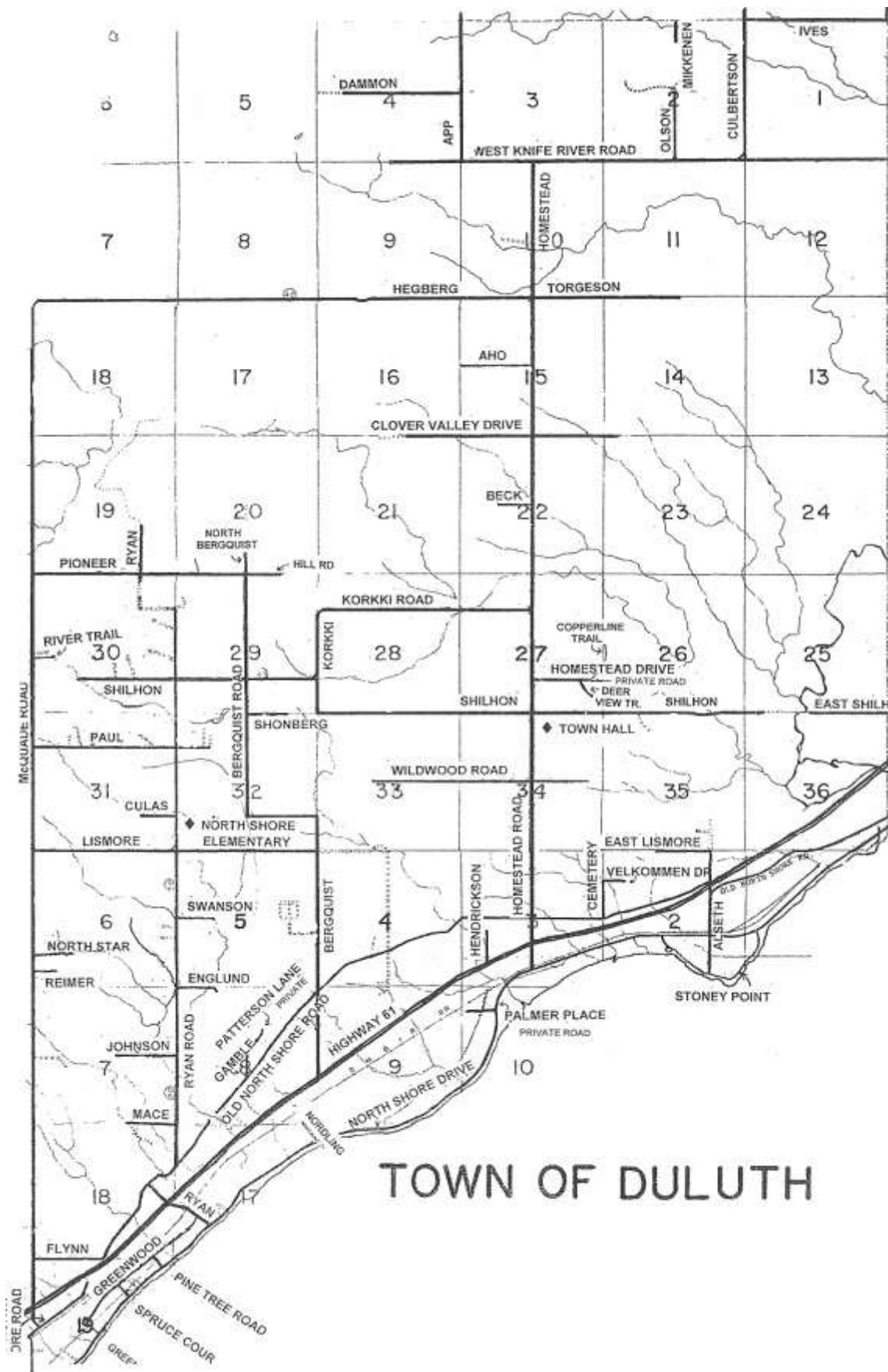




Duluth Township

Resident Feedback Survey

January 2012



2012 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. The last Feedback Survey was conducted in January, 2010 and is available on the Township web site. Township officials also get some additional guidance from residents who attend public Township meetings. Residents continue to be encouraged to participate in their Township's deliberations. However, 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. This written report is available in the Town Hall and provided to our Town Supervisors and other Township officials.

Overall Results

Resident feedback in this survey 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, other than the costs associated with the sewer district serving shoreland residents. On the added topics, a strong majority favored planning for needed space at the Town Hall, using non-levy capital improvement funds, and buying some additional land should that be needed for this purpose. Nearly all of respondents felt the Community Center/School grounds and building were appealing or satisfactory and few found them unappealing. Specific results are presented below.

