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The City of Morgantown, West Virginia

Report of Open-ended Question 2006



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SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City and County Management Association (ICMA).

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically re-weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Morgantown staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Morgantown staff also determined local interest in a variety of add-on options for The National Citizen Survey™ Basic Service.

One of the add-on options that Morgantown chose to include was an open-ended policy question.

About Closed-ended and Open-ended Questions:

Questions can either be asked in a closed-ended or open-ended manner. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The verbatim responses are categorized by topic area using codes. An "other" category is used for responses falling outside the coded categories. In general, a code is assigned when at least 5-10% of responses will fit the code.

Advantages of an open-ended question include:

- Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- This type of question tends to capture response options that come to mind most quickly.
- The final result can be richer, since verbatim responses are included in an appendix, giving you and others a chance to “hear” the voice of respondents in their own words.
- There is a smaller risk of missing important dimensions.

UNDERSTANDING THE RESULTS

Verbatims

Respondents were asked to record their opinions about Morgantown in the following question:

- Question #16d: What is the number one thing the City could do to improve the quality of life for the residents of Morgantown?

The verbatim responses were categorized by topic area and those topics are reported in the following table with the percent of responses given in each category. Because some comments from residents covered more than a single topic, each topic mentioned by a resident was categorized and counted for the table below. Appendix A includes a full set of verbatim responses. Those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic. Verbatim comments that contain more than one topic nevertheless appear only once in Appendix A (in the category of the first topic listed), however the analysis in the table below counts each of the topic areas given by all respondents regardless where those topics appeared in the comment.

Results from the open-ended question is best understood by reviewing the table of frequencies that summarize responses as well as the actual verbatim responses themselves.

Question #16d: What is the number one thing the City could do to improve the quality of life for the residents of Morgantown?

	Percent of Respondents
Improve traffic flow	46%
Planning/zoning/student housing	12%
Trash/recycling pick up/clean City improve appearance	12%
More parking	8%
Increased police and fire/drugs/parties/WVU and resident issues	6%
Affordable housing/increased services/economic development	5%
Other	11%
Don't know	0%
Total	100%

APPENDIX A: VERBATIM RESPONSES

- Deal w/the traffic flow problem. Beautify the gateways in Morgantown i.e.: Beechurst Ave, Brockway etc., are ugly entrances into the city. Sidewalks...
- Widen Beechurst Avenue.
- Improve traffic problems - an outer route around downtown or 4 lanes on Beechurst & the blvd and the west run highway.
- Our population has grown so fast that our street & roads system can't take care of it. We need an upgraded street system. Maybe a ring road around the town with streets coming off into different sections of town.
- Traffic is the #1 problem. If the state wants more students at WVU they need to produce the funds to upgrade transportation in the city & county. This has greatly reduced the quality of life in Morgantown.
- Improve traffic plan in downtown area, need more parking spaces.
- Manage the increased traffic all over town.
- Improved traffic conditions. During the WVU school year there are far too many cars for the streets to support effectively.
- Improve traffic problems!
- Do whatever it takes to fix the horrible traffic problems. Widen streets, new sidewalks. The whole traffic structure stinks. And figure out how to do it without raising taxes. Make developers pay.
- Solve the traffic problem. Traffic, traffic & traffic.
- Traffic problem in us19/wv7 through town should be addressed.
- Improve traffic congestion problems.
- Listen to what residents want, not what city wants. Why construct the sidewalks without taking care of the traffic first. Traffic is #1 business in Morgantown. Others can wait.
- Fixing traffic issues - too much gridlock.
- Relieve traffic congestion on University & Beechurst Avenues.
- Traffic!!! Also, parking in residential neighborhoods for the residents.
- Deal with traffic congestion problems.
- We haven't lived in Morgantown long, but finding some way to make the transition of the university students coming back smoother on traffic.
- Better traffic control; need to have restraints on new buildings. Sorry! I guess those are two things; but they are somewhat related in that more buildings (apartments, condos etc) bring more people with cars causing even more traffic congestion.
- Improve traffic congestion.

