

# Duluth Township

# Resident Feedback Survey

January 2010



# 2010 Duluth Township Resident Feedback Survey

## Purpose

The purpose of the Township *Resident Feedback Survey* is to provide busy residents with another way to communicate their concerns and suggestions to our Township officials. Township officials can also get some additional guidance from residents. On average only one or two residents who don't hold an official position attend meetings unless there is a specific public hearing. The results of this survey are reported in the March *Newsletter* and on the Township web site: [www.duluthtownship.org](http://www.duluthtownship.org). This written report is available in the Town Hall and provided to the Town Supervisors and other Township officials.

## Overall Results

Resident feedback suggests a substantially high level of satisfaction with the Township and its services that is consistent with past survey findings. The relatively low response rate and lack of consensus on concerns also suggests that overall there is no single issue of broad concern or dissatisfaction. On the three special issues that were raised, respondents favored not allowing short term rentals, preferred to deal with tax complaints locally as in the past, and favored having community educational and recreational events offered at our Community Center. Specific results are presented below.

## Background

The 2010 one-page questionnaire was sent with the January Newsletter to 929 addresses. (*This includes 779 households in the Township, 29 business or agency addresses where the owners or managers do not live in the Township, and 121 friends, former residents or land owners who live outside the Township*). Question topics were sought from residents and from Supervisors and other officials. Many of the questions came from prior questionnaires to provide some sense of trends.

As of February 6<sup>th</sup>, 6 days after the preferred deadline, 83 responses were received (about 11% of resident households). This is similar to the response rate from previous surveys. Only 2 respondents checked that they live outside the Township. Although everyone had an opportunity to provide their response, those who did so are probably those who are most interested in the Township and current issues and have concerns or suggestions to provide. *Responses reported below should be interpreted with this in mind.*

It is important to recall the larger context of the survey. 2009 was a year in which many grant-based improvements were made to our Community Center and its grounds, a new fire truck was purchased with grant funding, and issues of short term rental, taxing our Community Center and approval of variances for a Stoney Point subdivision were debated. Nationally, it was a year of broad economic recession, a new national administration and continuation of wars in Iraq and Afghanistan.

Note that the questionnaire is anonymous...no names were requested. In one or two cases, individuals signed the questionnaire but the names were erased and questionnaires mixed to assure anonymity. Forms are kept a month or so in case double-checking is needed, and then are destroyed. Computer statistical data files are retained for future comparisons. Written comments are provided in appendices, below. Where respondents might be identified from their comments, identifying references are eliminated. A copy of the questionnaire is attached (see Appendix 6). The back of the questionnaire provided some room for added comments as well as the editor's return address. The questionnaire could be mailed or deposited in a locked "news box" at the Town Hall and

37% used the news box. 16% of respondents indicated that they either own or manage a business in Duluth Township. This is slightly down from 18% IN 2006 (see Table 8).

Comments and suggestions about the *Resident Feedback Survey* are most welcome and should be sent to the Newsletter editor.

**Results by area**

As in prior surveys, the questionnaire asked whether respondents live on the shore side or inland side of the expressway or if they live outside the Township. 27% of respondents were from the shore side of the expressway, 70% from inland, and 3% from outside the Township (see Table 8).

Except for two or three questions, respondents **did not differ significantly in their response by here they lived**. The few exceptions are noted below.

**Overall Satisfaction**

Again this year, respondents were asked how satisfied they were with Duluth Township as a place to live. 66% indicated they were “very satisfied” and 96% were “satisfied” or “very satisfied”. This has been relatively consistent over the years. Table 1 suggests that the percent of respondents who are “very satisfied” has been increasing with a comparable shrinking in the “satisfied” category, a minor trend toward the higher extreme.

**Table 1  
Overall Satisfaction with the Township  
As a Place to Live, 2002, 2003, 2006 and 2010**

<i>Overall Satisfaction</i>	<i>2002</i>	<i>2003</i>	<i>2006</i>	<i>2010</i>
Very satisfied	56%	64%	64%	66%
Satisfied	41	31	34	30
Dissatisfied	2	3	1	3
Very dissatisfied	<u>1</u>	<u>2</u>	<u>1</u>	<u>1</u>
Totals	100% (118)	100% (77)	100% (89)	100% (80) <sup>1</sup>

**Comments about Duluth Township as a Place to Live**

Seventeen percent of the respondents (14 people) made 20 comments about Duluth Township as a place to live (some respondents addressed more than one topic). These are listed in Appendix 1 and summarized in Table 2, below.

