



Planning & Development Department 2015 Report

2015 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 2015 was slightly lower than the previous year, decreasing 9.3%; however, the majority of that decrease was due to the termination of our presale code compliance inspection program in July by the State.

Among the three inspectors, a total of 4,679 inspections were completed in 2015 compared to 4,420 inspections in 2014. While it might seem counter intuitive to see permit numbers decrease and inspection numbers increase, it is because the types of projects are larger, therefore, involve more inspections.

Historical permit application totals are provided from year 2004 to present showing application trends. With the absence of the presale program, building improvement applications may trend downward as work may be completed without permit.

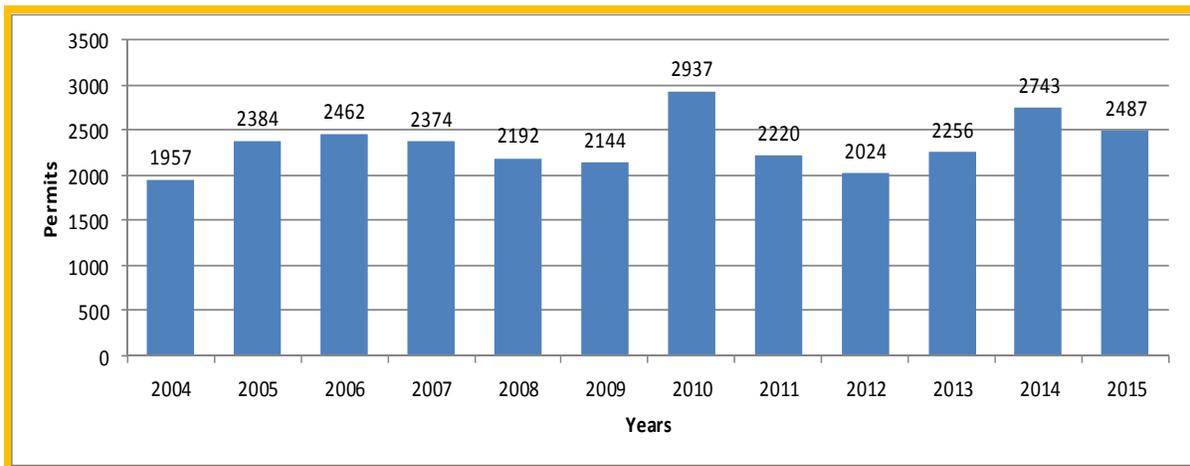
Permits Type	2012	2013	2014	2015	% change 2014-2015
Building	587	671	674	632	-6.2%
Electrical	597	631	622	582	-6.4%
Plumbing	418	517	521	502	-3.6%
HVAC	224	216	237	210	-11.4%
New Occupancy	32	13	13	13	0.0%
Code Compliance	198	221	230	155	-32.6%
Other	397	418	446	393	-11.9%
Total	2453	2687	2743	2487	-9.3%

Building improvement values varied greatly between 2012 and 2015. Years 2012 and 2014 both included large commercial redevelopment projects 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. In 2015 the Roundy's project began and some of the permit applications for the river site senior apartments were submitted.

Project Values

Building Permits	2012	2013	2014	2015
Project Values	\$47,637,778	\$9,905,465	\$24,433,513	\$19,512,673
Building Revenues	\$149,865	\$102,987	\$135,259	\$173,890
Total Revenues	\$363,846	\$312,136	\$355,275	\$380,954

Permit Totals 2004-2015



Property owners continue to invest in their homes

Home improvement permits continue to rise with the largest investment in renovation projects and new roofs.

