

2013 YEAREND ACTIVITY REPORT

PLANNING & DEVELOPMENT DEPARTMENT

PDD Mission: *The mission of the Planning and Development Department is to promote maintenance of property values and quality of physical environment throughout the Village through the administration of zoning, building and related codes, land use planning and the provision of technical assistance to elected and appointed boards.*

Ericka Lang



Crystal Kopydlowski



David Henson



Justin Burris



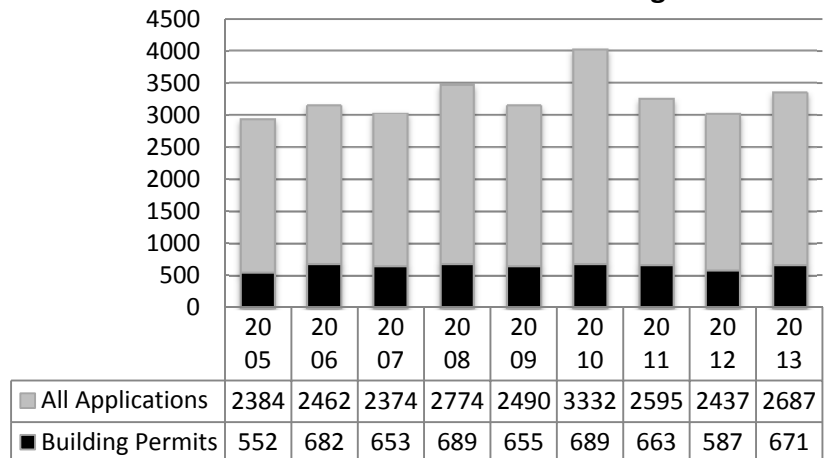
I. DEPARTMENT HIGHLIGHTS

- ✓ Promotion of Justin Burris to Building Inspector in November after obtaining key inspection state certifications.
- ✓ One of the department's Building Inspector positions remained vacant over 7 months in 2013, acknowledging an aging professional trade that is not attracting new young talent.
- ✓ Construction of Mandel Group mixed-use project with long awaited Walgreens opening in September, entailing over one hundred inspections.
- ✓ Three new residential constructions at 4500 N. Lake Drive, 1520 E. Kensington Blvd, and 3575 N. Morris Blvd, requiring weekly inspections.
- ✓ Oversight of extensive bluff restorations at two Lake Drive properties.
- ✓ Permit software upgrades at the beginning of the year, affording better reporting tools and ease of use; review of new software program for 2014.
- ✓ In an ongoing effort to streamline processes and create efficiencies, the department: scanned over 2000 property surveys; created fillable permit forms available on the Village's website; completed a Lean Project on why permits are not issued immediately; created one permit for dishwashers, disposals and water heaters; and tidied the departments webpages.
- ✓ Completed the first round of occupancy renewal certificates as part of the 5-Year business permit renewal program.
- ✓ Amended sections of the housing and building codes related to retaining walls, fences, change in ownership and property enforcement.

II. BUILDING PERMITS & APPLICATIONS

The department received 2687 applications in 2013, increasing 9.5 % from 2012. Permit history from year 2005 to present shows an increasing trend, peaking in 2010. Permit volumes were high that year because of necessary repairs as a result of the two storm events.

Annual Total Permits & Building Permits



Permit Volume by Type, 2011-2013

Building, Electrical, and Plumbing permits comprise the highest volume of the 24 types of permits and applications: a positive indicator that residents continue to invest in their properties. Obstruct the Public Way permits most often are for dumpsters and have the largest quantity within the *Other* permit category.

Permits	2011	2012	2013	12-13 % Change
Building	663	587	671	14.3%
Electrical	643	597	631	5.7%
Plumbing	545	418	517	23.7%
HVAC	201	224	216	-3.6%
Occupancy	24	32	13	-59.4%
Code Compliance	168	198	221	11.6%
Other	349	397	418	5.3%
	2593	2453	2687	9.5%

Building Permit Breakdown, 2012-2013

A breakdown of the building permits reveals the majority of improvement permits were for one- and two-family homes, which is assumed given they cover the majority of the land area in the Village. The majority of building permits were for roofs, general interior renovations and fence replacements.

	2012	2013	# of Buildings
Building Permit -Use Type			
Commercial/Multifamily	46	56	244
Single Family	449	462	2344
Duplex	87	123	792
Condo	3	12	461 units
Type of Building Improvement			
Addition/Alteration	31	22	
Concrete work	28	45	
Deck/patio	48	36	
Demolotion	9	12	
Driveway	16	25	
Fence/wall	70	79	
Garage/shed	17	22	
Renovation	104	156	
Roof	141	150	

III. PLANNING EFFORTS

- ✓ Involved with necessary approvals for the Harbor Retirement Associates senior living development within the River District and other development interests in the district.
- ✓ Overseer of compliance of site plan for LightHorse/Walgreens mixed use development.
- ✓ Applied for and received the annual Wisconsin American Planning Association Awards for the LightHorse redevelopment for Urban Design.
- ✓ Prepared the RFP for updating the 2007 Central District Master Plan.
- ✓ Gathered data and drafted report on the health of Shorewood’s neighborhoods.
- ✓ Participated in beginning discussions of implementing a bike share program in Shorewood.