- Get rid of traffic congestion in downtown and Suncrest areas by widening streets and providing additional routes to avoid the downtown and Suncrest areas.
- Fix traffic problems. Adding traffic lights and better programming and timing of existing lights would greatly help.
- More north-south thruways.
- Do something about the traffic situation. Add more to the waterfront for recreational use.
- Buy land and make Beechurst 4 lanes through turn from coliseum to jeep dealer. 2. Make mile ground 4 lane/705 in/out of town or put in changing lights to make (1) center lane change direction @ peak traffic flow times.
- Improve road quality and regulate traffic.
- Build and improve roads (traffic).
- Ease the traffic congestion. One Friday it took me (no lie) 45 minutes to drive from Stewart Street to s. Univ. Ave. I thought I was back in D.C. build nothing else until you deal with the mile ground, Beechurst, University Ave etc.
- Improve traffic. Build rec center for people in Morgantown.
- Traffic control. Tear down houses that have been condemned for over 10 years and are still standing.
- Do something to ease traffic congestion in the major arteries.
- Mitigate traffic congestion downtown High Street, Beechurst, mile ground, and Van Voorhees. Expand roads & add lanes. Discourage students from bringing cars. Set up bike lanes through the city and work with businesses to offer incentives for employees to use bicycles for or public transit. Improve air quality and reduce congestion. Maybe offer vouchers or pay employees as monthly bonus or stipend for not driving. Many larger cities offer this. (This may be less expensive long term than expanding lanes). Pursue grants to expand prt system. (This may be dreaming too big, but I figured I would put in here).
- Quit the downtown 'beautification' that takes away parking places and driving lanes! Get someone that knows what they are doing to improve traffic problems and roads.
- Ease traffic congestion.
- Reduce traffic congestion.
- Enforce traffic laws
- Better traffic system.
- Solve the traffic problems! Improve traffic situation 2) crack down on juvenile crime 3) crack down on landlords who neglect rentals especially. To student-which is encroaching on more & more family residential neighborhoods.
- I feel that traffic is the most important thing to improve. In certain places it takes way too long to go anywhere in your car.

- Relieve traffic congestion in the downtown area. Relieve traffic congestion before & after home football games.
- Alleviate traffic congestion.
- Improve the flow of traffic when WVU students are in town.
- Timed traffic signals on Beechurst & University are to keep traffic moving.
- Improve air quality. Widen streets. Put in sidewalks.
- Improve traffic flow.
- Traffic and law enforcement at intersections during peak traffic to keep drivers from blocking intersections.
- Manage traffic.
- Fix road problems - too much traffic
- Reduce traffic and improve access to downtown.
- Help traffic conditions & provide more parking.
- Traffic! Traffic! Lights-terrible!
- The traffic problems of too many vehicles in the downtown, at the malls, & in Grumbein Island area. The college students do not need to be so rude to drivers trying get through this intersection.
- Change roads/sidewalks/bike lanes to relieve traffic congestion currently experiences and even more anticipated with WVU expansion. This is going to be a nightmare if nothing is done.
- Traffic control! Beechurst is ridiculous. University Ave is ridiculous. Surely there is an answer other than nothing can be done.
- Build 'Sadraton Bridge' before someone get hurt or killed on it. Patch the pot holes in the streets.
- The traffic is really big problem. If this could be fixed, I think it would help the city a lot.
- Improve the traffic flow. Mile ground by-pass?
- Plan for new roads to relief terrible traffic congestions. We can't continue to grow without addressing the traffic problem. Also, need for sidewalks, bicycle lanes, etc.
- Build a road that connects the law school/Evansdale Ave with the interstate more directly at any rate, address traffic. Failing that, student noise in areas near downtown after 11 pm could be better controlled to solve both problems: limit the # of students.
- Improve the way traffic flows, widen streets.
- Traffic control and speeding in neighborhood lower to 20 mph
- Do something against traffic congestion.
- Stop putting off the traffic problem on Beechurst and do something about it today or better, yesterday. Widen the road, demolish the fire traps & slumlord

buildings, eliminate the power/steam plant, improve the river front. Widening Beechurst was on Millenium plan 2010, and now has been moved to 2020 or 2030. Stop putting it off! Also do a better job enforcing the noise ordinance downtown especially in the warm months and please bring in a YMCA or some type of real rec/community center.