Background

The 2012 one-page questionnaire was sent with the January Newsletter to approximately 919 addresses. This included 775 households in the Township, 13 business or agency addresses where the owners or managers do not live in the Township, and 131 friends, former residents or land owners who live outside the Township. Topics for the survey were sought from residents and from Supervisors and other officials. Many of the questions came from prior questionnaires to provide some comparison.

As of February 6th, 6 days after the preferred deadline, 79 responses were received (about 10% of resident households). This is similar to the response from previous surveys (11% in 2010). Only 1 respondent checked that they live outside the Township. Although everyone had an opportunity to provide their response, responses reported below should be recognized as a subset of Township residents who chose to do so.

It is important to recall the larger context of the survey. 2012 was a year in which improvements were made to our Community Center and its grounds including a grant for construction of a warming house, and upgraded pleasure/hockey skating rinks and athletic fields. An extensive addition to our Community Center/North Shore Community School made in 2010 was dedicated. We had an active calendar of Community Education and Recreation activities. Open positions were filled on both the Planning Commission and Town Board. Zoning updates and short term rental issues were discussed. Nationally, it was a year of slow change on the broad economic recession. The Iraq war came to a close and the Afghanistan war continued. Polarization in government and pre-election debates were in the news as were severe weather events elsewhere in the country.

Note that the questionnaire is anonymous...no names were requested. 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 the appendix, below. Where respondents might be identified from their comments, identifying references are eliminated. A copy of the questionnaire is in Appendix 2. The back of the questionnaire form 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. 35% used the news box and 65% were mailed in.

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. 29% of respondents were from the shore side of the expressway (27% in 2010) and 70% were from inland (1 was from outside the Township). As in past surveys, responses generally **did not differ significantly by where respondents live**. The exceptions are that more inland-side residents passed our Community Center/NSCS in the past year (91% vs. 55% of shore-side residents. Although marginally not significant, shore-side residents are less satisfied with D/NSSD than inland (63% VS. 92%).

Overall Satisfaction

Again this year, respondents were asked how satisfied they were with Duluth Township as a place to live. 62% indicated they were "very satisfied" and 95% were "satisfied" or "very satisfied". This continues the high level of satisfaction shown in prior surveys. 15% of respondents made comments about Duluth Township as a place to live and their comments are listed in Appendix 1.

Table 1
Overall Satisfaction with the Township
As a Place to Live, 2002, 2003, 2006, 2010 and 2012

| Overall Satisfaction | 2002 | 2003 | 2006 | 2010 | 2012 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------------|
| Very satisfied | 56% | 64% | 64% | 66% | 62% |
| Satisfied | 41 | 31 | 34 | 30 | 33 |
| Dissatisfied | 2 | 3 | 1 | 3 | 3 |
| Very dissatisfied | <u>1</u> | <u>2</u> | <u>1</u> | <u>1</u> | <u>2</u> |
| | 100% | 100% | 100% | 100% | 100% |
| Totals | (118) | (77) | (89) | (80) | (79) ¹ |

Satisfaction with Selected Township Services

Table 2 lists the percent who are "satisfied" or "very satisfied" with each of 14 Township services. These are compared to responses given to the same items in 2001, 2003, 2006 and 2010. 38% provided comments on one or more service items and these are provided in Appendix 1.

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 2 also provides the percentage who responded "very satisfied" in 2010 and in 2012 to provide some sense of this choice pattern. These data may

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

be useful in identifying areas of Township services where some added attention may be helpful even though, overall, satisfaction is very high.

Table 2
Percent of Respondents who are “Satisfied” or “Very Satisfied”
With Selected Township Services, 2001, 2003, 2006 and 2010,
and the Percent “Very Satisfied” for 2010 and 2012