Planning & Development Department

- ✓ Assisted with UW-Milwaukee graduate urban planning students' semester-long project for the west Capitol Drive corridor.
- ✓ Continued collection and summary reports of surveys from residents moving in and out of the village.
- ✓ Completed Geographical Information Systems mapping tool evaluation and recommendation for 2014.
- ✓ Continued education of potential businesses and working with existing businesses and commercial owners on property improvements.
- ✓ Overseer of Neighborhood Improvement Loan Program. To date, 28 applicants totaling \$402,138 in loans were approved since 2009 and \$109,313 have been paid back.

IV. SHOREWOOD BUSINESSES

Shorewood has over 260 active businesses and currently has seven retail vacancies. Sixteen businesses joined Shorewood's vibrant commercial district last year, which were a mix of retail, food and services as shown in the below table.

Category	Business Name	Address
New Business	Sweet Nutrition Counseling and Wellness	2510 E. Capitol Drive
	Al Calderone Club, CLOSED Jan 2014	4475 N. Oakland Avenue
	Northwoods Software Development	1572 E. Captiol Drive
	WIWN TV - Pappas Telecasting of WI	3970 N. Oakland Avenue, #701
	Forever Young Anti-Aging & Weight Loss Center	4433 N. Oakland Avenue
	Yo Mama	4521 N. Oakland Avenue
	Runaway Meatball	3592-94 N. Oakland Avenue
	Milwaukee PC Inc.	1518 E. Capitol Drive
	Sunshine Massage	1409 E. Capitol Drive #206
	La Borangerie, opening Feb. 2014	4401 N. Oakland Avenue
	Fyndig, sustainable apparel	4508 N. Oakland Avenue
	Shorewood Dental	2321 E. Capitol Drive
	School of Rock	4050 N. Oakland Avenue
	AmStar gasoline station & convenience store	4000 N. Wilson Drive
	Ashtanga Circle - yoga	3805 N. Oakland Avenue
	Get Dolled Up Salon (previously Salon Divine)	4312 N. Oakland Avenue
Moved within Shorewood	Foley Law Firm	4421 N. Oakland Avenue, #200
	Quality Computer	4447 N. Oakland Avenue
	4 Paw	1518 E. Capitol Drive, Suite A
New ownership	Nana Asian Fusion	4511 N. Oakland Avenue
	North Shore Nails	4011 N. Oakland Avenue

At the beginning of 2013, PDD implemented the Five-Year Occupancy Renewal Program, issuing 27 Renewal Certificates. Inspections are performed between January and March before improvement permits increase.

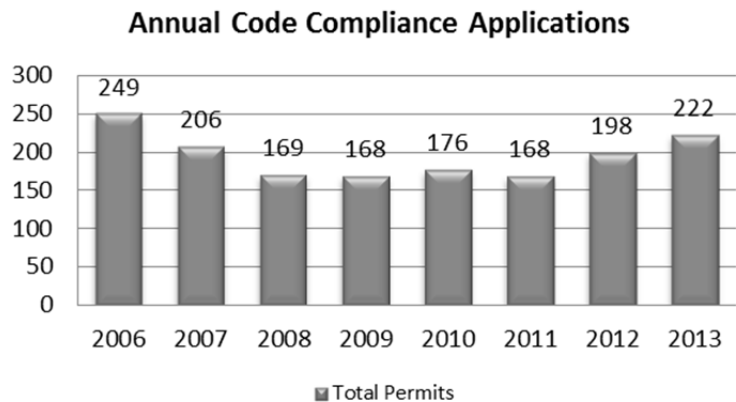
V. CUSTOMER SERVICE SURVEYS

The Department began mailing satisfaction surveys May 2012 to 25% of permit holders following final inspection. To date, 802 surveys were mailed and 227 received, equating to a 28% response rate. Four questions are asked, provided on a postcard with a return envelope, and reveals that 99% of the respondents rated the overall visit with an inspector as *satisfactory* or *very satisfactory*.

SURVEY QUESTIONS	Yes		No		NA		Total
	Yes	% Yes	No	% No	NA	% NA	
DID INSPECTOR ARRIVE IN A TIMELY FASHION	214	95%	5	2%	7	3%	226
WAS INSPECTOR COURTEOUS	226	100%	0	0%	-	-	226
DID INSPECTOR GIVE CLEAR AND CONCISE INFORMATION	219	98%	4	2%	-	-	223
	Very Satisfactory		Satisfactory		Unsatisfactory		
HOW WOULD YOU RATE THE OVERALL VISIT	184	81%	40	18%	3	1%	227

VI. CODE COMPLIANCE-HOME SALE PROGRAM

Since 1981 Shorewood has required home inspections prior to a change of ownership where a *Certificate of Compliance* is issued if the inspection shows no code violations. In 2013, 222 applications were received, the highest since 2006.



