

RAGAN DESIGN GROUP
West Maple Neighborhood Survey
Results from Merchantville Respondents

MERCHANTVILLE NUMBER OF RESPONDENTS: 28

A. BACKGROUND

1. What city or town are you located in?

Camden	Merchantville	Pennsauken
	28	

2. Are you a resident, business, or property owner in the neighborhood?

Resident	Business Owner	Property Owner
23	4	16
82%	14%	57%

3. What is the primary language spoken in your household?

English	No Response	
27	1	28
96%	4%	

B. QUALITY OF LIFE

4. Please rate the following conditions in the West Maple Neighborhood.

Conditions	Excellent		Good		Fair		Bad		No Response		
Safety	1	4%	13	46%	11	39%	1	4%	2	7%	28
Appearance		0%	8	29%	11	39%	8	29%	1	4%	28
Housing Conditions	1	4%	7	25%	15	54%	4	14%	1	4%	28
Parking	4	14%	13	46%	8	29%	3	11%		0%	28
Sidewalk Conditions	1	4%	15	54%	10	36%	2	7%		0%	28
Roadway Conditions	1	4%	11	39%	12	43%	4	14%		0%	28
Goods/Services Available		0%	9	32%	14	50%	4	14%	1	4%	28
Recreation Opportunities	1	4%	12	43%	10	36%	3	11%	2	7%	28
Racial & Ethnic Harmony	2	7%	14	50%	9	32%	3	11%		0%	28
Transportation Options	7	25%	13	46%	6	21%		0%	2	7%	28

* i.e., space, privacy, housing comfort, housing maintenance

Comments:

1. Bad parking: business affected. 2. Appearance: entrance from 130 is horrible. 3. Roadway conditions: overall OK, but bad spots need to be addressed. 4. Housing conditions: vary street to street. 5. Safety: Too many non- residents use my street as their thruway or route while walking. 6. Trash in park and streets. 7. Safety: ghetto acting residents with verbal abuse. 8. Racial/Ethnic harmony: prejudice against whites from blacks. 9. Appearance: Maple Ave. is improving. 10. Housing Conditions: too many vacant properties. 11. Parking: many homes w/o driveways. 12. many streets have potholes. 13. recreation is terrible for teens. 14. Appearance: trash & debris. 15. Sidewalk Conditions: overflowing town trash cans. 16. Roadway conditions; no street cleaning. 17. Safety: too many renters/a lot of people in & out.

5. Please rate the following services in the West Maple neighborhood.

Services	Excellent		Good		Fair		Bad		No Response		
Garbage Pick Up	4	14%	15	54%	7	25%	1	4%	1	4%	28
Street Cleanng	1	4%	5	18%	13	46%	8	29%	1	4%	28
Snow Removal		0%	13	46%	11	39%	3	11%	1	4%	28
Quality of Education	2	7%	10	36%	8	29%	1	4%	7	25%	28
Emergency Response	12	43%	14	50%		0%		0%	2	7%	28
Patrols to Prevent Crimes	11	39%	9	32%	7	25%		0%	1	4%	28
Enforcement: Parking Violations	10	36%	11	39%	3	11%	1	4%	3	11%	28
Enforcement: Speeding Vehicles	7	25%	13	46%	3	11%	1	4%	4	14%	28
Enforcement: Property Maintenance Codes & Zoning Regulations	3	11%	15	54%	5	18%	4	14%	1	4%	28
Communication with Residents	1	4%	13	46%	11	39%	1	4%	2	7%	28

Comments:

1. Parking enforcement: not same for everybody. 2. Education: good except for Pennsauken High never had to use - bad school. 3. Street cleaning - leaf pick up needs to be managed better. 4. Communication with residents - website/e-mail could be used better. 5. Merchantville police do an excellent job. 6. Need more park patrols. 7. Communication: speed bump construction never communicated. 8. Emergency response: delay from central after hours. 9. Speeding: recommend speed bump on Poplar. Education - too expensive; 10. Street cleaning: non-existent. 11. snow removal: better than the past. 12. Enforcement: neighbors complain about Merchantville Commons. 13. communication w/residents could be better. 14. Speeding vehicles: headed "wrong way" 100 block Poplar. 15. Communication: well that depends on me too! 16. Garbage pick up: residents don't follow schedule. 17. Street cleaning: none. 18. Snow removal: park- not good. 19. Property maintenance: 606 W. Maple - most rental properties poor. 20. Property maintenance: the apt complex next to the nail salon- trash is always on the side or back, cars park at night 'hidden' on the side of the driveway, it's dirty and brings down the property value of homeowners on West End Ave. 21. Street cleaning never happens. 22. Snow removal poor and late. 23. Property maintenance some houses are decaying - lawns look like houses are abandoned. 24. What communication with residents? 25. Patrols to prevent crimes: not enough. Education: too expensive.