- Improve traffic flow. Require green space where new building occurs. Limit new construction. Improve parks, and construct indoor recreation opportunities.
- Make Beechurst 4-lane; make 705 4-lane; enforce traffic regulations (running red lights) how we let the state know these roads are important to the quality of life here. Where is the leadership?
- I believe we need to improve the traffic problems in the city of Morgantown.
- Easing the traffic flow.
- Don't spend so much money for beautification, pay for more important things such as road improvements drainage; and help the residence rather than burden them with so many restriction and fees.
- Improve the traffic flow on Beechurst.
- Traffic control=more lanes and need new bridge across river near 8th street and Beechurst Ave.
- Improve traffic throughout the city. Widen the roads & make traffic less congested.
- Traffic management.
- The roads! They are horrible. Many of them need paved or widened.
- Get traffic under control and help with parking issues in our residential areas that are now turning to 'student' housing areas-no parking available to the people who reside in the areas when students are in town-we pay the taxes not the students.
- Roads for traffic.
- Implement the plan to relieve traffic congestion.
- I would love to see improvement in the bike infrastructure. Hard to ride a bike in this town!
- Improve the traffic. More senior housing & neighborhoods. More hiring of police & fire officers.
- Traffic
- The city needs to improve the road system in general. There are only two main roads going through Morgantown, I know that there's not a lot of room, but surely something can be do. Also, maybe synchronizing stop lights would help traffic flow a little better.
- Traffic!!
- Connecting all of Morgantown and surrounding suburbs (e.g. Sabraton, Mileground, Westores) with sidewalks. Walking would improve traffic patterns and add to the esthetic landscape of the city. Accenting the natural landscapes

while developing, we live in a beautiful part of the world and simple zoning could help keep it this way.

- The city needs to improve the quality of roads. There should also be wider sidewalks to increase the town's Walkability.
- Improve the roadway system and expand bypass opportunities to reduce congestion in downtown, Suncrest, and WVU campus areas. Encourage broader use of public transportation. And work with WVU to expand the PRT system to new locations.
- Should do something to improve traffic flow.
- Better bus service. Need more service in neighborhoods off main roads. In many neighborhoods hills keep people from walking.
- Bicycle lanes would greatly improve the ease of my everyday travel. It is very dangerous to ride a bike downtown and near campus.
- I think that if we build an elevated walk way over very congested parts of town where there are many people & cars it would improve on traffic flow. A good spot is in front of the Mountain lair. More parking would be ideal, but this will never be a solved problem. Maybe more street parking.
- Infrastructure. Morgantown is growing quickly, but the streets are terrible, no good way to move traffic. Ridiculous parades downtown right at 5 pm! Also not nearly enough childcare facilities to support population growth.
- Address the traffic issue. Our current roads & traffic patterns cannot handle nor support the abundance of traffic incurred on a daily basis, not to mention when WVU games are occurring.
- Roads terrible traffic needs help
- Improve traffic congestion.
- Improve traffic flow!
- Traffic & parking
- Decrease traffic - congestion.
- Traffic. Need overpasses for students.
- Improve traffic congestion-improve snow removal and icing conditions improve cleaning streets and roads. Improve road repairing and paving (especially Willowdale rd)
- Improve the traffic tie up in Morgantown.
- Ease traffic congestion
- Traffic flow/control
- 1. Traffic changes 2. User fee for non-County residents 3. Consolidation of services with county commissioner 4. Annex surrounding areas 5. Those using higher ladder fire services should pay versus residences.

- I think the most important thing is the traffic, to improve the roads, so you don't have to sit & wait to get to where you are going for 25 or 30 minutes.
- Do something about traffic. Help for seniors. Keep the old wiles hill fire station. Build new one. Evaluate traffic where fire stations are located.
- More routes for traffic.
- Traffic & parking!!! I love Morgantown but it takes me entirely too long to get downtown and once I get there, it takes me that much more time to find a parking spot if I even find one at all. I would also like to see some type of city recycling program. Morgantown is way behind on this. I like what is being done downtown but the mess is lasting too long for the improvements being done, unnecessary inconvenience.
- Traffic congestion downtown.
- Address the traffic problem. The u should pay a per-student & employee infrastructure fee. And, stop creating man-made potholes by resurfacing roads and not raising drains. That's, well silly.
- Improvements to city roads to decrease traffic congestion. Also, better businesses in the downtown area to increase consumer interest.
- Provide the pedestrian with sidewalks, traffic lights that help pedestrians. Repair streets & sidewalks. Get the big trucks out of downtown (green and others). Dilapidated rundown homes and buildings are an eyesore and detract significantly from enjoyment of the city. Why do you think people move to cheat lake? A significant part of Morgantown is eyesores, couches, garbage, how and why does Morgantown tolerate this?
- Relief of traffic congestion.
- Traffic patterns & construction.
- Improve and maintain the roads (widen, allow for shoulder, snow & ice removal). 2. Improve storm water management system. 3. Expand zoning to separate residential housing from apartment/student housing.
- A better expanded bus program that would cover a schedule that doesn't require a lot of transfers between stops. The system in place now isn't effective.
- Get sidewalks. Bike lanes for runners/bikers. Indoor skate park.
- Recreation & traffic. I love Morgantown, I love living here especially in a college town.
- Traffic congestion. Flooding due to drainage problems.
- Improve traffic flow.
- More frequent bus stops and encourage public transportation.
- Improve roads. Put utilities underground. Better lighting.
- Address Beechurst traffic situation. Ticket people blocking intersections. Get rid of right hand lane in front of Old Father Flynn center.

