



# Planning & Development Department 2014 Report

**Issue 4**

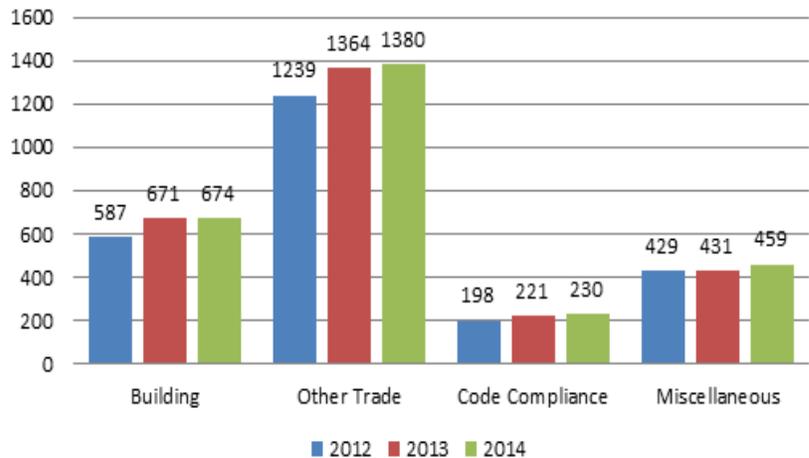
*2014 was another busy, exciting and ever-improving year in the Planning & Development Department. This annual report is our way to share with you what we've been doing. Enjoy!*

## Building by the Numbers

Total permit activity in 2014 was slightly higher than the previous year, increasing 2.1%. Heating and ventilation permits increased the most by 9.7%. Building permits increased 0.4%. Total permit activity in 2014 increased 11.8% when compared to 2012, with a 14.8% increase in building permits.

Among the three inspectors, they completed 4,420 inspections in 2014.

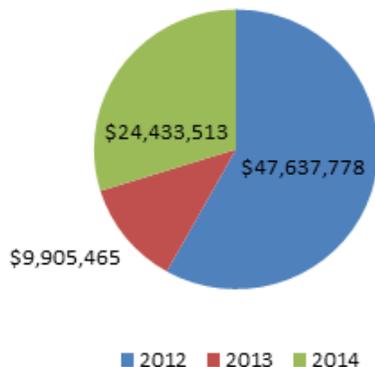
**Permits Issued, 2012-2014**



Building Permits	2012	2013	2014
Project Values	\$47,637,778	\$9,905,465	\$24,433,513
Building Revenues	\$149,865	\$102,987	\$135,259
<b>Total Revenues</b>	<b>\$363,846</b>	<b>\$312,136</b>	<b>\$355,275</b>

Building improvement values varied greatly between 2012 and 2014. Years 2012 and 2014 both included a large commercial redevelopment project accounting for approximately one-fifth of department revenues. 2012 was the construction of the LightHorse and 2014 the beginning of the assisted living project on Capitol Drive.

**Project Values, 2012-2014**



**Inside this issue:**

Pre-sale program	<b>2</b>
Planning Highlights	<b>2</b>
New Businesses	<b>4</b>
Department Improvements	<b>4</b>
Property Enforcement	<b>5</b>
Customer Service	<b>5</b>
Staff Development	<b>6</b>

Property owners continue to invest in their homes.

Home improvement permits continue to rise with the largest investment in renovation projects and new roofs. Single family homes show the largest number of issued building permits as expected as they comprise the largest portion of dwelling types in the Village.

Building Permits Issued by Use	2012	2013	2014
Commercial/Multifamily	46	56	47
Single Family	449	462	477
Duplex	87	123	123
Condo	3	12	11
<b>Type of Building Improvement</b>			
Addition/Alteration	31	22	33
Concrete/Foundation	28	48	60
Deck/patio	48	36	31
Demolition	9	12	13
Driveway	16	25	24
Fence/wall	70	79	76
Garage/shed	17	22	16
Renovation	104	156	155
Roof	141	150	173
Other	123	121	93
	<b>587</b>	<b>671</b>	<b>674</b>

**The Pre-Sale Code Compliance Program started in 1981 and helps to ensure property values are maintained.**

### Pre-Sale Program

The number of properties inspected under the Pre-Sale Code Compliance Program across the past eight years ranges between 168 and 249 and represent 4% to 5% of the total number of parcels in the Village.

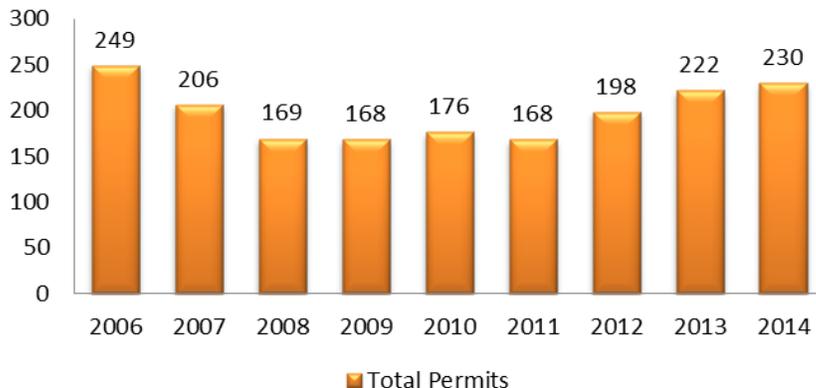
The majority of inspections completed are for single family homes. The table also breaks down properties by building type throughout the village, showing that the number of properties inspected are proportionate to the total number of building types represented in the Village.