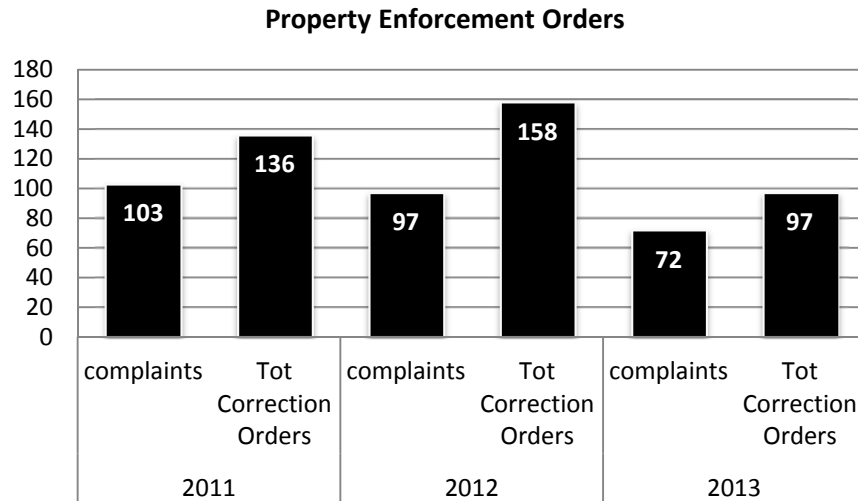
Of the inspections, a portion of the properties have code violations identified. In 2013, 64 of the 222 properties required permits, most often to correct minor violations and in some cases, for recent improvements that were completed without a permit. Year 2012 resulted in more permits, totaling 86.

Required Permits following Compliance Inspection

CODE COMPLIANCE INSPECTIONS	2012	2013
Total Compliance Applications	198	222
Properties Requiring Permits	86	64
Fees from Improvement Permits	\$9,310	\$12,388

VII. PROPERTY ENFORCEMENT

The department received 72 property-related complaints and issued 97 exterior property enforcement correction orders in 2013; both totals lower than the previous two years. The number of self-initiated correction orders this year decreased compared to previous years due to the department’s vacant building inspector position, requiring staff to prioritize permitted inspections.



The top three reasons corrections orders were issued were for repairs needed to garages, overgrown grass and weeds, and exposed surfaces on the home that needs paint, as shown below.

Category of Correction Orders

Notice Correction Categories	
Clean Up Orders	20
Fence Repair	10
Paint House/Trim	30
Garage	50
garbage/storage	5
paint	9
repair	17
missing numbers	9
gutters/downspouts	10
Weeds/Grass/Overgrowth	27
Abandoned Vehicle	3
Porch/Deck Repair	16
Chimney Repair	4
Roof	2
Siding	3
Other	18

A total of 37 citations were issued in 2013 for 10 properties in Shorewood, totaling \$58,737 in fines. Three citations were paid in the amount of \$2,145. The Code Compliance Inspector continues to work with the property owner to gain compliance, using citations as a final tool. The Inspector also works with the Village Counsel to encourage compliance.

Citations 2013

	YR 2011	YR 2012	YTD 2013
Citations Issued	37	41	37
# of Props. Cited	14	15	10
Amount Issued	\$ 44,200	\$ 32,169	\$ 58,737
Amount Paid	\$ 550	\$ 3,708	\$ 2,145
Total Properties Paid	4	5	3
Dismissed Citations	3	5	0
Voided Citations	2	4	2

Re-inspection fees are another tool to encourage compliance. These fees are applied when multiple extensions are agreed upon and granted for completing work, but violations continue. A total of \$9,550 re-inspection fees were invoiced and if not satisfied, are added to the property tax at the end of the year.

Re-Inspection Fees

Re-Inspection Fees	Amount Invoiced		YTD Total Amt. Invoiced	
	2012	2013	2012	2013
January	\$ -	\$ 250	\$ -	\$ 250
February	\$ -	\$ -	\$ -	\$ 250
March	\$ -	\$ 250	\$ -	\$ 500
April	\$ -	\$ -	\$ -	\$ 500
May	\$ -	\$ 250	\$ -	\$ 750
June	\$ -	\$ 750	\$ -	\$ 1,500
July	\$ -	\$ 400	\$ -	\$ 1,850
August	\$ -	\$ 875	\$ -	\$ 2,725
September	\$ -	\$ 1,150	\$ -	\$ 3,875
October	\$ 200	\$ 3,525	\$ 200	\$ 7,400
November	\$ 225	\$ 1,250	\$ 425	\$ 8,650
December	\$ 450	\$ 900	\$ 875	\$ 9,550

VIII. IMPROVING SKILLS AND LEADERSHIP

- ✓ The Inspectors continue to maintain the necessary continued education hours for the various State inspection credentials they hold.
- ✓ Code Compliance Inspector Justin Burris participated in a cross connection committee with Public Works, to implement a program in 2014.
- ✓ Planning Director Ericka Lang attended the annual National and State Planning conferences, a TID financial conference, and participated in Milwaukee County’s GIS Needs Assessment Project.
- ✓ Building Inspector David Henson attended the State Building Inspector Association conference.
- ✓ Administrative Assistant Crystal Kopydlowski led the PDD team for the 8-week Lean Project.