The few comments were spread over a range of topics. They were generally positive, noting the peaceful area, good neighbors and rural character. Other comments indicated a worry that the rural character might be lost, the need for enforcement of speed limits, junk ordinances, short term rental ordinances, and road maintenance (see Appendix 1).

<sup>1</sup> In each table, the number in parenthesis is the number of cases upon which the percentage is computed.

**Table 2**  
**20 Comments by 14 Respondents about Duluth Township as a Place to Live, 2010**  
*(see Appendix 1 for a complete listing)*

<b><i>Comment about Satisfaction with Township</i></b>	<b><i>Percent</i></b>
Wonderful area, love it, quiet, peaceful, scenic	25%
Township has good people, good neighbors	15
Keep rural beauty, protect it	10
Need better roads and phone service	10
Miscellaneous other comments <i>(see Appendix 1)</i>	40
Total	100% (20)

## Concerns

Respondents were asked about concerns they had about Duluth Township. About two thirds (63%) of respondents made comments. These are listed in Appendix 2 and summarized in Table 3, below. Concerns about development and growth were most frequent (18%), enforcement of speeding and other ordinances came in second (14%) and concern about keeping our rural character was mentioned by 13% of respondents. Again, responses spread over a variety of concerns. Although not statistically significant, those on the shore side of the expressway were more likely to list a concern (77% vs. 58% for those on the inland side of the expressway).

**Table 3**  
**Percentage of Main Categories of the 76 Concerns That 52 Respondents have about Duluth Township, 2010**

<b><i>Concerns about Duluth Township</i></b>	<b><i>Percent</i></b>
Too much development, concern about commercial/residential development, over population	18%
Need stricter enforcement of zoning and other ordinances (junk, animals, ATV, snowmobile, speeders, short term rentals)	14
Need to manage development to keep the Township's rural character	13
Too many regulations, rules	7
Environmental degradation, water quality, pollution	5
Part-time police not enough, lack of funding for police	5
Taxes too high/increasing, sewer costs	5
Miscellaneous other concerns <i>(see Appendix 2)</i>	33
Total	100% (76)

## Satisfaction with Selected Township Services

Table 4 lists the percent who are “satisfied” or “very satisfied” with each of 13 Township services. These are compared to responses given to the same items in 2001, 2003 and 2006. Comments are listed in Appendix 3 and summarized in Table 5.

Respondents, while highly satisfied with most services, appear to modulate their satisfaction ratings by choosing between the top two categories: “satisfied” and “very satisfied”. Table 4 gives the percentage “very satisfied” to provide some sense of this choice pattern. These data may be useful in identifying areas of Township services where some added attention may be helpful.

**Table 4**  
**Percent of Respondents who are “Satisfied” or “Very Satisfied”**  
**With Selected Township Services, 2001, 2003, 2006 and 2010,**  
**and Percent “Very Satisfied” for 2010**

<i>Services in the Township</i>	<i>2001</i>	<i>2003</i>	<i>2006</i>	<i>2010</i>	<i>2010 % very satisfied</i>
Volunteer Fire Department	97% (71)	97% (76)	99% (79)	<b>100%</b> (74)	<b>74%</b> (74)
Township web site	--	--	93% (42)	<b>100%</b> (40)	<b>35%</b> (40)
Recycling Center/s	92% (78)	89% (75)	93% (84)	<b>99%</b> (80)	<b>69%</b> (80)
Newsletter	96% (80)	98% (67)	99% (86)	<b>99%</b> (82)	<b>70%</b> (82)
North Shore Community School ( <i>in 2002 it became our public charter school</i> )	92% (75)	98% (81)	99% (74)	<b>97%</b> (65)	<b>60%</b> (65)
Board of Supervisors	66% (70)	98% (79)	91% (78)	<b>97%</b> (73)	<b>33%</b> (73)
Town Hall (Office)	93% (69)	94% (73)	96% (77)	<b>92%</b> (72)	<b>38%</b> (72)
Police Officers/Department	77% (61)	86% (73)	86% (82)	<b>92%</b> (76)	<b>55%</b> (76)
<u>All roads</u> in the Township	--	81% (80)	64% (87)	--	--
<u>Township roads</u>	68% (73)	--	--	<b>90%</b> (79)	<b>14%</b> (79)
Planning Commission	70% (64)	86% (66)	85% (72)	<b>81%</b> (73)	<b>16%</b> (73)
D/NSSD Sewer District	--	--	76% (41)	<b>78%</b> (36)	<b>19%</b> (36)
<u>County roads</u> in Township	84% (81)	--	--	<b>73%</b> (81)	<b>7%</b> (81)
Community Center Classes	--	--	89% (28)	<b>62%</b> (26)	<b>12%</b> (26)

Volunteer Fire Department: 100% of respondents were “satisfied” or “very satisfied” with our Clifton Volunteer Fire Department (74% were “very satisfied”, the highest percent among the listed services). This was a year in which the Department purchased a new tanker with a FEMA grant plus some Township matching funds. The satisfaction rating is very similar to prior years. 7% of respondents were unfamiliar with the Department (see Table 6) and this is lower than in 2006 (11%).