In the below table, 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 Permit -Use	Total Permits	Construction Value 2015
Commercial/Multifamily	54	\$25,963,280
Single Family	453	\$7,011,764
Duplex	93	\$801,420
School	1	\$560,216
Village	2	\$16,000
Condo	5	\$142,993
Other	24	\$17,000
TOTAL		\$34,512,673

Type of Building Improvement	2015	Permit Fee	Construction Value
Addition/Alteration	26	\$ 13,971	\$ 1,417,100
Concrete work/Foundation	37	\$ 2,862	\$ 193,428
Deck/patio	67	\$ 6,446	\$ 354,959
Demolition	10	\$ 3,330	\$ 373,512
Dormer	3	\$ 567	\$ 58,038
Drain Tile	21	\$ 1,701	\$ 151,944
Driveway	30	\$ 3,211	\$ 308,250
Fence/wall	85	\$ 5,808	\$ 246,729
Foundation	22	\$ 2,238	\$ 207,870
Garage/shed	15	\$ 2,181	\$ 219,300
New Construction	4	\$ 68,365	\$ 24,581,566
Renovation/Restoration	142	\$ 42,213	\$ 4,395,557
Roof	132	\$ 16,762	\$ 1,664,237
Siding	16	\$ 2,703	\$ 256,697
General/Other	22	\$ 1,622	\$ 83,486
Totals	632	\$ 173,980	\$ 34,512,673

Commercial Projects

In 2015 developer General Capital submitted building applications for the **Metro Market** grocery store and parking deck - project valued over \$8ml.

Also in 2015, developer Robert Joseph submitted the building application for the adjacent mixed-use building, **The Mosaic** - valued at \$15ml. The footings and foundation was completed by the end of 2015.

Even though **Harbor Chase** assisted living began construction in 2014, the bulk of the construction took place in 2015. The property behind this site completed demolition for the 2016 build of an independent apartment building.

Harbor Chase assisted living- from rendering to completion



Metro Market



Development & Planning Highlights

- ◆ Assisted with tasks related to Wilson Drive Task Force .
- ◆ Continued coordinating bike share grant: contract with consultant for design phase.
- ◆ Neighborhood Loan Program revised.
- ◆ Completed Parks Plan update.
- ◆ Administered first bike corral.
- ◆ Assisted with approvals and site plan exams for Metro Market and Sherman independent apartments at the river site.
- ◆ Proposed various zoning amendments.
- ◆ Continued GIS coordination and prep for 2016 changes.
- ◆ Assisted with Top Redevelopment Opportunity Site booklet for open house event and other materials and website resources.

Board of Appeals in 2015

There was 7 board of appeals meetings in 2015. The majority of the 14 items were for variance requests for constructing a structure (garage, pergola, deck, patio) within the zoning setback.

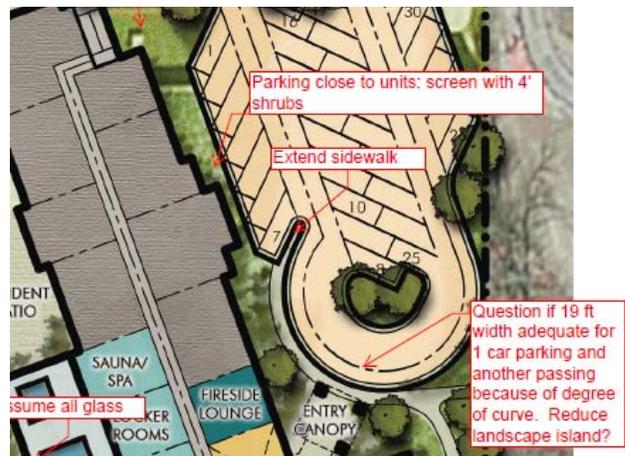
Number of Meetings Held	7
Number of Total appeals	14
Appeals related to structures in zoning setbacks	7
Appeals related to other zoning	5
Appeals related to Uniform Building Code	2

Plan Commission Activities in 2015

There was 7 plan commission meetings in 2015. This was the year for the planning director to request changes in the zoning code for allowing patios in the street side yard setback; allowing porches to encroach 2 more feet into the front yard setback; and creating a commercial lighting ordinance.