| <i>Services in the Township</i> | <i>2001</i> | <i>2003</i> | <i>2006</i> | <i>2010</i> | <i>2012</i> | <i>2010 % very satisfied</i> | <i>2012 % very satisfied</i> |
|--|-------------|-------------|-------------|-------------|------------------|--------------------------------------|--------------------------------------|
| Volunteer Fire Department | 97% (71) | 97% (76) | 99% (79) | 100% (74) | 99% (65) | 74% (74) | 74% (65) |
| Township web site | -- | -- | 93% (42) | 100% (40) | 100% (41) | 35% (40) | 44% (41) |
| Recycling Center/s | 92% (78) | 89% (75) | 93% (84) | 99% (80) | 97% (73) | 69% (80) | 58% (73) |
| Township Newsletter | 96% (80) | 98% (67) | 99% (86) | 99% (82) | 99% (78) | 70% (82) | 73% (78) |
| North Shore Community School <i>(in 2002 it became our public charter school)</i> | 92% (75) | 98% (81) | 99% (74) | 97% (65) | 97% (62) | 60% (65) | 56% (62) |
| Board of Supervisors | 66% (70) | 98% (79) | 91% (78) | 97% (73) | 96% (73) | 33% (73) | 37% (73) |
| Town Hall Office | 93% (69) | 94% (73) | 96% (77) | 92% (72) | 97% (68) | 38% (72) | 44% (68) |
| Police Department | 77% (61) | 86% (73) | 86% (82) | 92% (76) | 93% (70) | 55% (76) | 59% (70) |
| <u>All roads</u> in the Township | -- | 81% (80) | 64% (87) | -- | -- | -- | -- |
| <u>Township roads</u> | 68% (73) | -- | -- | 90% (79) | 91% (68) | 14% (79) | 22% (68) |
| Planning Commission | 70% (64) | 86% (66) | 85% (72) | 81% (73) | 89% (70) | 16% (73) | 31% (70) |
| D/NSSD Sewer District | -- | -- | 76% (41) | 78% (36) | 69% (36) | 19% (36) | 39% (36) |
| <u>County roads</u> in Township | 84% (81) | -- | -- | 73% (81) | 81% (75) | 7% (81) | 17% (75) |
| Community Education | -- | -- | 89% (28) | 62% (26) | 95% (40) | 12% (26) | 35% (40) |
| Community Recreation | -- | -- | -- | -- | 100% (42) | -- | 33% (42) |

Except for the sewer district, the percentage indicating they are satisfied or very satisfied is very high, similar to previous year highs. The percentage satisfied or very satisfied with the Town Hall Office increased from 92% in 2010 to 97% this year. The Planning Commission satisfaction increased from 81% in 2010 to 89% in 2012. Satisfaction with County roads in the Township increased from 73% in 2010 to 81% although, from comments, it is not clear that all respondents know which roads are County vs. Township. Satisfaction with Township roads remained in the 90% range. Only satisfaction with the D/NSSD sewer district declined from 78% in 2010 to 69% this year.

Respondents appear to express their slight hesitancy about satisfaction ratings by selecting among the top two categories. Thus, Table 2 also provides information about the distribution of responses to the “very satisfied” top category for 2010 and 2012. Increasing percentages of “very satisfied” can be seen for our web site, Board of Supervisors, Town Hall Office, Police Department, Township Roads, Planning Commission, D/NSSD, County roads in the Township, and Community Education. Decreases in percentage “very satisfied” are shown in ratings for our Recycling Center and North Shore Community School. Still, fluctuations in the top category are in the context of very high overall satisfaction ratings.

Familiarity with Listed Services

One of the options in the satisfaction rating scale was “*Don’t know*”. This is used here as a proxy measure for familiarity with the service. Table 3, provides a summary of this information which might be useful in efforts to make Township services better known.

Among the **most familiar** services are: the Newsletter and County Roads (0%), Township Roads and the Board of Supervisors (5%), and our Recycling Center (6%). **Least well known** are the D/NSSD Sewer District (46%), Community Education and our Township Web Site (42% don’t know), and Community Recreation (38%).

Comparing the “*Don’t know*” percentage across years from 2001 (see Table 3) indicates some changes. Among those seemingly better known this year than in 2010 are the Board of Supervisors, Planning Commission, County Roads, our Web Site, Community Education and D/NSSD sewer district. Among those with higher percentages of “don’t know” responses in 2012 than 2010 are the Clifton Volunteer Fire Department, Town Hall Office, Recycling Center and our Police Department. The North Shore Community School has the same percentage of respondents saying “don’t know” as in 2010, somewhat higher than in earlier surveys.

Table 3
Percent of Respondents Who Said They “Don’t Know”
About the Township Service, 2001, 2003, 2006, 2010 and 2012