Web site: 100% were “satisfied” or “very satisfied” with this service (35% were “very satisfied”). Our Township web site contains various forms, an archive of minutes and Newsletters, the Police “Crime Alert”, a calendar, upcoming events, a listing of Township businesses and organizations, and connections to emails and links to other services. This year an email notification service was added. The overall satisfaction rating was up somewhat from 2006 (100% vs. 93%). 51% of respondents were unfamiliar with the web site, the same as in 2006 (see Table 6). Many in the Township may not have internet access.

Recycling Center: 99% were “satisfied” or “very satisfied” (69% were “very satisfied”, the third highest among listed services). This is up from prior years (93% in 2006 and 89% in 2003). The Township now has only one recycling center, recently reorganized, and located at the Town Hall. The south recycling center was closed due to the McQuade harbor project and residents on the lake side of the expressway can now purchase curbside recycling service. Only 2% were unfamiliar with this service, down somewhat from prior years (6% in 2006).

Newsletter: 99% indicated they were “satisfied” or “very satisfied” (70% “very satisfied”). This is in line with prior surveys. No one indicated they were not familiar as one would expect since the survey was included in the Newsletter. The Newsletter mailing list was updated this year. There are many residents who contribute articles and pictures to the 6-times-per-year effort.

North Shore Community School: 97% of respondents were “satisfied” or “very satisfied” (60% were “very satisfied”). This is similar to prior years. This year a comprehensive plan for the building and grounds of our Community Center was adopted. Several grants were acquired to upgrade the sports and recreational grounds, build a pavilion and install a playground and an outdoor toilet. The Community Center was re-roofed, several internal changes were made and a plan for additional space was discussed. A one page school news insert is included with each Newsletter. 20% of respondents were unfamiliar with the school (see Table 6) and this is the fourth from the highest level of unfamiliarity among the items listed.

Board of Supervisors: 97% were “satisfied” or “very satisfied”, up from 91% in 2006 and substantially up from 66% in 2001. In the 2010 survey, 33% of respondents indicated they were “very satisfied”. This has been a busy year for the Town Board. Some ordinance revisions were adopted after public hearings, considerable work was done on the Community Center planning and capital improvements, and there were several legal issues that had to be pursued. Topics of discussion included a Stoney Point subdivision, efforts to tax Township property, stormwater, short term rental, etc. 8% of respondents indicated an unfamiliarity with the Town Board (see Table 6).

Town Hall (Office): 92% were “satisfied” or “very satisfied”, down slightly from 96% in 2006. 38% indicated they were “very satisfied”. There are increasing demands on our Township office from various agency regulations and resident requests plus the issues and projects in which the Township is involved. 8% of respondents indicated unfamiliarity with the Town Hall Office, down from 14% in 2006 (see Table 6).

Police Department/Officers: The Police Department had 92% of respondents indicating they were “satisfied” or “very satisfied”, trending up from 77% in 2001. 55% were “very satisfied”. Although differences are not statistically significant, in these data residents on the shore side of the expressway tended to be somewhat more satisfied with police service than those inland. Our Police Department has three part-time officers. A new squad car with updated computer equipment was recently acquired. Table 6 shows that 5% of respondents were unfamiliar with our police (8% in 2006).

Township Roads: In this survey, respondents were asked separately about Township roads and County roads in the Township. 90% were “satisfied” or “very satisfied” with Township roads, and 14% were “very satisfied”. This is up substantially from 68% “satisfied” or “very satisfied” in 2001, the last time this question was asked. Our current grading contractor, has received favorable mention and the Town Board has been spending considerable attention to maintenance needs. 5% of respondents were unfamiliar with Township roads, down from 10% in 2001 when this question was last asked. It may be that there is some confusion about County vs. Township roads.

Planning Commission: 81% were “satisfied” or “very satisfied”, down somewhat from 2006 (85%) but markedly up from 2001 (70%). 16% of respondents indicated they were “very satisfied”. This past year has been an especially busy one for the Planning Commission with a higher number of variance or conditional use hearings (e.g. the Stoney Point subdivision and short term rentals), public hearings on selected updating of our zoning ordinance, some legal issues raised by people living outside the Township over zoning decisions, and planning activities for our Community Center building and grounds. 11% of respondents were unfamiliar with the Planning Commission, down from 16% in 2006.