6. Are any of the following concerns in the West Maple Neighborhood?

Concerns	Yes		No		No Response		
Abandoned Cars or Vehicles	5	18%	22	79%	1	4%	28
Run Down or Blighted Buildings	17	61%	10	36%	1	4%	28
Graffiti	10	36%	18	64%		0%	28
Cleanliness	20	71%	8	29%		0%	28
Vacant Buildings	13	46%	12	43%	3	11%	28
Overgrown Weeds or Poorly Maintained Yards	15	54%	11	39%	2	7%	28
Unattractive Entrance into Neighborhood from Route 130	24	86%	3	11%	1	4%	28
Other: Please Specify	4	14%	1	4%	23	82%	28

Comments:

1. No businesses. 2. Run down rental buildings. 3. Park visitors not from area acting really out of line with loud profanities and litter. 4. Graffiti on 130. 5. Trash from businesses. 6. Rental properties poorly maintained. 7. Maple Ave./West End driveway - old apartment building dirty trashy. 8. Park is poorly maintained. 9. Unattractive Entrance to 130: very bad!

C. CIRCULATION

7. Do you feel safe walking or bicycling in the West Maple neighborhood?

Categories	Very Safe		Safe		Somewhat Unsafe		Not Safe		No Response	
In the Daytime	10	36%	13	46%	3	11%	2	7%	0	28
After Dark	3	11%	5	18%	11	39%	9	32%	0	28

Comments:

1. Park is too dark. 2. Too much riff raff from Rte 130 area. 3. Speeding cars that don't stop at stop signs. 4. The fear mongers are the police. 5. Is anywhere truly safe after dark. 6. I have a 160lb dog. 7. After dark: many people from Camden.

8. Would any of the following increase your desire to walk or ride a bicycle in your neighborhood?

Conditions	Yes		No		No Response		
More Lighting Along Sidewalks	16	57%	9	32%	3	11%	28
More Crosswalks to Safely Cross Street	16	57%	8	29%	4	14%	28
Designated Bicycle Lane	8	29%	16	57%	4	14%	28
More Accessibility for Disabled Persons	11	39%	11	39%	6	21%	28
More Police Patrol in Neighborhood	22	79%	4	14%	2	7%	28
Slower Car Speeds in Neighborhood	16	57%	9	32%	3	11%	28
More Place to go to in the Neighborhood	17	61%	8	29%	3	11%	28
Secure Places to Park Your Bicycle	13	46%	7	25%	8	29%	28
Other (Please Specify)	4	14%	1	4%	23	82%	28

Comments:

1. Police do a good job. 2. Bicycle lane not really necessary w/bike path on Chestnut. 3. Slower car speeds an issue on side streets. 4. More businesses to go to. 5. More crosswalks at Wellwood Park. 6. Merchantville Police are excellent. Tolerance level for problems needs to be lower. Put teeth into the idiots. 7. Littering. 8. More patrols, not looking for speeders. 9. Greater enforcement at stop sign at poplar and woodbine - motorists totally ignore. 10. More attention to sidewalks uprooted by trees, hazard for both walking and bicycles. 11. No complaints. 12. More police patrols - but they can't be everywhere at once. 13. Slower car speeds: 25 mph, upheld (no bumps) should be enough. 14. More place to go to. 15. Secure places to park bicycle. 16. Cleanliness. 17. Patrol the park, although it is a public park there are many outsiders that leave trash and walk their dogs without curbing them properly. 18. Drinking and drugs in park after dark. 19. There is no place to go! 20. No neighborliness.

9. Do you use public bus transportation?

Yes		No		No Response		
4	14%	23	82%	1	4%	28

Comments:

1. Use public transportation only in an emergency.

10. How often do you use the footbridge that crosses over Route 130?

Often		Sometimes		Rarely		Never		
0	0%	2	7%	3	11%	23	82%	28

Comments:

1. Get rid of it please! It makes Merchantville a 'go to' place for the ghetto. 2. Needs cleaning. 3. Used once, tons of glass. 4. I'd be afraid to do alone.