| <i>Township Services</i> | <i>2001</i> | <i>2003</i> | <i>2006</i> | <i>2010</i> | <i>2012</i> |
|--|--------------------|--------------------|--------------------|--------------------|--------------------|
| Township roads | 10% | -- | -- | 5% | 5% |
| County roads in the Township | 1% | -- | -- | 2% | 0% |
| All roads in the Township | -- | 1% | 1% | -- | -- |
| Township Newsletter | 1% | 1% | 2% | 0% | 0% |
| Recycling Center | 4% | 5% | 6% | 2% | 6% |
| Police Department | 25% | 9% | 8% | 5% | 9% |
| Board of Supervisors | 12% | 6% | 11% | 8% | 5% |
| Volunteer Fire Department | 11% | 8% | 11% | 7% | 15% |
| Town Hall Office | 15% | 11% | 14% | 8% | 11% |
| Planning Commission | 21% | 15% | 16% | 11% | 5% |
| North Shore Community School <i>(in 2002 it became our public charter school)</i> | 7% | 19% | 16% | 20% | 20% |
| D/NSSD Sewer District | -- | -- | 48% | 54% | 46% |
| Township Web Site | -- | -- | 51% | 51% | 42% |
| Community Education | -- | -- | 61% | 66% | 42% |
| Community Recreation | -- | -- | -- | -- | 38% |

Summary of Township Services

Clifton Volunteer Fire Department and First Responders: 99% of respondents were “satisfied” or “very satisfied” with our Clifton Volunteer Fire Department (74% were “very satisfied”, the highest percent among the listed services and the same as in 2010). The satisfaction rating is very similar to prior years. This was a year in which equipment continued to be upgraded, often with grant funding for hoses, extraction equipment, etc. The Alden Fire Hall has a new roof, thanks to Alden Township. New volunteer members were added. The Fire and First Responder Auxiliary puts on an annual Harvest Dinner fundraiser in the fall and annually provides and distributes a free, business-backed, Fire Department calendar to each Township household. They also purchased and installed new signs for Fire Halls and the Town Hall. Nevertheless, 15% of respondents were unfamiliar with the Department (see Table 3) and this is higher than in prior years (11% in 2006 and 7% in 2010).

Township Web site: Again this year, 100% of respondents indicated they were “satisfied” or “very satisfied” with this service (44% were “very satisfied”, up from 35% in 2010). Our Township web site contains a wealth of information about the Township and its Departments, various forms that can be downloaded, an archive of minutes and Newsletters, the Police “Crime Alert”, a calendar, noted 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, primarily for urgent alerts. Residents can sign up for these email alerts and about 100 have done so. Our webmaster, resident Linda Holliday, revised and updated the site this year. 42% of respondents were unfamiliar with the web site, which is down from 51% in 2006 and 2010 (see Table 3). Many in the Township may not have internet access.

Recycling Center: 97% were “satisfied” or “very satisfied” (58% were “very satisfied”, the third highest among listed services but down a bit from 69% in 2010). This is similar to prior years (93% in 2006 and 99% in 2010). The Township now has only one recycling center, located at the Town Hall. Residents on the lake side of the expressway can purchase curbside recycling service from private contractors. Only 6% were unfamiliar with this service, up somewhat from 2% in 2010. This year the recycle categories were combined, making sorting easier. New shed keepers have joined the effort as well.

Newsletter: 99% indicated they were “satisfied” or “very satisfied” (73% “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 is updated when changes are noted by residents. 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”, the same as in 2010. 56% were “very satisfied” as compared to 60% in 2010. The addition to the building was dedicated this year. Improvements have been made in the athletic fields, enlarged parking for community events, and upgraded skating facilities plus internal space changes and upgraded flooring. A one page school news insert is included with each Newsletter. 20% of respondents were unfamiliar with the school (see Table 3), the same as in 2010. There was an interest in the public’s reaction to the Duluth Township Community Center/North Shore Community School building and grounds and a question was added to this survey (see Table 4, below).

Board of Supervisors: 96% were “satisfied” or “very satisfied”, about the same as 2010 (97%) and up from 91% in 2006 and substantially up from 66% in 2001. In the 2012 survey, 37% of respondents indicated they were “very satisfied”, up from 33% in 2010. This has been another busy year for the Supervisors. There continues to be considerable work on the Community Center capital improvements (warming house, athletic fields, etc.) and planning for maintenance and improvements in the Town Hall/Fire Hall (3 questions about this planning were included in this survey. See Table 4). One Board vacancy was filled. There were several legal issues that had to be pursued including short term rentals and variances. 5% of respondents indicated unfamiliarity with the Town Board (8% in 2010, see Table 3).

Town Hall Office: 97% were “satisfied” or “very satisfied”, up from 92% in 2010. 44% indicated they were “very satisfied”, up from 38% in 2010. 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. Our official Clerk of the Township adjusted office hours so that more days are covered with the same number of hours. 11% of respondents indicated unfamiliarity with the Town Hall Office, up from 8% in 2010 but down from 14% in 2006 (see Table 4).