D/NSSD Sewer District: 78% of respondents indicated they were “satisfied” or “very satisfied” with the Duluth/North Shore Sanitary District. This is the citizen management group that oversees the sewer along the shore and manages its operation. 19% of respondents indicated they were “very satisfied”. The District has had to deal with financial problems and with added customers. 54% of respondents were unfamiliar with D/NSSD which might be due, in part, to their discontinuing an update report in the Newsletter and that the District only covers the area on the lake side of the expressway.

County Roads in the Township: In this survey, respondents were asked separately about Township roads and County roads in the Township. 73% of respondents were “satisfied” or “very satisfied” with these County roads. This is down from 84% in 2001 when this question was last asked. Only 7% indicated they were “very satisfied” with County roads in the Township. 2% indicated that they were unfamiliar with these roads although it is possible that respondents were unclear about the distinction between County and Township roads. Although not statistically significant, in these data residents on the shore side of the expressway expressed greater satisfaction with County roads than those living on the inland side of the expressway (95% “satisfied” or “very satisfied” vs. 65%

Community Center Classes: 62% indicated being “satisfied” or “very satisfied” (12% indicated they were “very satisfied”). This is down considerably from 89% in 2006. This past year offerings have been limited and the Township had not been able to hire someone to oversee the program. 66% were unfamiliar with these classes, up from 61% in 2006. With the facilities upgraded (e.g. new pavilion, new recreational fields, an outdoor toilet) there has been a renewed effort to find someone to oversee community education and recreational events. Appendix 4 lists suggestions for our Community Center program. Table 7 summarizes some of these suggestions.

## Comments about Ratings of Selected Township Services

About 41% of respondents made comments about their rating of the selected Township services (see Table 1, above). These comments are shown in Appendix 3 and summarized in Table 5.

**Table 5**  
**73 Comments by 36 Respondents made about**  
**Duluth Township as a Place to Live, 2010**

<i>Comment Topics</i>	<i>Percent</i>
Roads	19%
Enforcement (speeding, ordinances)	18
Other Township services	12
Duluth/North Shore Sanitary District (D/NSSD)	10
Appreciation of Township staff and volunteers	8
Recycling Center/s	8
Police	8
Development in Township	5
Miscellaneous other topics	10
Total	100% (73)

## Familiarity with Listed Services

One of the options in the satisfaction rating scale was *“Don’t know”*. This is a proxy measure for familiarity with the service. Table 6, provides a summary of this information. This information might be useful in making certain functions better known.

Among the **most familiar** services are: the Newsletter (0%), Recycling Centers (2%), and County roads in the Township (2%). **Least well known** are the Community Center Classes (66% don’t know), the D/NSSD sewer district (54%), and our Township web site (51%).

Comparing the *“Don’t know”* percentage across years from 2001 (see Table 6) indicates that most services are becoming better known but the school, the sewer district and Community Center classes are less well known now than in 2006. Our Police Officers are becoming more well known (25% don’t know in 2001 to 8% in 2006 and 5% in 2010). The Planning Commission is better known than in 2001 (21% vs. 11% in 2010). The Town Hall office is also becoming better known (8% now vs. 14% in 2006).



**Table 6**  
**Percent of Respondents Who Said They “Don’t Know”**  
**About the Township Service, 2001, 2003, 2006 and 2010**

<b>Township Services</b>	<b>2001</b>	<b>2003</b>	<b>2006</b>	<b>2010</b>
Township roads	10%	--	--	<b>5%</b>
County roads in the Township	1%	--	--	<b>2%</b>
All roads in the Township	--	1%	1%	--
Newsletter	1%	1%	2%	<b>0%</b>
Recycling Center/s	4%	5%	6%	<b>2%</b>
Police Officers	25%	9%	8%	<b>5%</b>
Board of Supervisors	12%	6%	11%	<b>8%</b>
Volunteer Fire Department	11%	8%	11%	<b>7%</b>
Town Hall Office	15%	11%	14%	<b>8%</b>
Planning Commission	21%	15%	16%	<b>11%</b>
North Shore Community School <i>(in 2002 it became our public charter school)</i>	7%	19%	16%	<b>20%</b>
D/NSSD Sewer District	--	--	48%	<b>54%</b>
Township web site	--	--	51%	<b>51%</b>
Community Center Classes	--	--	61%	<b>66%</b>

**Table 7**  
**Summary of 88 Suggestions by 47 Respondents**  
**About Preferred Community Education and Recreation, 2010**  
*(see Appendix 4 for a full listing of items)*

<b>Classes/Activities Preferred</b>	<b>Percent</b>
Exercise, fitness	12%
Crafts, hobbies	11
Dancing	9
Fabric arts (quilting, knitting, sewing, etc.)	6
Yoga	6
Music	4
Language	4
All others	44
No preference listed	4
Total	100% (88)

## Opinion on Selected Topics

Table 8 provides information on responses to a series of questions about selected topics: where to present property tax complaints, whether short term rentals should be allowed, and preference for community education/recreation at our Community Center. In addition, respondents were asked if they owned or managed a business in the Township and whether they live on the lake or inland side of the expressway.

