection and normally cannot make or receive calls.

Most definitely. Need better cell service for public safety.

Not anymore. Some years ago, it was difficult but no longer.

No

No. I work from home and have no concerns. I work from home and never have a problem.

No, adequate communication

I'm not in the community WhatsApp by personal choice and am curious whether there is a phone tree in case of emergencies?

Yes, no cell service unless over wifi

Don't want cell service at house, wifi calling works fine

Not at all, I have perfect cell phone reception without internet. I am also able to make a wifi call too if I want to.

No

Not for me. Kit carson fairly reliable wifi and land line service, and since I switched to TMobile I've had good cell phone service in the house and in the yard.

No. We are happy the way it is.

No, we're good here. When my son rides his bike through the valley I remind him that he can always connect through Wifi at the community center.

No, it's been great to us.

No, just don't want tree tower

No, because it's working

Anything else you'd like to share about communication in the valley? n=31 (Note:

Of the 67 households that responded to the optional questions, 23 answered both the first question and this question, and 8 responded exclusively to this optional question.)

Century Link for landline does not take care of its batteries or wires very well. We did stick with it, and they finally came through after 3-4 visits. Lesson: stay on them, and hold them accountable.

Thank you so much for doing this!

Old conversations are moot - like Lama Fire in the 1990's. Only current info of last 3 months is valid. Kit Carson has no problem contacting me about emergencies or power outages.

We feel LumenTechnologies/CenteryLink deliberately began to allow the landline system to degenerate as of Jan 1, 2025

Do not support proposed tower.

No cell tower!!!

I get cell reception on 5 mile walks in Kit Carson NF South the DH Lawrence Road.

I am happy with my land line at home.

I am ok.

I get a good cell signal and a tower wouldn't improve it.

I have to go to Llama to get cell service.

Having cell service on highway between Hondo and Questa will increase accidents. Currently people know there is no service so they put their phones. Cell tower at transfer station is ideal situation.

Would like to see tower by dump if need tower. Dump has no cell/emergency service. Put cell tower where there is activity/need and benefit county with income:

- *bikers,
- *level ground,
- *easy access/installation,
- *currently no service there at transfer station.

Serves greater community if tower in higher, better location like transfer station.

The county has created their own liability with not having service for bicyclists, etc on highway. County should correct this by putting tower in the place that best serves the need at the high, level, easy access transfer station that currently has no cell service.

It is a necessity. Growth needs to happen and this would be a good start to the rural community.

Thank you, [name redacted]

Concerns for fire safety and people safety.

We don't have any issues.

The communication is totally acceptable in the valley. We should leave it all as is, with no need for additional cell phone tower.

Thanks, team :)

Thanks for organizing this!!!

So i just received from our t-mobile carrier a message about satellite servers. So it's kinda stupid to rely on old technology if the satellites are what is the near future. That being said, if satellites go down, then what?

I highly value face-to-face communication with my fellow residents in San Cristobal.

We are for improved cell service. With good cell service, there are ways to notify residents of emergency situations, via mass communication.

The church bell is often used to announce the passing of a valley resident. I'd like to see us also get permission to ring it for emergencies.

Don't want a cell tower.

Thank you so much for doing this hard work for our valley!

There must be less impactful ways to provide reliable communication in the valley than a 200 foot cell tower.

My partner and I moved here from the heart of Los Angeles to heal in this mystical valley. Beautiful places like this with no service must be protected. We need this oasis where societal expectation that we must be reachable at all times, that we must always have access to the internet, don't matter. We came here to be in communion with the land, to be in community with our neighbors. We do not need or want a cell tower! We would be happy to make a public statement if necessary. We are very passionate about protecting San Cristobal. We think if someone wants convenience like that go live in town or in a big city!

Not lacking for service back in the valley and do not want the 195' cell tower

Deep appreciation for your care and initiative

Moved here to get away from internet pollution. If they do this I WILL leave. I am trying to get pregnant and feel it will NOT be safe.

No, it's working