Township Police Department: The Police Department had 93% of respondents indicating they were “satisfied” or “very satisfied”, about the same as 2010 and trending up from 77% in 2001. 59% were “very satisfied” up from 55% in 2010. Our Police Department has three part-time officers covering 160 hours per month. One officer retired from his full-time police job and was hired to share in covering the policing time. The other two officers have full time police jobs. All police officers are Township residents. The Police Department maintains a crime alert feature on the Township web site and residents can sign up to receive email notification. The current squad car will be serviced to extend its usefulness until an updated leased vehicle is acquired later in 2012. Table 4 shows that 9% of respondents were unfamiliar with our police (5% in 2010).

Township Roads: In this survey, respondents were asked separately about Township roads and County roads in the Township. A list of the 11 miles of Township roads has been published, but not recently. It may be that there is some confusion about County vs. Township roads. 91% were “satisfied” or “very satisfied” with Township roads. This is up substantially from 68% “satisfied” or “very satisfied” in 2001 and similar to the 90% for 2010. 22% were “very satisfied” (up from 14% in 2010). Our current grading contractor has received favorable mention and his contract was renewed. There were several serious washouts and the Supervisors have spent considerable attention on maintenance needs and prioritizing improvement of roads, culverts and ditches to avoid further washouts. 5% of respondents were unfamiliar with Township roads.

Planning Commission: 89% were “satisfied” or “very satisfied”, up from 81% in 2010 and markedly up from 70% in 2001. 31% of respondents indicated they were “very satisfied”, up from 16% in 2010. This past year has been an especially busy one for the Planning Commission with a number of variance or conditional use hearings (e.g. short term rentals) and work on updating of our zoning ordinance (hearings scheduled for early 2012). The number of land use permits was down during this recession. 5% of respondents were unfamiliar with the Planning Commission, down from 11% in 2010.

D/NSSD Sewer District: This is the volunteer citizen management group that oversees the sewer along the shore and manages its operation. The District only covers homes and businesses on the lake side of the expressway. It was constructed to help solve problems arising from failure of individual septic system along the shore. 69% of respondents indicated they were “satisfied” or “very satisfied” with the Duluth/North Shore Sanitary District, down from 78% in 2010. 39% of respondents indicated they were “very satisfied”, notably up from 19% in 2010. The District has had to deal with financial problems and with added customers. 46% of respondents were unfamiliar with D/NSSD, compared to 54% who indicated unfamiliarity in the 2010. Most of the negative comments refer to high costs to homeowners for the sewer service (see Appendix 1).

County Roads in the Township: In this survey, respondents were asked separately about Township roads and County roads in the Township (only 11 miles are Township roads). 81% of respondents were “satisfied” or “very satisfied” with County roads in the Township, up from 73% in 2010. 17% indicated they were “very satisfied” with County roads in the Township compared to 7% in 2010. None of the respondents in this survey indicated that they were unfamiliar with County roads. It is likely that many respondents were unclear about the distinction between County and Township roads.

Community Education Classes: 95% of respondents expressed being “satisfied” or “very satisfied” compared to 62% in 2010. 35% indicated they were “very satisfied” versus 12% in 2010. The co-coordinators of our Community Education program have developed a full schedule of interesting classes throughout the year and these are described as an insert in the Newsletter and on the Township web site. In many ways, the Continuing Education program is becoming regularized and expected as a Township program. 42% were unfamiliar with these classes, down from 66% in 2010.

Community Recreation Activities: 100% indicated being “satisfied” or “very satisfied” (33% indicated they were “very satisfied”). This is the first time that this program was included in a survey since it was established recently with an active coordinator. A number of major tasks were accomplished including the warming house and separation of pleasure and hockey skating rinks, upgrading the athletic fields and provision of more parking to handle safe community events crowds as well as school parking. A number of popular athletic events have also been offered which schedule the Community Center/School gym and outdoor athletic fields during evenings and weekends. 38% of respondents indicated they were unfamiliar with these recreation activities.

Respondent Feedback on Selected Topics

Table 4 provides information on responses to a series of questions about selected topics about needed space at the Town Hall/Fire Hall and their impression of the Community Center/North Shore Community School building and grounds.