- Council has allowed the university to develop and expand at the expense of what was an ideal community to live and reside. City roads cannot handle the amount of traffic downtown - University Ave - 705. We have allowed developers to put up apartments and condos without planning or thought to traffic. Will ambulances/fire trucks operate in case of major disaster in these areas?
- There are too many WVU students in town. Traffic is a major problem. Too many people seem to litter and damage property which makes the city look bad. There is a bad reputation due to the number of bars & hot spots.
- Traffic flow improvement. I left Los Angeles because of gridlock, and it's not much better here. Why couldn't the contract for fixing up High Street been worded so that all work was completed in the summer, while the students were gone? It took 7 or 8 months to do the work.
- Build infrastructure (roads, sidewalks, etc.) Before building complexes. Improve traffic.
- Make the town more pedestrian friendly, more sidewalks.
- Better roads!
- Better traffic patterns.
- Improve traffic flow.
- Fix Beechurst Ave traffic - eliminate light @ campus drive.
- Traffic problems & better enforcement of the law with students.
- More roads, better traffic management.
- Traffic & parking that's #1
- One word - traffic
- Widen the roads. Better traffic management.
- Working on added lanes and traffic congestion.
- Infrastructure, e.g.: street maintenance, safety, lighting, fire protection, sidewalks, various code enforcements but most of all: provide municipal owned city-wide wireless broadband.
- Address traffic congestion; improve infrastructure and better city planning for this growing community. Also, something has to be done about traffic during parades. Either get the cops out there directing traffic or don't have them at 5pm on a Friday.
- Update the road infrastructure without disrupting traffic flow during the construction process.
- Beechurst should be made 4 lanes and connect to s. University, and the power plant should be closed on Beechurst.
- Improve traffic conditions.
- More public parking.

- Let people park for free overnight after business hours in public lots - towing & charging - while giving us \$ only encourages students to drive drunk. If they could leave cars overnight on weekends they would more likely take cabs, buses etc.
- Check landlords renting to students with no parking, therefore taking parking spaces from residents who lived there for years.
- Have handicap parking & w/c accessible in sidewalk. Way to get in public building, wider door and ramps.
- Parking!!! Alternative transportation routes. Expand the only road in and out of Morgantown!
- 1) Brick High Street and make it a walking mall 2) make the parking lots into parking garages 3) 10 more city parks with basketball courts, etc 4) change the traffic patterns 5) offer tax breaks for business renovating downtown 6) anything to revitalize the downtown area.
- Continue current improvement, pave all roads, and increase availability of close, economical parking
- Deal with the parking issue. Deal with increased traffic congestion. Synchronize traffic lights better.
- There could be more parking opportunities, especially with the university being located in the city.
- More public parking, with 29-32 thousand students there is not enough parking for the citizens of Morgantown.
- Parking!
- Parking and traffic are the two worst things. Something needs to be done soon. Please fix this above all else.
- Parking & traffic congestion are a nightmare. Worse than Pittsburgh or D.C.
- Make developers improve sidewalks, curbs, storm drains adjacent to areas where they create housing.
- Plan growth of malls and shopping centers much more carefully together with roads to service too many malls in Morgantown.
- Keep landlords buildings up to code and stop building construction. Traffic is a major problem in Morgantown.
- Zoning in neighborhoods and the movement of student rental units into neighborhoods. Nothing will make residents more out of the city faster than this. Keep family neighborhoods for families.
- The city of Morgantown should better plan out their construction projects to help alleviate traffic. One thing at a time.
- Keep residential areas (neighborhoods) single family homes. Do not let homes be sold for student housing, do not let Suncrest become another south park, with 4 or 5 students and 4 or 5 cars in single family homes. 2. The university is

important to the economy, but not the whole economy. I feel the city should not back bonds for projects benefiting WVU and not necessarily the majority of Morgantown citizens. University contractors should pay for additional firefighters for increasing enrollment when infrastructure is not in place and building tinderbox multiple housing structures (like along 705 & out Van Voorhees rd). 4. Traffic & parking in downtown area a major problem and High Street construction costing businesses major financial problems.