11. Would any of the following conditions increase your desire to use the footbridge?

Conditions	Yes		No		No Response		
More Lighting Along Footbridge	6	21%	15	54%	7	25%	28
More Places To Go On The Other Side	9	32%	12	43%	7	25%	28
More Attractive Entrance to Footbridge	6	21%	15	54%	7	25%	28
Accessibility for Disabled Persons	6	21%	14	50%	8	29%	28

Comments:

1. Ever see who uses the footbridge? Drug buyers and folks making trouble. 2. Walk bi-pass from 43rd Street. 3. Accessibility for disabled persons should be available. (42nd St. ramp). 4. Nothing would get me to use footbridge, nothing for me going west, only save-a-lot.

12. Are any of the following concerns in the West Maple Neighborhood?

Concerns	Yes		No		No Response	
Need More Areas for Public Parking	9	32%	16	57%	3	11%
Too Many Moter Vehicles Driving Through Neighborhood	16	57%	7	25%	5	18%
Too Many Motor Vehicles Speeding Through Neighborhood	15	54%	8	29%	5	18%
Too Many One Way Streets	7	25%	17	61%	4	14%

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D. RECREATION

13. Do you use Wellwood Park? What type of recreation facilities would you like to see there?

Question	Yes		No		No Response	
Do you use Wellwood Park?	21	75%	6	21%	1	4%

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Comments/Desired Facilities:

1. All the time with kids; Movie nights and family events. 2. Its's fine as it is! Just let it be a park. 3. Occassionally. 4. Recommend Basketball court or soccer goals. 4. Need to repair baseball field. 5. Clean it up. 6. More patrols needed, many undesirable elements attracted to it. 7. Concerts and walking. 8. Art in the park, neighborhood picnic on birthday celebration. 9. it's good enough. 10. Great asset. 11. concerts with rotary club. 12. Either create baseball field or remove back fence. 13. Allow dogs on certain days. 14. Basketball court or touch football field. 15. You missed last years flea market which could easily expand park's usage, hated too many decibels for permitted bands.

E. NEIGHBORHOOD GOODS AND SERVICES

14. What type of products or services would you like to see located in your neighborhood in the future?

Categories	Yes		No		No Response	
Automotive Services/Parts	3	11%	14	50%	11	39%
Alcoholic Beverages	3	11%	17	61%	8	29%
Bakery	20	71%	2	7%	6	21%
Bank	9	32%	11	39%	8	29%
Clothing/Shoes	7	25%	11	39%	10	36%
Café/Restaurant	22	79%	2	7%	4	14%
Coffee Shop	17	61%	2	7%	9	32%
Convenience Store	16	57%	7	25%	5	18%
Farmer's Market/Craft Fair	15	54%	4	14%	9	32%
Gas Station	8	29%	14	50%	6	21%
Grocery Store	12	43%	9	32%	7	25%
Grocery Store (Specialty)	10	36%	10	36%	8	29%
Hair Salon	6	21%	12	43%	10	36%
Hardware/Garden Supplies	14	50%	8	29%	6	21%
Laundry/Dry Cleaning	8	29%	11	39%	9	32%
Medical/Dental/Vision Services	13	46%	7	25%	8	29%
Nail Salon	8	29%	11	39%	9	32%
Pharmacy	9	32%	11	39%	8	29%
Police Sub-station	16	57%	5	18%	7	25%
Professional Office (Engineer, Architect, Etc.)	15	54%	5	18%	8	29%
Other Products, Services, Activities (Please Specify)	1	4%	4	14%	23	82%

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Comments:

1. Well Fargo Bank. 2. Keep or put these services in the business part of town. 3. Most services are already available in Merchantville. 4. Concerts in the park.

5. Police sub-station would be great. 6. Pizza shop. 7. No Alcoholic beverages - this attracts problems. 8. would love a good bakery. 9. Police Sub-station - additional expense not needed due to Merchnatville PD and size of Merchantville. 10. Alcoholic beverages - no, no, no!!!. 11. Community center 12. Block parties. 13. West End of Merchantville as good as can be expected, it can't be Haddonfield Kings Hwy. 14. automotive: we've got 'Townline.' 15. Bank had branch here it's not necessary. 16. would like either Café or Cofee Shop. Grocery Store, Hair Salon, Hardware: already one here. Might be good to get to get Laundry back. 17. Police sub-station would solve Ques. #5 and #8. 18. We have enough automotive. 19. Not enough ethnic diversity grocery stores. 20. Laundry, Pharmacy, Professional Office: sufficient. 21. Other: any you can easily walk to.