**Table 8  
Percent of Respondents Who Said “Yes” to  
Selected Current Topics, 2010**

<i>Topics</i>	<i>Percent Yes</i>
<p>Do you prefer to <b>present a complaint about your County property tax assessment at our Town Hall</b> to the County Assessor and Township Supervisor (as in the past), <b>OR</b> present a complaint about your County property tax assessment to the County <b>Assessor’s Office in Duluth</b>?</p> <p style="padding-left: 40px;">At our <u>Town Hall</u> (to an Assessor and a Town Supervisor) At the <u>Assessor’s Office</u> in Duluth (to an Assessor) No preference</p>	<p>55% 11 <u>34</u> 100% (80)</p>
<p>Do you prefer that our <b>Township <u>allow</u> or <u>not allow</u> short term rentals</b> in your neighborhood, perhaps next door? <i>(A short term rental is defined as a house rental for periods less than 30 days where the owner is not on the premises when it is being rented.)</i></p> <p style="padding-left: 40px;">Prefer the Township to <u>not allow</u> short term rentals in my neighborhood. Prefer the Township to <u>allow</u> short term rentals in my neighborhood. No preference</p>	<p>58% 24 <u>17</u> 100% (82)</p>
<p>Would you like the <b>Township to offer educational and recreational classes/events</b> at our Community Center? (Percent Yes)</p> <p><i>(See Appendix 4 for a listing of suggested community education/recreation events)</i></p>	<p>81% (73)</p>
<p>Do you <b>manage or own a business</b> in the Township? (Percent Yes)</p>	<p>16% (64)</p>
<p><b>What area do you live in?</b></p> <p style="padding-left: 40px;">Shore side of freeway in Duluth Township Inland side of freeway in Duluth Township Outside Duluth Township</p>	<p>27% 71 <u>2</u> 100% (81)</p>

## Appendix 1

### Comments on Overall Satisfaction with Duluth Township as a Place to Live

We really like living in a rural area with lots of forests, streams, wildlife, and good neighbors. We are glad to have a Town Board that works hard for our Township.

Very quiet here plus no garbage on the sides of the roads. Winter care for roads could be much better though. Township needs to voice itself to the County more often and stronger!

Nice quiet area, good neighbors, helpful but not noseey.

My roots are planted.

Love living on the shore.

Lack of building inspection while good for taxes, leads to poor building practices and real cost to families.

Township often washes its hands of responsibility.

Its a safe place to live but speed laws should be more enforced. People drive way too fast on the Shilhon and Ryan roads.

I feel we are losing our rural character.

Good people and a nice area.

Except for the roads!

Could there be some kind of ordinance for home owners to remove old junk cars, tractors, bikes, etc? There is one house on Greenwood Road where a family has had an old washing machine, old exercise bike and LP gas tank sitting near the road all rusty and crappy. Brings the neighborhood down. Also there is a home where At least 2 old, unused vehicles have been in the front yard for many, many years.

Good comprehensive plan, good zoning ordinance, excellent local government; rural character.

As someone who works in Duluth Township, I see it as a good place to live.

I moved to Duluth Township with anticipation and high expectations. I chose this as a place to become my home. My on-going frustration with the issue of short-term vacation rental ...has significantly undermined my sense of pride and safety in my chosen community. I do not want to give up on my community.

However, three years of dealing with the negative impact of ...short term rental has radically changed my feelings about the Township as a place to call home.

## Appendix 2

### What Concerns Do You Have about Duluth Township?

We wish DSL service was available...but Township is not responsible for that.

We need to guard and preserve the rural character of the shoreline as long as possible.

We are fortunate we have not had any serious accidents as our main Township roads are now black-topped and in good condition. I am sure there are many who are going 55-60mph going to and from work. I believe we should have a 50mph limit.

Too much time spent on watershed and environmental issues, usually leads to less property rights for Township residents.

Too much growth. This is a rural area, let's keep it that way. Too many junk cars, etc. in yards.

To maintain the 5-acre minimum needed to build.