**Table 4
Percent Respondents on Selected Current Topics, 2012**

| <i>Town Hall/Fire Hall Improvement Planning</i> | <i>Percent</i> |
|---|---------------------------|
| <p><i>A study group has pulled together a list of <u>needed improvements to the Town Hall area</u>. These include added parking, an additional Fire Hall stall, better chair/table storage, Police Dept space, updated septic holding tank, record storage space, desk space for our Continuing Ed program, better handicap access ramp, library shelves, etc. One initial plan would be to locate an addition between the current Fire Hall and Town Hall</i></p> <p><i>Funds for the project could come from our <u>Capital Improvement Fund</u> which has been set aside over the years from <u>taconite tax funds</u> that the Township receives periodically (<u>these are NOT</u> property tax levy funds).</i></p> | |
| Do you favor addressing these space needs by planning an addition to the Town Hall/Fire Hall? | |
| Yes | 79% |
| No | <u>21</u> 100% (76) |
| Do you favor using the Town’s capital improvement fund for a future addition if one were planned? | |
| Yes | 80% |
| No | <u>20</u> 100% (75) |
| The current Town Hall/Fire Hall area is 3 acres. Would you favor the Town purchasing some additional land if added space is needed? | |
| Yes | 69% |
| No | <u>31</u> 100% (75) |

An explanation of the type of space needed at the Town Hall/Fire Hall and potential source of funding was summarized in the questionnaire itself (see above). More detailed explanation of needs and planning were described at some length in articles in the January 2012 and November 2011 Newsletters as well.

Approximately 4 of 5 respondents favored planning a suitable addition and using the non-tax-levy capital improvement fund to do so. Fewer (69%) but a strong majority favored purchasing added land if it were needed for an addition. Comments on these proposals are provided in Appendix 1, below. Generally the 10 comments underscore support and urge reasonableness and caution about the availability of future taconite relief funds, and staying within non-levy funds.

(Table 4, continued)

| Other Topics | Percent |
|---|----------------|
| In the past year, have you gone by our Community Center/North Shore Community School on Ryan Road? | |
| Yes | 81% |
| No | 19 |
| | <u>100%</u> |
| | (70) |
| IF YES, What is your overall impression of the building and grounds? | |
| Appealing | 47% |
| Satisfactory | 47 |
| Unappealing | 5 |
| No Opinion | 1 |
| | <u>100%</u> |
| | (62) |
| Location of your residence? | |
| Shore side of expressway in Duluth Township | 29% |
| Inland side of expressway in Duluth Township | 70 |
| Outside Duluth Township | 1 |
| | <u>100%</u> |
| | (76) |

As part of the planning process for the Community Center/North Shore Community School grounds, a question was included about the resident's reaction to the current building and grounds. Some 81% of respondents said they had passed the facility in the past year. As expected, respondents living on the shore side of the expressway were less likely to have driven by the facility (55% vs. 91% of those living on the inland side of the expressway). 94% found the grounds and buildings to be "appealing" or "satisfactory" and 3 respondents said it was "unappealing" (no significant difference was found by respondent's location of residence). Nine comments are given in Appendix 1, below. Most comment favorably but one mentioned the integrated temporary classrooms as unappealing elements and one mentioned mowing.

Appendix 1

Comments Provided by Respondents

1. Comments on Overall Satisfaction with Duluth Township as a place to live.

(95% checked satisfied or very satisfied; 15% made comments.)

Very nice place to live but always room for improvement. Going in right direction.
(Very satisfied) while Duluth Township resident.
You are taxing us out of our own land.
Too much money spent on non-essential services.
More like a city than a township with all the politics.
Limit development. Keep it rural!
Just don't over-develop it.
I love my township.
First half (of Torgerson) is great. Have driven to the end of the Torgerson road...use caution!!
Duluth Township is a wonderful community and a great place to live.
I feel blessed to live in such a fine community.
(Very satisfied) except the high cost of the sewer system on the shore.

2. Comments after rating Satisfaction with each of 14 Community Services.

(See Table 2, above, for data on ratings. 38% made comments.)

West Knife and Apps are not well maintained. Not enough gravel. Knife is like a washboard.
We have septic.
We are still upset that our sewer assessment per year had been increased dramatically from the amount that was quoted when the sewer was installed. Something fishy about this! We got shafted and lied to.
Very unsatisfied with the snowplower's lack of respect for mailbox holders. Never had a problem until this summer and first snowfall.
Very good services through the Township, North Shore School, Community Education and Police Dept.
The Town Clerk is not courteous.
The D/NSSD lacks leadership, is financially irresponsible, and needs more oversight.
Speeding on the county roads, particularly the McQuade Road, is rampant. The police should be ticketing these people.
Roads break up and are too dusty. Dissatisfied with Town Hall building.
NSCS is the heart of this community. Its use as a community center and partnership with the Township is a win/win and both serve the community very well. Please remember the community sees it as a school first as that is its greatest benefit to this community. With that said, the improvements at the Community Center are great. Please continue to invest and improve in this asset.
Needs to have a better method of separating recyclables. Many thanks to the editor. Great job.
North Bergquist road heading south at the intersection of Shilhon road, visibility is poor to the left (trees and brush could be removed).
I would like to see dust kept down on dirt roads. I had a road concern that was promptly addressed. Thank you.
I love the newsletter and rely on it. What a valuable resource. Thank you, editor and volunteers.
I love getting the newsletter—very informative. It makes me feel part of the community. Thanks to all the incredible staff and volunteers in the Township!
I know efforts have been made to get grant funding (D/NSSD) to reduce the debt. I try not to think about being one of 425+ persons responsible for \$17 million. The monthly use, service and other assessments are high.
I am not connected to it (the sewer). I have no opinion.
Especially like the newsletter and the more convenient recycling categories.