### Pre-Sale Applications by Use

Building Type	2013	% of Total	2014	% of Total
Single Family	143	65%	148	64%
Duplex	37	17%	49	21%
Condominium	38	17%	30	13%
Commercial	1	0.5%	1	0.4%
Multifamily	2	0.9%	2	0.9%
	<b>221</b>		<b>230</b>	

Building Type	Number Properties	% of Total
Single Family	2386	62%
Duplex	816	21%
Condominium	452	12%
Commercial	118	3.0%
Multifamily	101	2.6%
	<b>3873</b>	

### Total Pre-Sale Applications



Add another year of exciting projects in Shorewood. 2014 saw the approvals for the Metro Market and Mixed Use development along North Oakland Avenue and the start of construction for Harbor Chase assisted living and memory care facility on Capitol Drive.

Planning staff coordinated necessary approvals and completed site plan reviews for both projects.



## Central District Master Plan Update

Planning staff assisted with the coordination, communication, and overall oversight for updating the Central District Master Plan that began January 2014. Final consideration is scheduled in early 2015. Staff completed a parking study as part of the plan.

### Plan Commission Activities included the following:

- A Planned Development District Zoning Amendment application (4 meetings)
- Two zoning amendment recommendations by staff for solar panels and antenna
- Recommendation of Central District Master Plan to Village Board (2 meetings)
- Two conditional use applications for installation of solar panels
- Three conditional use applications for 2 resale businesses and 1 carryout business
- Two conditional use applications for temporary businesses
- Two special exception applications for parking within the corner side yard setback

## Bike Share and Car Share

Planning staff coordinated the implementation of a car sharing service in Shorewood, adding another transportation alternative for the community to choose from. Vehicles are located in the 4400 Oakland public lot and the 3500 Oakland lot.

Bike sharing service was also a hot topic in 2014 in

Shorewood and Milwaukee. Staff submitted a Federal Transportation Alternative Program grant application early in the year. TAP announced in July that Shorewood would be awarded funding for nine stations. Staff continues to work with the WIS DOT and Midwest Bike Share to administer the program.



# Businesses

Planning & Development continued to meet with prospective businesses, going through the process of opening as well as highlighting the many benefits of Shorewood. The new website also helped in making information more accessible and better organized.

## Business Occupancy Renewal

Two years ago a 5-Year occupancy renewal program started. So far 47 businesses have participated. The purpose of the program is to ensure commercial spaces are safe and properties are maintained. Staff will complete a full cycle of all businesses by 2018.

## New Businesses 2014

- Rethreads, men and women’s consignment. 1920 Capitol
- Sunshine Massage. 1409 Capitol
- North Shore Boulangerie. 4401 Oakland
- The Chocolate Factory. 4330 Oakland
- MKE Movement, personal training. 1922 Capitol
- Chemistry in Place, design services. 1712 Capitol
- Lifestyle Acupuncture. 1431 Capitol
- Nino's Southern Cuisine. 4475 Oakland
- Clicks, athletic footwear. 1916 Capitol
- Rozek Law Office, 3970 Oakland
- Trilogy Hair Salon. 1425 Capitol
- Groom for Men. 3575 Oakland
- Draft & Vessel. 4417 Oakland
- Milwaukee Psychiatric Physicians. Capitol Drive
- Integrative Massage & Body Work. 3970 Oakland

## Business Ownership Change

- Shorewood Coin Shop. 4409 Oakland
- Grande Flowers. 1433 Capitol
- Nana Asian Fusion. 4511 Oakland
- Oakland BP. 3624 N. Oakland

# LEAN & Process Improvement

## 2014 was the year for continuous process improvements

### New Property-Building Application System

In March the department went live with a new building permit software. It is a comprehensive and robust system that will allow the department to track projects, improve processes and decrease paperwork. With the new system, inspectors update permit records entirely while in the field.

Staff spent many days training on the new system and participate in ongoing training to utilize the system to its fullest capacity. Crystal Kopydlowski was an integral part in scrubbing the data imported into the new software.

### Paperless

In June staff made the first attempts in going paperless with new permit applications being scanned into the new building software system. Efforts are being made to decrease incoming and outgoing paper applications, promoting email correspondence.



### Online Permit Payments in the near future

In the beginning of 2014 Crystal Kopydlowski completed creating fillable PDF applications for the departments 24 forms, adding the ability to email directly to the department.