There are a few places with "too much junk" lying around their yard.

The Planning Commission is putting in too many unenforceable rules.

That it be kept rural and few encroachments on Superior lakeshore.

Taxes!!!

Speeding on township and county roads. Speeders should be ticketed, with proceeds going into township coffers, which could help lower property taxes. Hunting (bow hunting and firearms) should not be allowed in or around residential areas.

Speeding on Scenic Drive

Speeding and over population.

Some individuals make it a priority to be in other people's business, property, development, where maybe they don't belong.

Size of out-buildings. Planning & Zoning building size (2000 sq ft) for farming e.g. tractors, bailers, etc. and storage buildings. Very dissatisfied with this.

Short term rentals and lack of follow through on conditions set for such vacation renters.

Rising costs. Taxes, sewer, fuel.

Property values; the inability for young people to buy land to farm.

Policing is only part time. Hit or miss police department.

Please put meeting agendas on the website at least 7 days prior to the meeting.

Overpopulation!

Overcrowding.

Over regulation.

Over population and development that will diminish a rural way of life.

Over development both residential and commercial.

None

No speed limit on Homestead Road. No speed limit signs? About 60 other signs though. Haven't the Township Police noticed this?

Need better internet service. There are "dead spots".

More opportunity for jobs. We have our biggest employer (Lake View Castle) out of business. I would like to see other businesses develop in our community.

McQuade Safe Harbor

Losing rural character.

Loose dogs when we are walking and/or biking with young children. Some dogs are ferocious and have attempted to bite.

Lack of good planning for development of Lake Superior shoreline; poor at best stewardship of environment. See Knife River, Odyssey Development, riparian land policy.

Just a caution re: "over regulation". Regulations are often desirable and necessary. There is, however, a limit where regulation ceases to be beneficial. Much of the charm of living in a rural environment arises from its solitary nature, as opposed to that of a typical city residential neighborhood. I believe we would do well as a township to be careful to protect those freedoms which come with rural living, and be particularly careful to avoid intrusive regulations which do little or nothing to protect our air, lands and water.

It is being run like we are in the "City of Duluth", not Duluth Township! We are paying for dual services: constables and sheriff.

Increasing level of crime.  
I do not think that sub-10 acre parcels should be allowed.  
I am concerned about over population. I like it kept rural. The expressway is an advantage to our Township and could be utilized better with some realistic zoning. Business/commercial.  
Having enough volunteers for our emergency services. Preservation of our natural resources, including beauty.  
Future increases in property taxes.  
Excessive development on Lake Superior like the proposed Odyssey development.  
Eventual over development.  
Enough police protection?  
Enforcement of ordinance provisions. Preservation of forest land. Need for planning for Township services.  
Encroaching development (e.g. Stoney Point). Lack of tax dollars for police and  
Don't want developers coming in.  
Development near Lake Superior. Do not enforce old cars in yards and other junk (Hegburg and Homestead).  
Board getting involved in non-Township issues/businesses. Dumping garbage to unwanted pets.  
Dealing with ditch stormwater issues. Protecting our streams. Encouraging good stewardship of land and natural resources.  
Cultural diversity and over-development.  
Condo development, subdivision development.  
Can not do anything on your own land without the blessing of the Township gods. Too many permits, rules and fees.  
Better road maintenance and plowing. Real estate taxes too high.  
Concern that we continue to have growth that is planned and that we retain our rural atmosphere.