We need to be pro-growth to pay for the sewer. Why can't we just use the sheriff. Why our own police force? Is it cheaper? The role of government is to provide essential services. I don't think a tiny township needs to spend money providing recreation and entertainment with people's tax dollars. A concession stand! Come on! (I have young kids). Sewer district and Planning officers: Projecting for 20% growth on the shore where there are all kinds of development restrictions was absolutely irresponsible and reckless. How can anyone be satisfied with this giant tax burden we are forced to bear? It's painful. Township officers: I actually appreciate and respect all the people who give time to a community, but I think we are getting carried away with entertainment and recreation. Now they need office space? Concession stands? Higher salaries? Top notch grounds? I like the idea of perhaps one person in charge of "renting out" the school gym, ice rink, etc. Since it is a community building – but other than coordinating that—it's really not the role of government to provide recreation and nothing I want to pay for. Let's stick to operating the essential services efficiently.

Don't have a computer. Don't have sewer service.

D/NSSD sewer is the biggest rip-off ever. It's bleeding me dry.

D/NSSD is too expensive and when installed it did not include city water.

County road culvert replacements poorly done. Planning Commission restrictive decisions. Unequal representation of constituents. D/NSSD sewer too expensive.

Community School needs to continue day-to-day independence from Town Board of Supervisors, using stronger School Board taking up much less of meeting time.

Cars parked on McQuade Road below Lismore, west side. Real hazard. By someone's house. It is daily.

Homestead culvert dips. Ryan Road is poor. Better/effective plowing of 61 and shoulders. Why so picky of separation of recycle grades? Functions rent \$150/mo is excessive fee!

All of them, grading is bad.

Noted dissatisfaction with Torgerson. Duplicate expense. We already pay for the Sheriffs. No need for local police!

Secretary should try to be more public friendly. Other than that, she is awesome. The recycle workers should have a small building with a heater and comfortable chair to stay warm and sometimes the area around bins is too slippery. Lower Ryan Road, south of school, is too rough.

Cost of D/NSSD sewer is too high and getting higher.

3a. Comments on addressing space needs by planning an addition to the Town Hall/Fire Hall.

(79% favor this. 13% made comments.)

Yes, Do we need it now? We need it!

Should be well-planned. Use space well and be frugal in cost and size. Do more with less.

Not unless it can be done without raising taxes. Otherwise make do as we have for a hundred years.

Need more information, don't know.

If capital improvement funds would cover it.

I didn't have any firsthand information on this, sorry.

Favor if no tax increase.

But only if truly necessary to meet the needs.

A community inspected kitchen should be included in the plan!

Great idea!

3b. Comments on using (non-levy) capital improvement funds for a future addition, if planned.

(80% favor this. 14% made comments.)

This money should not be spent until absolutely necessary—no more money coming in.

Possibly if it could be done without raising taxes. Not to be used for non-essential services (CE, Rec).

Now's the time.

No more taconite tax. Once spent then future expenditures require tax increase.

Need more information, don't know.

If capital improvement funds would cover it.

In favor if no tax increase.

But should not take fund to zero. Save some for emergencies.

Be reasonable/conservative with the amount spent. Do not over-spend.

Are grants available?
Again, only if necessary.

3c. Comments on purchasing some additional land if added space is needed.

(65% favor this. 9% made comments)

Would depend on the land deal and for what purpose. Can't comment.
Our preference is to resolve the space/building additions on the current property.
Only if absolutely necessary.
Now is the time. Good thinking!
If needed and funds to purchase land come from capital improvement fund.
I hate to see us eating up the woods for buildings and parking and the little stream behind the hall has very fragile, erodible banks and is thus quite vulnerable.
Favor if no tax increase.