- The terrible, health-threatening air quality must be addressed. There are so many life-quality problems; a moratorium on development should be considered until environments and infrastructure problems are addressed.
- Set up a real planning commission with honest and fair regulations for the citizens who live & work here, not the student body.
- Morgantown should develop a plan which facilitates growth rather than allows local politicians to take credit for beautiful but useless projects such as building sidewalks next to streets that need to be widened or buying worthless park land rather than paving roads and plowing snow. Morgantown is preoccupied with small high profile appearance projects and ignores basic maintenance & upkeep of what it already has. Morgantown needs good roads, wider roads and snow plows rather than new sidewalks replacing perfectly good sidewalks which it needs to tear up & replace with additional roads. Run the city like the city is today, not the city you remember from when you were a kid.
- Keep high-rise student housing out of the downtown area.
- Enact and enforce much stricter laws for housing, forcing landlords to upgrade and to maintain rental units. Essentially, take the onus off tenants and put it squarely with landlords who make huge profits but direct little of it towards improving Morgantown/Monongalia County.
- Be more for the property owners rather than the 'landlords' or renters. If a problem occurs it is treated like the issues is out of this cities control, or I quote Mr. Conrad (code enforcement) as saying 'my hands are tied'. Sad life walking around with your hands tied.
- Review the overall long range plan for commercial and residential development. In my opinion this town is in danger of #@*%ing up - unconscientious development.
- Remember that the permanent residents of our city are as important as the students. Do not use internet exclusively for all city business-many residents to not have access to a computer. Do not change zoning laws because some developers came in and offer millions of dollars to do, so that they can have free rein in the type of building they want to put in.
- Get university students out of 'family' communities. The noise, accidents (auto), & vandalism is getting out of control.

- Keep the small-town feel of Morgantown by keeping single family residential areas from being over run by student housing and causing parking & traffic problems. Equally important is the traffic problems.
- Slow down on growth; work on traffic, better above-minimum-wage jobs.
- I believe air pollution is the number one problem effecting quality of life in Morgantown. This is especially significant with the planned building (with city councils blessings) of another coal fired power plant just outside of town.
- Integrate planning and services for the greater Morgantown area. Prevent developers abusing failure of county to plan for urban growth.
- Better planning and development. The housing for students near campus (falling run, Sunnyside) is disappearing, adding to congestion. Retail development occurs with zero regard for impact on traffic and congestion (705, Univtown center, etc)
- Protect neighborhoods by passing & enforcing zoning laws.
- Morgantown is not a beautiful city. Apart from steward and e. Moore halls, there are no buildings of architectural interest. In the last few years there have been build depressing buildings on Beechurst such as the one that houses papa john's pizza. And the two dull green buildings on the other side of Beechurst. In the wharf district, the candy-striped corrugated building provides a bright and ugly note. Also, the waterfront place hotel and the university building represent triumphs of modern architecture. What Morgantown needs is control over what is built and a consistent vision of what the future should hold. The recent fracas over the downtown dormitory shows up the profound lack of planning. Ps. forgot to mention soviet-era city building. Hideous!
- Fine all slum lords. Tear down abandoned building. Get a traffic plan together. Fine residents that block intersections. Clean up trash in the city, not just worrying about washing the streets at night.
- More attention to rental property & fees renters are taken advantage of & have no one to help them. City needs to take responsibility for capping fees & inspecting buildings.
- In my opinion Morgantown is not a large city, however leaders are in a mode, or whatever reason, maybe I don't have the vision to see what they can see, to make it a large city. As you pack people to tightly-nothing good happens.
- Better comprehensive planning with county and university is a top priority. Traffic, stormwater and declining local businesses are all tied to poor planning & foresight. I would like to see the city actively promote/support local business owners in the downtown area and elsewhere. (I notice that an out-of-state firm is receiving Morgantown dollars to handle this survey)
- Stop greedy developers from ruining the appearance of the city. Make developers pay for all new infrastructure of any kind. They are the only ones in this community totally robbing people of their income. Causing increased taxes. All residents have to pay more for everything because of increased population.