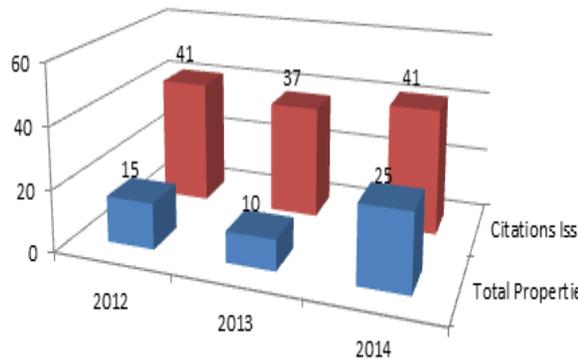
With that, the department began investigating the ability to receive permit application fees online. The new payment option will be available early 2015.

### Examples of Other Process Improvements

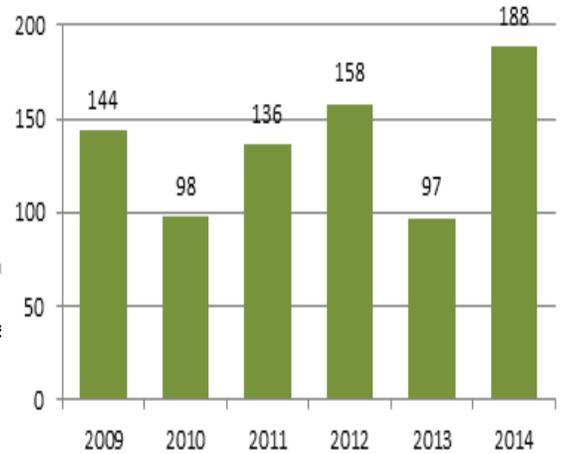
- \*Code Compliance Inspector Tim Koepp streamlined alley inspections to synchronize with garbage pickup.
- \*Building Inspector David Henson improved how multi-building improvement projects are administered, decreasing administration time
- \*Administrative Assistant Crystal Kopydlowski completed scanning property surveys for easy accessibility and file sharing.

The number of property enforcement correction orders nearly doubled in 2014 compared to the number issued the previous year as the department was short one inspector for half the year. Efforts focused on permit related items and complaints. Numbers were lower in 2010 because of inspection efforts following two flood events.

### Total Citations & Properties, 2012-2014



### Total Correction Orders



### Property Complaints, 2012-2014



The Code Compliance Inspector inspects all property complaints, determining if a violation exists. Between 60% to 70% of complaints result in correction notices to the property owners.

## Customer Service

Since 2012 the department mails customer service questionnaires monthly to contractors and homeowners who were issued permits. The department has a 25% response rate with very positive feedback.

### Year 2014

SURVEY QUESTIONS	Yes	% Yes	No	% No	NA	% NA	Total
DID INSPECTOR ARRIVE IN A TIME-LY FASHION	81	98%	0	0%	2	2%	83
WAS INSPECTOR COURTEOUS	82	100%	0	0%	1	-	83
DID INSPECTOR GIVE CLEAR AND CONCISE INFORMATION	79	95%	1	1%	3		83
	<b>Very Satisfactory</b>		<b>Satisfactory</b>		<b>Unsatisfactory</b>		
HOW WOULD YOU RATE THE OVERALL VISIT	62	75%	19	23%	2	2%	83

“Justin has been wonderful to work with. I have appreciated his willingness to be flexible and his understanding of my situation.”

“Moved to Shorewood in 1984 - to a condo. 20 years in Bayside, 2 years in WFB - Love it here! Exceptional village personnel - friendly, knowledgeable and accommodating!:

“Great experience with both inspectors we're happy to be in Shorewood.”

# Staff Development

Department staff participated in numerous educational and skill development opportunities throughout the year as well as personal and professional achievements. Some of those included:

**Building Inspector David Henson received State Certification in commercial electrical inspections. He's now certified in all residential and commercial inspection types.**

**Building Inspector Justin Burris received State Certification in commercial building inspections.**

**Building Inspector David Henson attended a 3-day building inspector conference.**

**Inspectors Burris and Henson completed up to 20 hours in continuous education courses to maintain current inspection certifications.**

**Justin Burris completed a day workshop, building on leadership and communications.**

**Planning Director Ericka Lang participated in 2-day tax incremental finance conference, a 1-day LEAN workshop, and a 1-day advanced leadership workshop.**

**Administrative Assistant Crystal Kopydlowski and Inspector David Henson participated in a 1-day Microsoft Excel training.**

# Tidbits

As part of the Village organization, staff participated in many other items outside the department. Some of those include: Ericka Lang coordinated the transition to a new Geographical Information System mapping system at the beginning of the year; Inspectors Koepp & Burris continue to participate in the new Cross Connection Program; Crystal Kopydlowski participated in the Wellness, Technology and Website Committees; David Henson worked with North Shore Fire in reviewing necessary code amendments to meet Act 270 fire code requirements.

# Department Staff

This year welcomed new Code Compliance Inspector Tim Koepp responsible for the Pre-Sale inspection program and property enforcement. Tim has an extensive background in property management and inspections.

Crystal Kopydlowski

Administrative Assistant



Justin Burris

Building Inspector



Ericka Lang

Planning & Development  
Director



David Henson

Building Inspector



Tim Koepp

Code Compliance Inspector