Number of Meetings Held	7	
Conditional Use applications		
massage business	1	
solar panel installation	1	
carryout business	2	
antenna installations	4	
temporary use municipal lot	1	
Special Exception applications		
commercial parking requirements	1	(2 meetings)
zoning corner setback gas station	1	(2 meetings)
zoning setback commercial condenser	1	
Zoning Amendment Request		
allow patio in corner setback	1	(2 meetings)
allow porch in front setback	1	(2 meetings)
create commercial lighting ordinance	1	(2 meetings)
remove solar panels as CUP	1	(2 meetings)
Other		
Update on Central District Master Plan	1	(2 meetings)
Discuss existing parking agreement	1	

Preliminary Site Plan Review Example



260 active businesses- 140 are storefronts

The number of business inquiries and new business openings slowed down in 2015. The side table shows 13 new business applications, 3 changes in ownership, 3 that relocated and 1 business that expanded. Most of the new businesses are service oriented.

Late summer the village began an outreach to business and commercial owners, checking in with them to see how they are doing. Overall, businesses are pleased with Shorewood, especially service-oriented and food businesses. Retailers are satisfied, but always wish for more daytime foot traffic.

VACANCIES

At the end of 2015, the business district has 10 storefront vacancies- usually storefront vacancies hover at 5 to 6 spaces.

To assist inquiring business, PDD placed a Vacancy List on the village website, providing contact

New Businesses 2015

- Positronic Tattoo
- Behrens Psychotherapy Services, LLC
- Flourish Counseling Milwaukee, LLC
- Mary Best Designs
- Embodied Therapeutics (yoga)
- Jay Schmidt Group (realtor)
- Crafted Career Concepts
- Metro Market
- Edward Jones
- Olson House (design and retail)
- Sydney B, A Children's Boutique
- Izabella's Salon (nails)
- N Studio (hair salon)

New Owners

- Scenario Hair Design
- Anytime Fitness
- No. 1 Chinese Restaurant

Relocated

- Multiline Insurance Agency
- Wells Fargo Bank
- The Workroom LLC

Expanded

- Swanky Seconds



Three years ago a 5-Year occupancy renewal program started. So far 66 businesses have participated. The purpose of the program is to ensure commercial spaces are safe and properties are maintained.

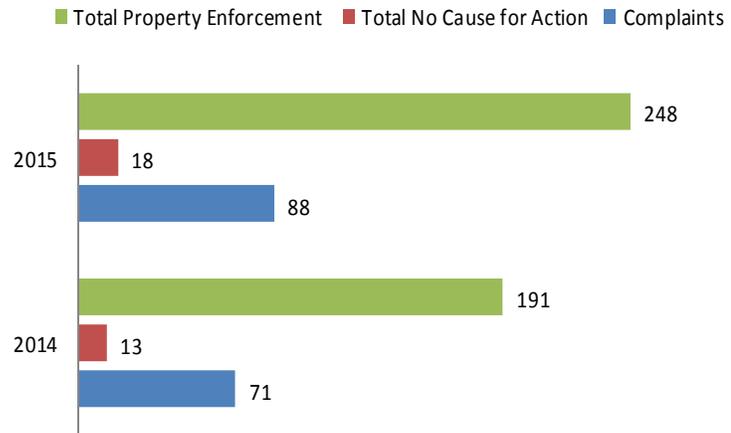
LEAN & Process Improvement

Last year PDD implemented a new building/permit system through BS&A. In 2015, efforts were on decreasing the number of paper permit applications. Once the system was in, no hard copies of permits were kept. This year staff encouraged contractors to email applications, which is easily done with permit forms having a hyper-linked SUBMIT button embedded in the form.

Examples of PDD 2015 Continuous Improvements

- ⇒ Completed 5S process in department storage vault, cleaning,, organizing and labeling a home for everything.
- ⇒ Created fillable citation form, decreasing repetitive form completion by inspectors.
- ⇒ Online payments started April 2015. Over 7% of applications are paid for online and staff will continue to promote in 2016. There's an overall shout-out to the village - always hear congratulations from contractors that the village accepts credit cards - continue to hear that other municipalities do not.
- ⇒ Decreasing paper for additional permit fee invoices or reinspection fees by only emailing invoices to contractors.
- ⇒ Some contractors that do a lot of work in Shorewood are submitting all applications online.
- ⇒ Reduced number of affidavit hard copies and unnecessary signatures on design approvals and special privileges that delayed approval completion.
- ⇒ A Kaizon moment regarding property enforcement for ordering lawn maintenance for unkempt properties, eliminating an unnecessary step. PDD used to notify DPW who notified Green Team to cut lawns- Code Compliance Inspector Koepp simply asked the question 'why' and now directly contacts Green Team.