- This isn't really a city thing, but the builders need to think about the senior citizens and build condos or apartments for them that are affordable instead of everything for students.
- Limit development.
- Cap on population growth (especially students) and work on the quality of life and address the major issues affecting the city such as trash, destruction of property. University should focus on the quality of education.
- Planned sustainable development of the city is no. 1. There is something called the 'carrying capacity' of a city. How can you almost double the population of a city in 8 years (reference 2000 to 2008) without parallel development of infrastructure (basic roads, housing & sewage)? Crime rate has increased steeply in the past years; housing prices are comparable to any really big city. What then, is the benefit of living here? If we continue like this, it will be our doom.
- Less residents, the city is too crowded.
- Use a model for sustainable development and adapt it to our own city's resources and economic status/growth and in doing so, carve a niche of cultural and aesthetic placement for Morgantown. Looking at towns such as Charlottesville, Va. And Asheville, N.C. also focus less on sprawling and corporate commerce and encourage benefits (economic and developmental) for private, unique businesses/shops.
- Restrict the number of student rentals in family type neighborhoods by not approving the construction of apartment buildings in these neighborhoods.
- Stop building separate malls everywhere! Put businesses together!
- Planning! It seems developers buy the outcomes they want regardless of zoning, environment, neighborhood & traffic impact, mish/mosh of housing structures in a single neighborhood, etc.
- Garbage - we need a new garbage service and get the cans and bags off the city streets. This place looks like a dump.
- I believe, at this point, a great start would be putting a lot of energy toward recycling program. I think we need better/more awareness, facilities, and convenience concerning recycling. I think a long term goal should be self-sustainability. Morgantown is such a dynamic leading city for West Virginia we should set an example of progressive practices and decision-making that will benefit in the long-term.
- Clean up Morgantown. Many of the roots for multiple problems lie with dilapidated sidewalks, buildings, and deteriorated housing. These structures are safe havens for illicit people and activities.
- Trash, clean-up & dilapidated homes revamped.
- Rundown student housing and slum lords.
- Clean and maintain residential areas, including student and low-income housing.
- Have cleaner and better sidewalks.

- Keep up with landlord renovations and codes of buildings for rent.
- Appearance of downtown and surrounding neighborhoods. This is what people see when they first come to Morgantown. Landlords that own apartments in the city should be held accountable for tenants that negatively impact neighborhoods.
- Require clean-up and improvement of rental housing.
- Improve the trash situation in student neighborhoods.
- Clean up old buildings. Too many bars down town. Clean up streets where student live
- Address trash dilapidated buildings, rental property and truck traffic.
- I currently live in an apartment and would love to have curbside recycling made available to me.
- Clean it up!
- Clean up run down buildings.
- Get rid of all the trash in the Sunnyside area as well as demolish some of the old run down houses. More parking availability in the area would be great too.
- Clean up the trash, at minimum enforce the ordinances in place, but also update the ordinance. In the wiles hills area, there are many residences that never remove the trash cans from the street or they store the trash cans (which are full & overflowing) in plain site from the street, by the sides of the houses or right on the street. The ordinance only addresses trash on front porches. I have spoken over the last two years to Mr. Scafella and to the two solid waste officers about various residences in the neighborhood, but the problem persists in many other residences. Wiles hill is already the next Sunnyside. Related to that is the fact that the university's goal of increasing the student population puts a major strain on the city and its resources. So that the city residential areas are not completely consumed by rentals, I think that the one cannot plan and implement these increases without working hand-in-hand with the city planners. I know there are efforts underway to 'take back' some of these residences/neighborhoods, which is good. Maybe a goal to work with the student government leaders about students taking pride in the areas in which they live, particularly the established residential neighborhoods is in order. I answered no to the question about retiring in Morgantown. The reason related to the issues I have addressed. I do like the availability of all the university has to offer, the low crime and the proximity to many other cities and activities, but, when I retire, I don't want to look at piles of trash/trash dumpsters full & overflowing or trash cans sitting on the street 24/7. There is really not one street leading into downtown Morgantown that is not a disgrace. Another issue is the urban sprawl that has occurred, most of it outside the city limits. Much of it has been in areas that sit in the middle of city limit areas, but is not within the actual city boundaries. Along with that come the problems related to having no zoning and what seems like no control over what is built and how it is built & maintained. Overall, I think that the beautification

projects downtown, the waterfront and trail areas have been very positive, but many of the residential neighborhoods are in need of just plain care.

