

**PLANNING & DEVELOPMENT DEPARTMENT  
2012 YEAR END REPORT**

*Staff*

Dept. Manager Ericka Lang

Administrative Asst. Crystal Kopydlowski

Building Inspectors David Henson & Joe Jacobs

Code Compliance Inspector Justin Burris

**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.*

**2012** was another active year for the Planning & Development Department with the addition of new staff, keeping the department operating smoothly during position vacancies, continued improvement of processes through the use of technology, and improving customer service through better and multifaceted communications.

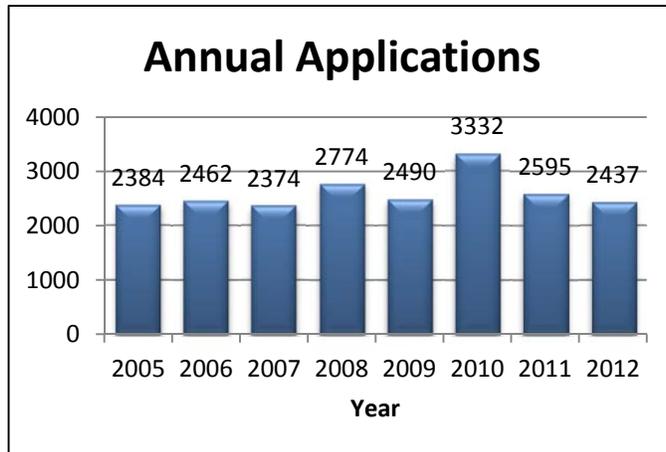
**I. 2012 Highlights**

- ✓ Processed 2,437 permits and applications from 24 form types
- ✓ Hired two new staff inspectors, Building Inspector David Henson and Code Compliance Inspector Justin Burris in February and April respectively. A special thanks to Joe Jacobs for taking on code compliance responsibilities in the interim.
- ✓ Hired Planning Intern during spring and early summer, assisting with various projects and temporary absence of department Administrative Assistant
- ✓ Considerable involvement in two redevelopments: 20-unit mixed-use Ravenna redevelopment throughout entire 2012; Bartlett parking structure and 84-unit mixed-use LightHorse redevelopment beginning spring 2012; construction of two single family dwellings (prior dwellings razed)
- ✓ Implemented the Commercial Occupancy Five-Year Renewal Program
- ✓ Assisted with 26 new business occupancies
- ✓ Made numerous enhancements to the PDD website pages
- ✓ Completed implementation of technology improvements, providing field tablets for inspectors with Remote Desktop allowing real-time access and input to village data and scheduling; various upgrades to permitting software; began lean review of Code Compliance process implementing interim policy
- ✓ Obtained authority by State for Building Inspector David Henson to perform commercial plan review
- ✓ Began distributing department Customer Satisfaction cards in May
- ✓ Implemented distribution of Resident Surveys of people moving in and out of the Village
- ✓ Completion and adoption of Bicycle Plan and Multifamily Façade Improvement Program
- ✓ Building Inspector and Manager attended associated State conferences
- ✓ Began Housing Assessment review of neighborhoods

## II. BUILDING PERMITS & APPLICATIONS

The last eight years of permits and applications received in Planning & Development have been consistent volumes, except in 2010 when two flood events occurred resulting in larger amounts of plumbing and electrical permits.

These totals include all 24 types of applications received, including annual licenses. Building, Plumbing and Electrical permits comprise 66% of the total permits. The two Building Inspectors have oversight of half of the permit applications, the remaining are divided between the Code Compliance Inspector and Department Manager.



1 Alter	13 Obstruct
2 Antenna	14 Occupancy
3 Board of Appeals	15 Other
4 Boiler Licenses	16 Plan Review
5 Building	17 Plumbing
6 Code Compliance	18 PPD Zoning
7 Conditional Use	19 Sandwich Board
8 Design Review Board	20 Sign
9 Electrical	21 Special Exception
10 Electrical Licenses	22 Special Privilege
11 Erosion Control	23 Tank
12 HVAC	24 Zoning Amendment

The below table lists the subcategories for the building permits, showing that the majority of improvements are for new roofs and interior renovations.

Primary Permits	2011	2012	2011-12 Annual % Change
<b>Building</b>	<b>663</b>	<b>587</b>	<b>-11.5%</b>
Addition/alteration	51	41	
concrete work	30	30	
deck/patio	52	51	
demo	10	10	
driveway	33	17	
fence/wall	75	70	
garage/shed	12	19	
renovation	112	126	
roof	170	141	
other	99	82	
<b>Electrical</b>	<b>643</b>	<b>597</b>	<b>-7.2%</b>
<b>Plumbing</b>	<b>545</b>	<b>418</b>	<b>-23.3%</b>
<b>HVAC</b>	<b>201</b>	<b>224</b>	<b>11.4%</b>
<b>Occupancy</b>	<b>24</b>	<b>32</b>	<b>33.3%</b>
<b>Code Compliance</b>	<b>168</b>	<b>198</b>	<b>17.9%</b>
<b>Subtotal</b>	<b>2244</b>	<b>2056</b>	<b>-8.4%</b>

In 2012, 91% of the building permits were for single family and duplexes. From a different perspective, of the 3136 1- & 2-family dwellings in the village, over 15% of Shorewood's housing stock is being improved in some way each year.