The number of property enforcement orders totaled 248 in 2015. All complaints received are considered an enforcement item and counted in the total. Of the 88 complaints received, 18 resulted in **No Cause For Action**, therefore approximately 80% of complaints resulted in an enforcement correction order. The number of total orders and complaints were higher than in 2014 as shown in the side graph.

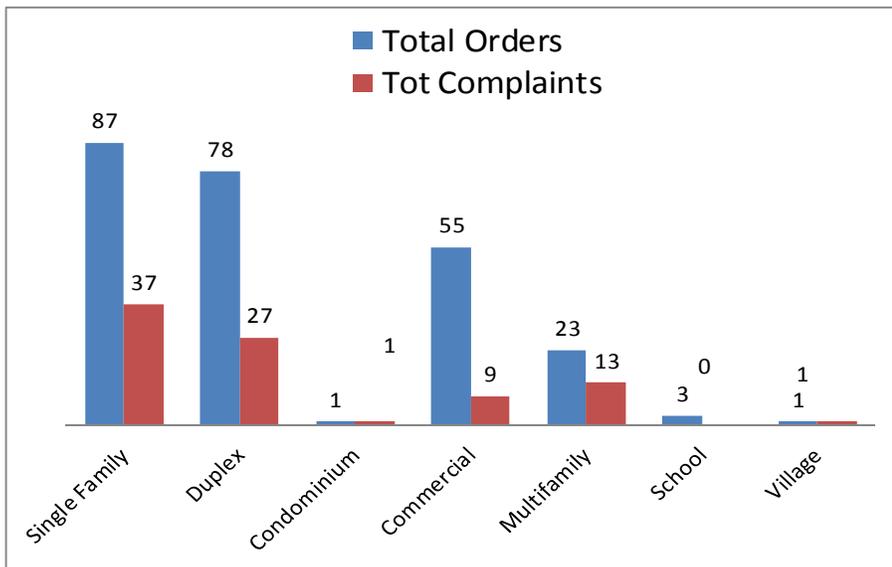


Enforcement by Use

Of the total 248 of enforcement orders, the majority are for single family dwellings (35%). Duplexes and commercial properties are the second (31%) and third (22%) largest uses to receive enforcement orders.

Of the 87 enforcement orders for single family, 37 originated from complaints. Of the 78 orders issued for duplexes, 27 were from complaints.

Single family homes represent 68% of the total dwellings in the village or 34% of the total dwelling units. Duplexes represent 26.3% of the total dwellings and 26.4% of the total dwelling units.



Enforcement Categories

Property enforcement items are categorized, choosing the primary item that caused the correction order. From the below table, Exterior Surfaces, Clean Up Orders and Grass & Weeds were the highest categories for issued enforcement orders.

Categories	2014	2015
chimney	2	1
Exterior Surfaces	67	81
Grass/Weeds	27	32
Clean Up Orders	40	46
Cross connection		25
Drainage	5	5
General	5	1
Structure	7	3
Interior	7	13
Multiple	5	2
Parking	9	3
Permit required	9	15
Equipment	1	1
Fence	5	14
Windows/Doors	1	4
Signage	1	2
Total Orders	191	248

Municipal Court

Court is held once a month and citations for property enforcement were scheduled for 8 court dates through 2015. Of the 117 citations across 29 property owners, approximately half of the owners failed to appear in court. The majority of the citations are for two commercial property owners. 18 of the 117 citations have been paid and 9 dismissed.

	2014	2015
Citations Issued	42	117
# of Props. Cited	29	29
Amount Issued	\$ 34,218	\$ 197,563
Amount Paid	\$ 752	\$ 3,569
# Properties Paid	4	20
Dismissed Citations	0	9
Voided Citations	2	1

Reinspection Fees

	Total	Tot Fee
Enforcement Orders	248	
Enforcement Reinspection Fees		\$ 12,550
Building Permit Reinspection	40	\$ 1,320
Electrical Permit Reinspection	32	\$ 917
Plumbing Permit Reinspection	19	\$ 500
HVAC Permit Reinspection	16	\$ 480

Reinspection fees may be applied to issued permits when the number of inspections have gone beyond reasonable. Reinspection fees are also applied to property enforcement efforts. If the property owner and village inspector agree on when items will be repaired and the inspector inspects the item following an action due date, a reinspection fee is applied if the work is not complete. Over \$28,000 in reinspection fees have been invoiced; however, \$12,550 have been paid by the end of 2015.