4. Comments on impression of the Community Center grounds and building.

(81% passed DTCC/NSCS last year, 95% feel it is appealing or satisfactory, 11% made comments)

Too much money being spent! Why do soccer fields for children need all that attention? Really, it's non-essential.
Thanks to many volunteers.
Please continue to invest in this asset.
Mow lawns.
Looks great. A strong community asset.
It appeals to me because it looks like a busy place with a lot of activity and learning going on.
I feel it is appealing and unappealing. The school itself looks good; the ugly brown portable rooms have to go.
I think the Township should put its money in that instead of an addition.
Getting better.
I would like to see a nice variety of trees along open space that fronts the Ryan Road (in front of school between parking and road), a border along the parking area would add some beauty to the place.
Tamarack are beautiful and grow fairly fast and maybe a few colorful maple trees.

Other comments.

(11% made additional comments.)

With that said, the improvements at the Community Center are great. Please continue to invest and improve this asset.
The persons who put out this newsletter do an outstanding job and I hope everyone appreciates how much you folks do.
We're very appreciative of our Town Board. They are very efficient!
The newsletter is excellent, well written and organized. Reports are complete and historical materials interesting and well written.
The Clover Valley School is a blight on the community and should be destroyed. The Fire Dept could use it for training! The West Knife and App weren't (snow) plowed on January 1st either. When they repaired the "dip" on lower Homestead it is now like driving over railroad tracks.
How can the Township justify putting gravel on the first mile of Torgerson Road and the homes that pay (by far!!) the most in taxes are new at the end of the road and you don't hardly dare drive a nice vehicle.
Take a look! I don't live on the road either!
Get some grants or funding to mitigate high D/NSSD fees. Try again anyway.
Could the current Town Hall be sold and an addition put on the school to allow more use of the facility during the day and evening?
I'm concerned that the Township is sitting on nearly \$600,000 in various accounts for about 550 families or \$10,000 per family. I would like to see this "ending balance" broken down into 4 or 5 major constituent funds, and do this twice a year along with the total number of township families. With all this cash on hand, we still have to ask for grant money?

Appendix 2

2012 Questionnaire

2012 Resident Feedback Questionnaire

(Please return by Jan 31st)

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

| | | | | | |
|--|-------------------|--------------|-----------|----------------|------------|
| a. <u>Township Roads</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| <i>Please list road and any problems in comments, below.</i> | | | | | |
| b. <u>County Roads</u> in the Township | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| c. <u>Township Board of Supervisors</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| d. <u>Township Planning Commission</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| e. North Shore <u>Community School</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| f. <u>Township Recycling Center</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| g. <u>Township Volunteer Fire Dept</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| h. <u>Township Police Dept.</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| i. <u>Town Hall Office</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| j. <u>Township Newsletter</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| k. <u>Township Web site</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| l. <u>Community Education Classes</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| m. <u>Community Recreation Activities</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |
| n. <u>D/NSSD Sewer District</u> | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know |

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

3. Your view on other topics:

A study group has pulled together a list of needed improvements to the Town Hall area. These include added parking, an additional Fire Hall stall, better chair/table storage, Police Dept space, updated septic holding tank, record storage space, desk space for our Continuing Ed program, better handicap access ramp, library shelves, etc. One initial plan would be to locate an addition between the current Fire Hall and Town Hall
Funds for the project could come from our Capital Improvement Fund which has been set aside over the years from taconite tax funds that the Township receives periodically (these are NOT property tax levy funds).

- a) Do you favor addressing these space needs by planning an addition to the Town Hall/Fire Hall?
 Yes No Comments: (use the back or include another sheet if you wish)
- b) Do you favor using the Town's capital improvement fund for a future addition if one were planned?
 Yes No Comments:
- c) The current Town Hall/Fire Hall area is 3 acres. Would you favor the Town purchasing some additional land if added space is needed?
 Yes No Comments:

4. In the past year, have you gone by our Community Center/North Shore School on Ryan Road?
 No Yes: If yes, What is your overall impression of the building and grounds? (*circle* response)

Appealing Satisfactory Unappealing No opinion Comments:

5. Location of your residence? (*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.

Please **fold** your completed questionnaire, stamp and **mail** it (address is pre-printed on the other side), **or** put the questionnaire in the Township Newsletter mailbox on the **Town Hall porch**. Thank you for your response.

Space for additional comments and ideas about the Township. Thank you.

Mail your completed questionnaire to the editor
or put it in the locked Newsletter News Box on the Town Hall porch railing.

-- fold --

Stamp and Mail

Or
Put in the
Newsletter
News Box
on the

For: Newsletter Editor
Duluth, MN 55804

-- fold --

Thank you for providing your feedback!
Responses will be summarized in the March Township Newsletter
And the report will be available on the Township web site.