- More improvements like the improvements on High Street. Clean up the other parts of town and improve sidewalks.
- 1a. Make landlords take excellent care (inside and out) of their rentals, particularly in south park and Greenmont. 1b. Street parking in s park & Greenmont - I have no driveway and no easy way to make a driveway, yet my neighbors who have driveways that can park up to 4 cars buy street passes and park on the street.
- There are a few improvements I would like to see including a more welcoming public library - consistent recycling - ours hasn't been picked up since September and a higher concern for public safety and property value. There are too many dilapidated buildings in this area - however - the people we have met and public officials have all been very helpful and friendly.
- Crackdown on landlords/residents who don't keep their properties in good condition. Most student neighborhoods are a disgrace.
- Clean-up the downtown area; the old buildings should go. Also, Beechurst Ave and University Ave? Not enough. If Beechurst could be widened to more lands or another street added that would help. Consequently, I know that will be difficult and expensive.
- Make the city more livable & attractive by making it easier to walk to places. Also by planting more flowers & trees & maybe a fountain. Also downtown looks better with the new sidewalks, but it would be neat to have more businesses. Most importantly - traffic & parking.
- There are several things. 1. Quit wasting money downtown by extending sidewalks out into the street at corners. 2. Fire BFI!!!! They haven't been picking up my garbage. I have a disability & they have it in writing. They never pick up recycle half the time either. They are lousy. My bill is paid up until Jan 2007. 3. Quit catering to WVU students & the university! The noise from the Mt. Lair carries clear over here into South Park.
- Crack down on the noise and disorder caused by WVU students.
- I believe our crime rate has increased mainly due to the gambling establishments all over the city and surrounding areas. If the city would abolish these places a lot of us would feel much safer. People wouldn't have to steal to feed their habits.
- Stop edge growth now. Stronger control of drunk students and loud late night parties in neighborhoods. No more alcohol permits.
- The biggest problem I have with the city living is the lack of respect for personal property. I don't know whether this would fall under public awareness, better law enforcement, or what. I have litter thrown in the yard, pet waste problems, simple trespassing that gives one a feeling of lack of privacy, and most recently, a case of mild vandalism (destruction of a picnic table). No major financial loss here so I

didn't report it, but I did use the table. Also, a feeling that the younger people aren't being taught & supervised by adults/parents.

- Do something about partying, drinking, drugs, etc that college students partake in.
- Decrease burglaries and robberies; improve images of houses, garbage pick-up at least twice a week within city limits. More parking, less traffic.
- Police need to be on foot patrol. There have been too many muggings & robberies. Drugs are a terrible problem. There is nothing for our teenagers to do. There needs to be a dance club for teens with their music. A lot of cities do this. Anything that will help our teens keep out of trouble. We cater way too much to college students. I too have a college student here.
- Limit gambling establishment & enforce underage drinking laws.
- Have some additional police to work in traffic control and crime control.
- Young kids & adults out late at night all hours. Crime-around your house I would like to see a curfew in the neighborhood.
- More police patrols to cut down on crime.
- Have more local enforcement over bars and drinking. How naive is it to allow 18 year olds into bars but be 21 to drink. I know it is a state law but I see no local politicians standing up to the state to make the change!
- Make residents feel safer. Too many home invasions and downtown strong arm robberies recently.
- Lights. Good bus. Good pave. Bet sidewalks. Very safe.
- Not license any more gambling hot spots. Limiting amount of drinking facilities in downtown.
- Improved fire protection i.e.: wiles hill more.
- More police officers visible.
- Don't charge Wiles Hill more fire? At the same time you reduce our fire protection by closing the north Street station. 2. Quit worrying about new laws and ordinances. Council tries to fix everything that way. Without enforcement, however, the new rules only hurt honest people.
- I think that we need to improve our police services. Frequently, response times are very long. During an investigation of a break-in @ my home, the demeanor of the officers was less than satisfactory. Also, they need to enforce parking, littering, & public consumption of neighborhoods more. In general, help us help our neighborhood be a safe and clean environment.
- The biggest mistake is taking the wiles hill fire station. They could still use it & still build another. You're not thinking of people in this area now because of the heavy traffic.
- Control the animals! We have stray dogs, including pit bulls roaming our streets daily. This makes one very nervous with my children. The problem is getting

worse as the population grows and my neighbors don't feel safe taking a walk at times.

- More help for elderly people.
- Equal housing opportunities for low-income individuals, that are affordable and safe.
- This city desperately needs more quality housing that is affordable. We also need more parking and real answers to traffic congestion.
- Pay more attention to residents instead of students. Give seniors more breaks.
- More affordable housing. Less congestion in newer housing developments. There is ample space for home building. We don't need to have any more ugly multi-storied apartment buildings and condos that resemble tenement housing or 'coal mine' villages.
- Have more affordable housing. Have more handicapped accessible living. Stricter punishment on criminals. Have more assistance to help teenagers behave appropriately.
- Better housing. Traffic congestion a problem. Citizen participation on improvement/committee's.
- Creating more jobs and resorts.
- Help senior that don't have help. I am lucky my family helps me and my dear friends.
- 1) Quality employment opportunities!! 2) Ease traffic congestion
- Morgantown needs decent, low-cost housing for the people that take the low-wage jobs in the city. I work in retail with people that cannot afford a car, or to live without roommates. When you do not include the surrounding county- Morgantown is a very expensive place to live.
- Move Bartlet House, bus depot to a more friendly location. Review homeless/drug addiction. Support services to areas with lower profiles in the community.
- Providing more accessibility for people with disabilities is essential for the positive growth of Morgantown. As our population grows older more people will require more accessibility and universal design improves life for everyone.
- Increase housing for the disabled.
- Cheaper housing and better lighting after dark with more of those blue emergency things, not just on campus.
- There is no #1 thing. It will take a combined effort of a lot of things. Stop trying to spread out and get bigger faster. The goodness of Morgantown is the people who have lived here most of their life. Think about the tax dollars that have been wasted and correct it. Don't find ways to create more money to pay for your mistakes.
- New taxi service.
- Have more things at night for teenagers to do.