## Appendix 3

### Comments on Satisfaction with Services in Duluth Township

- Whoever maintains Shilhon Road (lower) needs to be fired and hire someone that knows what their doing (grading, grading, grading). Chemicals for dust should be applied more often and more of a distance.
- We would like to see more grading of gravel roads. More mowing of sides of roads, possibly 2 times a year?
- We love the North Shore Community School and wish there was an option beyond 6th grade instead of the Two Harbors High School.
- Township roads generally good but Olson Road is bad.
- Township police should not be doing home checks without charging individual homeowners. These services are costing township tax payers, and are tying up police from protecting the rest of the Township.
- Town roads: many town roads are, in essence, publicly supported driveways. If we can eliminate some we should. Residents on less-traveled roads should not be arguing for "blue chip" maintenance.
- The Township newspaper is late.
- That as much as possible, we monitor what goes on at the NSCS grounds after hours so the area can be enjoyed by all -- skating rink among other areas.
- Thanks to the Township Supervisors, Clerk, Planning Commission, Police, Fire and all who make this a great place to live.
- Tennis courts at the Community Center sure would be nice.
- St Louis County roads need more salt. Lake County roads are well salted and safer.
- Sewer charges are so expensive, not only the monthly charge but the \$700 to \$800 extra yearly charge. That doubles or triples people's yearly tax. What do they think people can afford, esp. people on fixed income or lower income people, also Larsmont.
- Satisfied with Township roads except the Old North Shore Road west of Bergquist is very bad.
- Rodda does an excellent job grading roads.
- More Community Center classes.
- I respect the amount of time and energy the individuals involved with the Planning Commission contribute to the Township. However, I am disappointed by the way the issue of short-term rentals has been dealt with. The Planning Commission set the conditions for use when the Conditional Use Permit was granted. The final condition states: "Where such a use does not continue in conformity with the conditions of the original approval, the permit shall be terminated..." There have been repeated violations of the CUP, the most outrageous being rental to eight Hell's Angels last summer. Yet the permit remains in place. I know that this issue has taken up an inordinate amount of time, money and energy. I do realize the complexity of dealing with this issue, particularly since the party owning the short term rental property appears to be quite litigious. However, I am disappointed by the lack of respectful response to my concerns as a resident of this Township.
- Keep up the good work on Township recycling and the Newsletter. We are lucky to have those.
- I would very much like to have fiber optic internet coming down the shore to Pine Park road. If I have to pay an arm and a leg for high speed internet, it might as well be something good.
- If ditching takes place on our road, I will not allow the dumping of fill on my property.
- I haven't been able to participate in Community Center classes. Otherwise, I see constructive and thoughtful effort in all these areas of community activity.
- I don't think I have ever seen the police in the 4 years I have lived here!
- Homestead and Korkki Roads both newly blacktopped with much work on infrastructure (culverts). Have been unprofessionally left to sag. We have 7 problems from freeway to Town hall! Who's responsible for this? Not done right the first time!
- I have had respectful and useful interactions with the local police department (all involving problems with the short-term rental property), and have appreciated their responsiveness. However, during the week last summer when eight Hell's Angels were allowed to rent the short-term rental property, I felt literally left on my own. While the state police did drive by occasionally, I was informed that there would be no local response to any complaints about noise or other disruptive behavior. That week was a week of "hell" in terms of noise, trespassing, attempted theft of our firewood supply, etc. I felt there was no support on the local level. I also know that several other residents along (the road) felt frightened and were dismayed by the lack of control over these "vacation renters".

Everyone who builds a house in this Township should have to have a certain amount of road frontage or ten acre minimum.

Elected positions should not be able to continue for more than 2 terms, such as town clerk. Time for a change! DNSSD dissatisfied with costs!!

County road 231 (West Knife River Road) is horrible pretty much all year round. Washboard, dusty, muddy, no crown, grading is poor and not often enough. Very hard on your car.

Concerned about discharge of firearms close to neighboring homes and buildings.

But county road (61 N Shore Drive) needs to be local. Speed limit should be capped at 35-40 tops (bikers, runners, walkers with dogs or kids) and not safe with cars doing 45-60!

County road 231 – West Knife River Road – is horrible pretty much all year around: washboard, dusty, muddy, no crown, grading is poor and not often enough. Very bad on your car.

(On Town Board and Planning Commission) Keep it simple. Yuppys, boo.

(i) Rude to me. (d) Bureaucratic, hard to contact, get response.

(a Twp Road) Except Shilhon gravel portion east of Homestead. (b County Road) Except Shilhon gravel portion west of Homestead.

In reference to property tax complaints. We feel it does no good to complain; nothing happens anyway.

(On tax complaint question) Does it matter either way?

Don't use this color paper for the Newsletter. Ick! Put a list of possible events/classes in the Newsletter in reference to question 4c.

## Appendix 4

### Community Classes and Recreational Activities Listed by 47 Respondents Listed

55 alive driving classes  
A variety of classes to choose from.  
Adult exercise  
Almost anything.  
Art and craft classes  
Book club, yoga, area history.  
Community singing group, dance lessons, plays.  
Computer use for seniors.  
Cooking, dancing  
Cooking, nature type classes.  
Crafts, exercise  
Crafts, knitting, 55-Alive driving classes  
Crafts, scrapbooking, aerobics.  
Dancing, ammo reloading.  
Don't know  
Early childhood education, arts, crafts, kids groups.  
Every day work classes.  
Exercise classes, line dancing  
Exercise, cooking, crafts  
Exercise, dance  
Exercise, hobbies, language.  
Gardening, exercise, language  
Homesteading skills, crafts, music, exercise  
Informational and learning  
Language (Spanish, Ojibwa), arts, adult music, weaving.  
Language classes - German  
Locavore oriented classes. Adult sports re: ultimate Frisbee and soccer.  
Low or no cost  
Medical  
Meet your neighbor events and fund raisers.  
Music, dancing  
No preference  
Photography, fitness, crafts, music.  
Quilting, ballroom or folk dancing.  
Recreational/sport activities.  
Swing dance, exercise, all dance types.  
Tai chi  
These classes can stimulate community among those who participate.  
Trapping, fishing, Township area history.  
Use of computer for elderly seniors.  
Waste of resources. Recreational class, give me a break!  
Welding  
Welding, woodwork  
Yoga  
Yoga, knitting, braided rug making  
Yoga, Tai Chi, Exercise, Gardening  
Youth hockey, girls and boys