Before—After Property Enforcement Pictures

There are many examples of property improvements throughout 2015 via property enforcement, helping to maintain and improve Shorewood's neighborhoods.

Example 1: Most house trim exposed, holes or rotted. Driveway segments cracked and heaved. Roof on house and garage curling severely. Disconnected downspouts. Weeds and overgrown shrubs. Rotted airing porch. Corrections: replaced roof, removed additional rotted shed, painted all exposed trim and removed unneeded downspouts, replaced airing porch, clean-up landscaping, removed mold from garage, replaced heaving concrete.



Before—After Pictures continued

Example 2: Trim peeling and rotting; patchwork fascia and soffits. Completed: all trim and fascia repaired and painted; brick tuckpointed.



Example 3: Unfinished surfaces, holes in soffits and fascia and gutters, junk throughout yard, rotting wood surfaces, overgrown weeds, and dilapidated garage. All trim painted, new gutters and downspouts, junk removed, fascia replaced and weeds removed.

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 Justin Burris received State Certification in commercial building inspections and attended a 2-day building inspector conference. He also completed a day workshop, building on leadership and communications through MRA.
- ⇒ Building Inspector David Henson attended a 3-day plumbing inspector conference.
- ⇒ Inspectors Burris and Henson completed up to 20 hours in continuous education courses to maintain current inspection certifications.
- ⇒ Administrative Assistant Crystal Kopydlowski completed a 1-day training in BSA, a Level II all-day training in Microsoft Excel and an all-day course in Leadership Skills for Administrative Professionals at MRA.
- ⇒ Planning Director Lang attended a one-day Lean conference in Madison through the Wisconsin Center for Performance Excellence and an 8-week Lean session through WCTC. In April, she attended the 5-day National American Planning Association conference.
- ⇒ Code Compliance Inspector Tim Koepp completed a 5-month training course and achieved the certificate for Uniform Dwelling Contractor- 1-&2-family dwelling inspections. He alters attendance at the monthly Building Inspector Association meetings with Inspector Burris.

Customer Service

The department mails customer service questionnaires monthly to homeowners who were issued permits. The department has a 25% response rate. The below questions are asked with very positive feedback followed by a sample of some of the comments .

SURVEY QUESTIONS	Yes	% Yes	No	% No	NA	% NA	Total
DID INSPECTOR ARRIVE IN A TIMELY FASHION?	93	96%	1	1%	3	3%	97
WAS INSPECTOR COURTEOUS?	97	99%	1	1%	0	-	98
DID INSPECTOR GIVE CLEAR AND CONCISE INFORMATION?	96	99%	1	1%	0		97
		Very Satisfac- tory		Satisfactory		Unsatisfactory	
HOW WOULD YOU RATE THE OVERALL VISIT?	79	78%	17	17%	2	2%	98

“Justin has been excellent, always willing to answer questions and explain things thoroughly - goes out of his way to provide quality service. Pleasure working with him.”

“Great Experience, Thanks!”

“Dave was great! Thanks”

January 5, 2016 email to Building Inspector David Henson “On a personal note, I wanted to thank you for helping make this project run smoothly. I have been in business since 1989 and a LLC since 2005 and I have never had an inspector and inspection department work with me as well as you have. You answered my questions promptly and courteously; many inspectors do not. Of particular note was your willingness to give me my rough inspections and let me insulate even though the project designer ordered the wrong tub and we were still waiting on the right tub. Thank you!”

“Directions were clear and the inspector was very nice”

“I think it is ridiculous spending money on this survey - When we just took a big hit on taxes!”

“ I wish the private inspector I hired before buying the condo had been as observant.” assuming this is for Tim Koepp