- Improve walkability and bikeability.
- Upgrade the use of technology throughout the city.
- Officials leaving grant Ave alone, the students own grant, not you. Also, I don't think any of you suit wearing people have ever tried to walk around or drive in Sunnyside. If Sunnyside were in Virginia, where I live, some high ranking officials would be fired and kicked out of town. Your infrastructure is piss poor. Look at your sidewalks, or lack there of.
- Stop the trucks that start running through downtown @ 3:04 am and run continually without stopping or taking breaks during school hours or while the school buses are picking and dropping off of the children. (Some children as young as 5 yrs old) on the sidewalk just 3 feet from the children.
- Enlarge public library since WVU library has antiquated collections or negotiate with WVU to decrease or eliminate its 50 yearly fee and increase limit of five books per time (not well defined by WVU)
- Concentrate on something besides the wharf district, riverfront & anything connected to university. That seems to be your only interest. There is more to Morgantown than that!!
- City employees should work 40 hours per week, just not put in their time as usual.
- 1) Need to be more knowledgeable of their jobs. 2) Assist customers-not thwart them 3) efficiency 4) contacting city for assistance other than police/fire/? & expecting help is asking for a miracle.
- Better public gathering areas and parks. Often litter and homeless or undesirable groups loitering. Don't always want small child out. Also lots of bird-poop at the waterfront park.
- The city of Morgantown creates impressions toward obscuring absence of substance.
- Curb the influence of developers on the political process. Investigate kickbacks in building inspectors office.
- More oversight of mubMUB (Morgantown utility board), this organization digs up streets and yards with impunity. Landowners have little recourse but to complain to deaf ears about the damage that has been done! Pedestrian crossing for Patterson drive.
- Sidewalks
- Support the coal cities campaign
- Stop trying to save downtown and use that money elsewhere. There is more to Morgantown than High Street. City council needs less power. Stop wasting money on surveys.
- Personnel experience. Citizens called for jury duty should not be punished for doing their duty. Waiting in cold hallways on hard benches for interminable

periods of time while judges and attorney sip coffee is unreasonable and easily corrected!

- Kick students out
- Stop being such a police state!
- Add 'doggy water fountains' to the city parks for those residents who like to walk their dogs.
- Dusk to dawn (street) light installed at south point circle, Morgantown.
- More places to exercise. The rail trail is great, but it is all flat w/little change. You have to turn around to go back over what you just ran. Many of the roads are too narrow & thus unsafe for biking and running.
- Stop giving WVU sports, etc. First priority over residential events that have been in existence for years, cancelling them because WVU has a game of one sport or another. Stop letting the students (transients) run the town.
- More acres of green space that is moderately level.
- Have more stores downtown, such as a shoe store, women's clothing store, card and gift store, book store, variety/hardware store. I don't shop downtown because there are no stores with items I need or want. Many of my friends feel the same way. The only time I'm downtown is either for church, bank or restaurant.
- I would like to see an increase in amount of grassy areas & parks. Also increase street lighting and pave sidewalks. A crosswalk from the sidewalk of the CAC to the coliseum (or small pedestrian Overpass) would help that spot out.
- If employers would hire qualified people regardless of their socioeconomic status, physical traits, or any other non-job related superficiality. Why waste the money and time on a degree when \$1000 designer suits and being a size 2 is all employers look for.
- Move the football stadium to the edge of town. It would be nice to feel if you or a loved one had an emergency that medical care would be available in a timely manner.
- Stop raising taxes, stop trying to bend over backwards for WVU students who trash our city then leave four years later. They don't care! Who are we trying to impress? Dave Bruffy is the worst thing to happen to our public transit. I bet he has ridden the bus maybe once. Stop building new when we need improvements on what we already have.
- 40 hours per week work - go to work at 7:00 and quit at 3:30. Too many off days, too much time not working on their jobs. Working, for some, is just a joke.
- I am unable to give thoughtful answers. I cannot clearly visualize the 'residents of Morgantown'.
- Unsure