The remaining permits in 2012 total 397; the majority are for Obstruct Permits, such as placing a dumpster on the street or private property.

<b>Miscellaneous Permits</b>	<b>2011</b>	<b>2012</b>
Alter	36	52
Antenna	1	1
Board of Appeals	8	3
Boiler Licenses	0	2
Conditional Use	9	9
Design Review Board	44	51
Electrical Licenses	32	34
Erosion Control	8	5
Land Management	1	0
Obstruct	163	178
PDD Amendment	1	0
Plan Review	0	17
Sandwich Board	4	4
Sign	14	7
Special Exception	1	2
Special Privilege	17	17
Tank	10	13
Zoning Amendment	0	2
<b>Subtotal</b>	<b>349</b>	<b>397</b>

### Number of Inspections

Inspectors log most inspections into the permit software. In 2012 the average number of inspections per inspector was 1401 across all permits. Now that the village has staff inspectors, one inspector can inspect multiple permits per visit that fall under an individual project.

<b>INSPECTIONS</b>			
	<b>2010</b>	<b>2011</b>	<b>2012</b>
# of Inspections	4687	4308	4203
Average per inspector	1339	1231	1401

\*2010-11 3.5 FTP inspectors, 2012 3.0 FTP

\*\* numbers increased 10% per new commercial development where daily inspections not recorded

## III. CODE COMPLIANCE

### 1. Property Enforcement

Dedicated property enforcement began midyear in 2008, having a full-time inspector address only exterior property enforcement. In 2012 in completion of the department's re-organization,

the Code Compliance Inspector position changed to include both time-of-sale code compliance and enforcement responsibilities.

For 2012, 158 correction orders were issued, 60 driven from complaints. A total of 97 complaints were handled by the Code Compliance Inspector as shown below.

EXTERIOR PROPERTY CODE ENFORCEMENT										
Month	COMPLAINTS		COMPLAINT ORDERS ISSUED		Monthly Correction Orders		Tot. Open Orders		CITATIONS	
	AVE 2009-2011	2012	AVE 2009-2011	2012	AVE 2009-2011	2012	AVE 2010-2011	2012	AVE 2009-2011	2012
	January	5	1	3	0	4	0	45	41	2
February	4	3	4	1	7	4	48	42	0	0
March	5	6	4	4	5	5	45	45	1	0
April	9	13	4	5	7	6	44	48	2	0
May	20	17	15	10	31	21	66	45	1	0
June	22	8	17	5	22	26	68	60	6	0
July	11	10	9	6	10	13	59	56	5	7
August	13	14	6	9	16	30	50	58	7	4
Sept	10	10	6	5	9	10	46	56	2	4
October	11	6	3	4	7	16	46	44	4	11
November	3	7	5	6	6	17	37	45	2	4
December	4	2	2	4	3	10	35	43	1	3
<b>Total</b>	<b>117</b>	<b>97</b>	<b>77</b>	<b>59</b>	<b>126</b>	<b>158</b>				

Of the 158 orders issued, 55% were toward duplexes as shown below and the majority of orders were issued for garage repair and exposed surfaces that needed painting.

Enforcement Orders by Building Type		
	Year 2012	Percent
Duplex	87	55%
Single Family	42	27%
Multifamily	13	8%
Commercial	15	9%
Condominium	1	1%

158

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

## 2. Citations

Forty-one (41) citations were issued in 2012, totaling \$32,169 across 15 properties. Five (5) properties paid a total of \$3,708. Recovery rate went from 6.7% (2011) to 11.5% (2012).

CITATIONS					
	2008	2009	2010	2011	2012
Total Citations Issued	47	31	29	37	41
Amount Issued	\$12,465	\$8,708	\$14,266	\$44,200	\$32,169
Amount Paid	\$2,790	\$860	\$1,173	\$550	\$3,708
Total Properties Paid	15	5	2	4	5
Dismissed Citations	11	3	9	3	5
Voided Citations	5	6	2	2	4
Number of properties	18	19	12	14	15

This past year the new Code Compliance Inspector began utilizing the re-inspection fees to aid in gaining compliance. Most often these fees are applied after considerable effort has gone into gaining compliance, where extensions were granted and ignored.

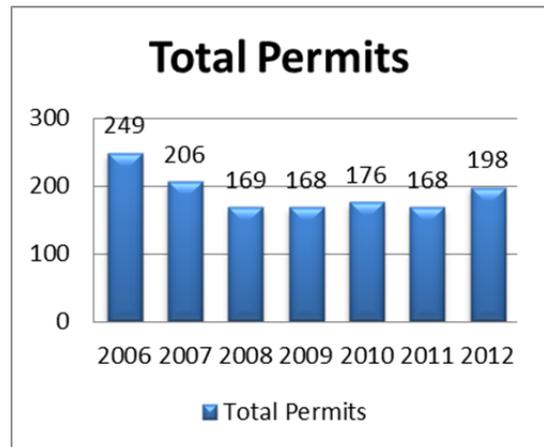
Re-Inspection Fees	YTD
Number of Re-Inspections	10
Number of Properties	4
Amount Invoiced	\$875

### 3. Code Compliance-Home Sale Program

The number of Code Compliance applications was significantly higher than in 2011 with an increase of 30 applications. As a side note, the Multiple Listing Service shows 141 homes sold in 2012 compared to 112 the year before.