## Appendix 5

### Other Comments

Building and remodeling at a very low rate. Raising permit cost is a greedy move on the Township's part. It should be low cost to encourage building and growth.

Appreciate how hard our volunteer supervisors and town clerk work! Thank you.

A great place to live. I appreciate the recycle-center, the Newsletter and the neighborhood school (NSCS), and, of course, the volunteer first responders!

Short term rental would be a big mistake! Higher crime, more noise, late night parties, more traffic. This does not belong in a residential neighborhood. Takes business from our hotel & motel owners. I'm not for short term rental with any type conditions.

(On short term rental) No preference in my neighborhood but limit it on the shore!

"perhaps next door" should not be in the question (on short term rentals)

I believe Duluth Township is a unique, challenging, and exciting community. I am deeply disappointed that my experience living here has been so contaminated by the impact of short term rental property. Short term rental, is simply not a viable use of property. It adds absolutely nothing to the overall community. It has created innumerable problems. The Township does not have the resources to deal with short-term rentals. The local residents have the right to live in a neighborhood that is safe, peaceful, and respectful.

Fix the crumbling scenic overlook on Stoney Point road. Poor stewardship of waterways both Lake Superior coast and inland waterways/wetland. See Knife and Sucker river. Odyssey Point's Stoney Point development is a sham.

Cottages sit on the edge of the district with illegal holding tanks, what is going to happen when they have to hook up. We'll already have paid for it.

**Appendix 6**  
**2010 Questionnaire**

# 2010 Resident Feedback Questionnaire

(Please return by Jan 31<sup>st</sup>)

The *purpose* of this questionnaire is to provide another way for Township citizens to express their views.

**Instructions:** Responses are **confidential**; individuals cannot be identified. Your response is important. Results will be summarized in the March Newsletter. A typed report is given to the Town Board and it is available on our web site and in the Town Hall. *Please respond frankly.* Thank you for your interest in your Township.

**1. Overall, how satisfied are you with Duluth Township as a place to live?** (Please circle your response)

Very Dissatisfied    Dissatisfied    Satisfied    Very Satisfied    Don't Know

Comments:

**2. What concerns do you have about Duluth Township?**

**3. How satisfied are you with the following services in the Township?** (*circle* your response):

a. Township Roads	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
b. County Roads in the Township	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
c. Township Board of Supervisors	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
d. Township Planning Commission	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
e. North Shore Community School	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
f. Township Recycling Center	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
g. Township Volunteer Fire Dept	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
h. Township Police Dept.	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
i. Town Hall Office	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
j. Township Newsletter	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
k. Township Web site	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
l. Community Center Classes	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know
m. D/NSSD Sewer District	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know

Comments (use the back or include another sheet if you wish):

**4. Your view on other topics.**

- a) Do you prefer to present a complaint about your County property tax assessment at our Town Hall to the County Assessor and Township Supervisor (*as in the past*), **OR** present a complaint about your County property tax assessment to the County Assessor at the County Assessor's Office in Duluth.

(check one)     at our Town Hall (to an Assessor and a Town Supervisor)  
 at the Assessor's Office in Duluth (to an Assessor)  
 no preference

- b) Do you prefer that our Township allow or not allow short term rentals in your neighborhood, perhaps next door?  
*(a short term rental is defined as a house rental for periods less than 30 days where the owner is not on the premises when it is being rented.)*

(check one)     prefer the Township not allow short term rentals in my neighborhood  
 prefer the Township allow short term rentals in my neighborhood  
 no preference

- c) Would you like the Township to offer educational and recreational classes/events at our Community Center?

(check one)     Yes,     No

IF YES, what type of classes/events would interest you? \_\_\_\_\_

- d) Do you manage or own a business in the Township?     Yes,     No

**5. What area do you live in?** (check one)     on the shore side of the expressway (*highway 61*) in Duluth Township.  
 on the inland side of the expressway (*highway 61*) in Duluth Township.  
 outside Duluth Township.

# NOTES