

2019 COMMUNITY SURVEY RESULTS

VILLAGE OF SHOREWOOD

Introduction

The Village of Shorewood values civic engagement and actively seeking the perspectives of community members. Information gathered through community surveys like this allow a community to provide input on important municipal matters and benchmark service delivery in a variety of areas. Local officials can then utilize this data to make more well-informed decisions related to the annual budget, policies, and other civic matters.

Since 2003, the Village of Shorewood performed periodic community surveys (2003, 2008, 2013, 2016, 2019). The survey is now completed once every three years – the same time span as a Village Trustee or majority of the committee appointment terms – in order to allow all Village officials to assess new data once during their elected or appointed term.



The Strategic Research Institute at St. Norbert College and the Center for Urban Initiatives and Research at the University of Wisconsin-Milwaukee have been responsible for the administration of prior community surveys. It cost approximately \$8,000 - \$10,000 each year to have an expert administer the process. For the 2019 survey, the Assistant Village Manager Tyler Burkart committed to administering the survey in an effort to save expenses in the 2019 budget.

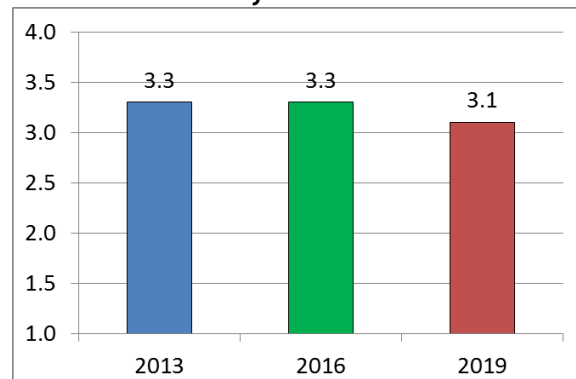
The survey consisted of 28 questions related to Village services, policies, and operations. There were 11 demographic questions which provide for the opportunity to analyze and identify trends. Data was collected between April 4, 2019 and May 19, 2019. All residential households in the Village of Shorewood were eligible to participate. Each household was mailed a postcard with the URL inviting them to participate. Those who were unable to take the survey online were given the option to complete a hard copy, available at Village Hall and Village Center. The survey was advertised through the Shorewood Today magazine, the weekly Manager's Memo, social media posts, the Village website, and the information board in the Village Center.

A total of 781 surveys were returned. All ages were welcome to take the survey; assuming a U.S. Census Shorewood population of 13,224 as of July 1, 2018, we can estimate a response rate of 5.9%. This compares with a 2016 survey response rate of 6.6% when the Village received 873 survey responses. The Human Relations Commission Data Sub-Committee will be analyzing all of the responses and identifying trends based on demographics.

General Perception & Satisfaction

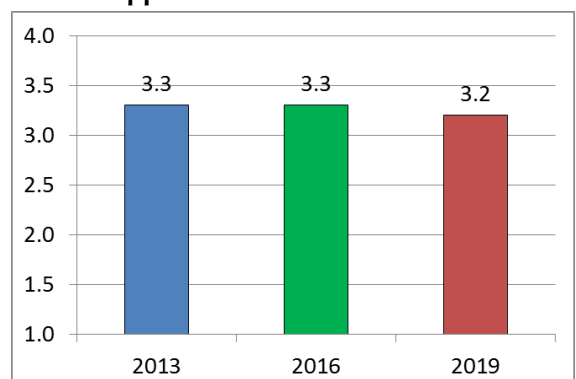
Respondents were presented with a series of questions which focused on perceptions and satisfactions with life in the Village. The purpose of these questions is to benchmark the Village's progress and to identify areas in which to allocate additional time or resources. Characteristic ratings were on a four point scale ranging from poor (1), fair (2), good (3), and excellent (4). The following charts illustrate 2013, 2016, and 2019 ratings.

Sense of Community



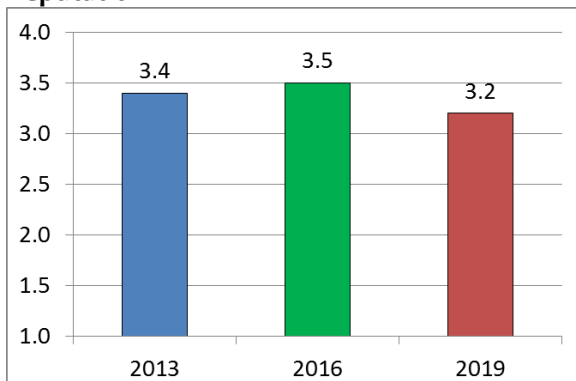
Rating	Responses	%	Cumulative %
Excellent	250	32.3%	32.3%
Good	423	54.7%	87.1%
Fair	85	11.0%	98.1%
Poor	15	1.9%	100.0%
Total	773		
No Opinion	8		

Overall Appearance



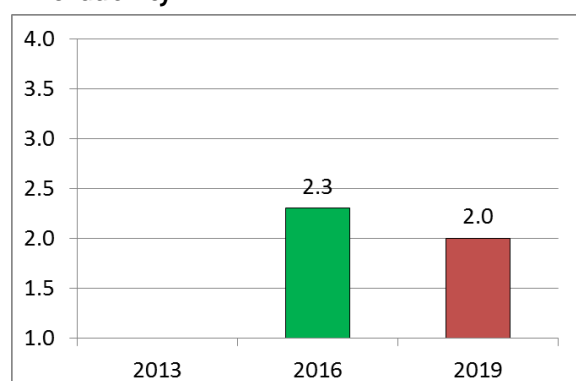
Rating	Responses	%	Cumulative %
Excellent	198	25.4%	25.4%
Good	465	59.8%	85.2%
Fair	103	13.2%	98.5%
Poor	12	1.5%	100.0%
Total	778		
No Opinion	3		