Many improvements were made to the program, ranging from enhancing the software tools and process changes.

The below table illustrates the number of new permits that resulted from the Code Compliance inspections. Eighty-six (86) of the code compliance applicants were required to submit permits for work found without permit totaling \$9,310 in fees. Worthy to clarify, a policy change in 2011 has the inspector closing out any voided permits during an inspection if work was completed properly. Prior to that change, if a final inspection was not completed, the permit was voided and filed away and a new permit and fee was required.



#### Work Found without Permit

Violations Found Via:	Data	Sum of Number of Properties	Sum of Total Permit Fees
Code Compliance Program		86	9310
Property Enforcement		14	1143
<b>Grand Total</b>		<b>100</b>	<b>10453</b>

**IV. BUSINESS OCCUPANCIES**

Many new businesses decided to open their doors in Shorewood and five decided to relocate within the Village. Of the 26 new businesses, 18 are in storefront locations.

**1. Vacancies**

Village records indicate there are 276 active business spaces, 141 of the total are storefront businesses that include both office and retail uses. Of the 141 storefronts, 95 are currently being used for retail businesses and the remaining as offices.

Storefront vacancies continue to remain very low. Throughout the year, retail-based storefront vacancies ranged between 3% - 5%. At the end of the year, there were six (6) storefront vacancies, not including the vacant bookstore. Four (4) of the six (6) vacancies are suited for retail use and equates to a vacancy rate of 4%.

NEW BUSINESSES		RELOCATED BUSINESSES
1. Le Cocon Day Spa	12. Sound by Design	1. Curves
2. Camp Bar	13. Kensington Liquor	2. McCabe Insurance
3. Swanky Seconds	14. Serenity Financial Services	3. Performance Running
4. Miss Cupcake	15. Verizon Wireless	4. Lada Driving School
5. Dr. Zhou’s Acupuncture & Wellness Clinic	16. Suzanne Powers Realty Group	5. McDermott, Foley & Wilson
6. Falbo Bros. Pizzeria	17. Elements East	
7. The Waxwing	18. Min’s	
8. New Leaf Therapies	19. AKS Travel	
9. So Cool Craft	20. Fix Phone Land	
10. Indulgence Chocolatiers	21. Broakland Studio	
11. Baugnet Design Studio		

**V. NEIGHBORHOOD LOAN PROGRAM**

The Department Manager continues to administer the Neighborhood Improvement Loan Program for the below loan types, that started in May 2009. By the end of 2012, 25 loans were approved for \$322,138. Exterior Maintenance loans were discontinued in 2010.

Loan Types	Original Funds	Loans Approved	Paybacks	Tot. Remaining Funds	No. of Approved Loans
Down Payment	\$80,000	\$24,000	\$8,000	\$16,000	6
Exterior Maintenance	\$75,000	\$30,025	\$19,000	\$15,000	5
Duplex	\$100,000	\$120,000	\$20,000	\$26,975	6
Attic	\$80,000	\$148,113	\$30,813	\$20,000	8
	<b>\$335,000</b>	<b>\$322,138</b>	<b>\$77,813</b>	<b>\$77,975</b>	<b>25</b>

## VI. CUSTOMER SERVICE SURVEYS

Beginning in May 2012, the PDD began distributing customer satisfaction postcards to homeowners and contractors who pulled permits. The overall response rate is 27.2%. Most responses came from homeowners, so in 2013 postcards will only be distributed to homeowners.

Month Permits Completed	Sum of Received	Surveys Sent	Rec'd by contractor	Rec'd by resident	Rec'd by NA
May		32			
June	12	47	2	7	3
July	13	76	2	7	4
August	14	0	2	10	2
September	17	68	2	12	3
October	24	60	4	11	9
November	11	68	1	6	4
December	13	64	6	3	4
<b>Grand Total</b>	<b>104</b>	<b>383</b>	<b>19</b>	<b>56</b>	<b>29</b>
<b>Total Response Rate</b>	<b>27.2%</b>				

Below are the survey questions and summary. 99% of people polled said that they were satisfied or very satisfied with the inspectors visit. The remaining questions also show positive feedback.

SURVEY QUESTIONS	Yes	% Yes	No	% No	NA	% NA	Total
	DID INSPECTOR ARRIVE IN A TIMELY FASHION	91	94%	4	4%	2	
WAS INSPECTOR COURTEOUS	98	100%	0	0%	-		98
DID INSPECTOR GIVE CLEAR AND CONCISE INFORMATION	96	98%	2	2%			98
	<b>Very Satisfactory</b>		<b>Satisfactory</b>		<b>Unsatisfactory</b>		
HOW WOULD YOU RATE THE OVERALL VISIT	80	82%	17	17%	1	1%	98