F. SENSE OF COMMUNITY

15. Please answer the following questions about the sense of community in the West Maple Neighborhood?

Categories	Yes		No		No Response	
Do you feel that members of your neighborhood matter to one another?	17	61%	7	25%	4	14%
Do you feel that your city/town cares about the needs and opinions of the members of your neighborhood?	14	50%	11	39%	3	11%

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Comments:

Question 1-- 1. Absolutely. 2. somewhat. 3. At times we feel forgotten. 4. with exvception of ghetto Maple Ave near 130. 5. Absolutely. 6. No. 7. Only when we all face problems. 8. Owner occupied property owners do- renters do not. 9. On West End Ave, we look out for one another and help when needed.

Question 2 -- 1. So far yes. 2. Not as much as needed. 3. At times we feel forgotten. 4. This survey is proof and a job well done!! 5. West End has always been neglected. 6. It is their job to. 7. Borough Council has hearing- resolution is voted on immediately and the vote appears to be predetermined. 8. Not always. 9. They care but do not always carry through. 10. Paradise is in heaven!

G. ADDITIONAL COMMENTS

16. Do you have any additional coments or suggestions for improving the West Maple Neighborhood?

- 1. Parking facilities should be improved.
- 2. Entrance from 130 is horrible in appearance, does not create a community feel.
- 3. Moved from Camden last year, entrance to 130 is horrible, graffiti, awkward turn from 130, no well lighted path, also the park has drug bags often on the ground, is not well lighted, Linden Avenue needs speed bumps (people go too fast down that street), really happy about this, Thank You.
- 4. Website focused on West End revitalization, could be a good tool to keep residents updated and more involved.
- 5. Less politics and ego trips, this area needs attention i.e. keep after property owners to keep areas clean, improvements when necessary, I grew up here, I remember what a nice residential area it once was.
- 6. More police patrolling, more parking tickets to cars that do not belong.
- 7. Less renters, to me that is what makes West End a problem area.
- 8. Regarding Wellwood Park, perhaps we could start an "Adopt a block of Wellwood", a group of neighbors could take care (pick up trash, tree debris, etc.) from a certain section of the park, maybe have a large planter at each corner for seasonal plants just to add color
- 9. Some, not all rental properties just need a good cleaning up of their properties. There are several vacant homes- that's worrisome.
- 10. Bulldoze the area near Route 130 on Maple Ave. and at same time get ride of bridge to Route 130, including footbridge. Enforce a zero tolerance daily from police to let everyone that acts like an idiot to stay well away.
- 11. The rental properties are poorly maintained by owners, not on the premises; Tenants don't care about trash cans left out all week, lawn care, leaf pick up, etc., parking on lawns.
- 12. Replace the partially destroyed map on liquor building.
- 13. a place where teens can productively be engaged.
- 14. Focus on locations or creating the facility rather than the program let that be funded from other sources.
- 15. I've lived here almost my entire life, I've watched the good and bad changes, I'd like to see the good ones continue to progess, even though I may not be able to contribute as much as others are able, Thank you!
- 16. Some curbs are in poor condition, trash everywhere, streets are not cleaned.
- 17. The one complaint I have is the large apartment complex located on Maple Ave. next to the nail salon. I lived here for 18 years - I have never seen conditions so poor in this neighborhood but care what they are allowed to do, with trash etc. has never even been allowed by home owners. Why should I have to look and smell someone's trash. It's unsightly and not representative of the Merchantville I've grown to love. In this condition, I would have a hard time selling my house due to the unkept apartment complex. Was this building purchased by

slum lords?

18. Better communication from Borough- they pick up leaves but we never know when they're coming. They never fix Linden Ave. It seems all resources go to east end. They put corner ramps everywhere but here. Very frustrating.

19. Have a law preventing door to door solicitors. Have a once a day call to senior citizens to establish they are ok. Have a serious art show along an entire block with trophy prizes selected by judges (I have experience arranging something like this). [See survey for contact info.]