Reputation



Rating	Responses	%	Cumulative %
Excellent	293	38.0%	38.0%
Good	388	50.3%	88.2%
Fair	78	10.1%	98.3%
Poor	13	1.7%	100.0%
Total	772		
No Opinion	9		

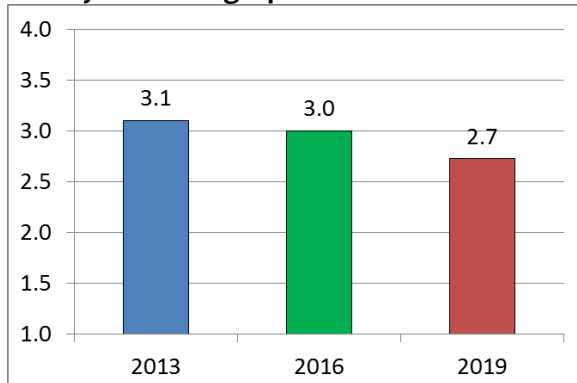
Affordability



Rating	Responses	%	Cumulative %
Excellent	22	2.9%	2.9%
Good	170	22.0%	24.9%
Fair	371	48.1%	73.0%
Poor	208	27.0%	100.0%
Total	771		
No Opinion	10		

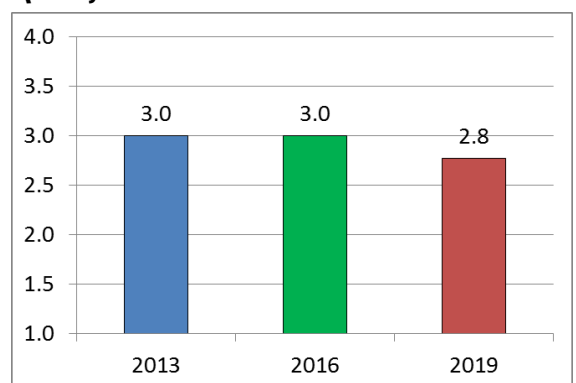
Note: New question in 2016

Variety of Housing Options



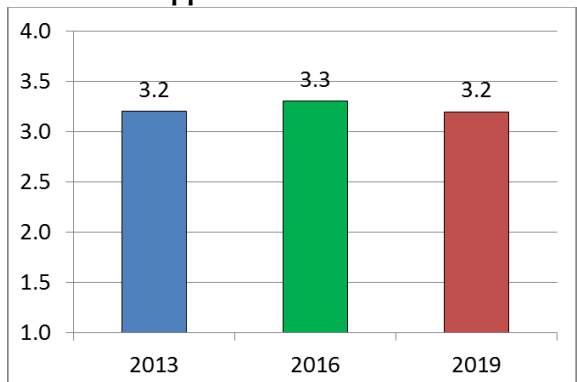
Rating	Responses	%	Cumulative %
Excellent	119	15.7%	15.7%
Good	374	49.2%	64.9%
Fair	206	27.1%	92.0%
Poor	61	8.0%	100.0%
Total	760		
No Opinion	21		

Quality of Businesses



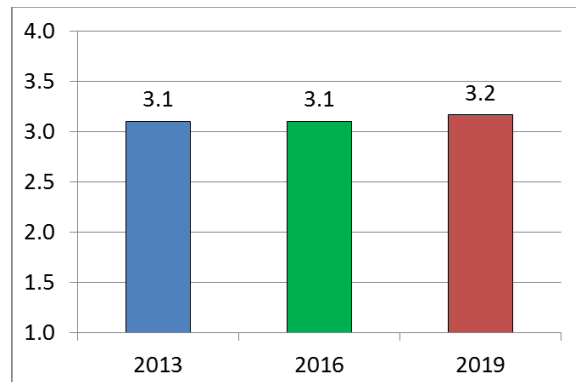
Rating	Responses	%	Cumulative %
Excellent	99	12.8%	12.8%
Good	433	55.9%	68.6%
Fair	211	27.2%	95.9%
Poor	32	4.1%	100.0%
Total	775		
No Opinion	6		

Recreation Opportunities



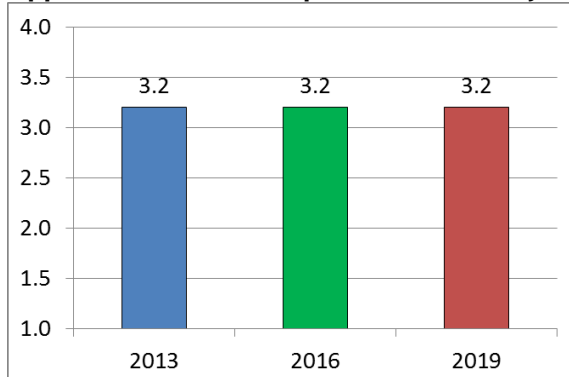
Rating	Responses	%	Cumulative %
Excellent	261	34.3%	34.3%
Good	391	51.4%	85.8%
Fair	101	13.3%	99.1%
Poor	7	0.9%	100.0%
Total	760		
No Opinion	21		

Access to Health & Wellness



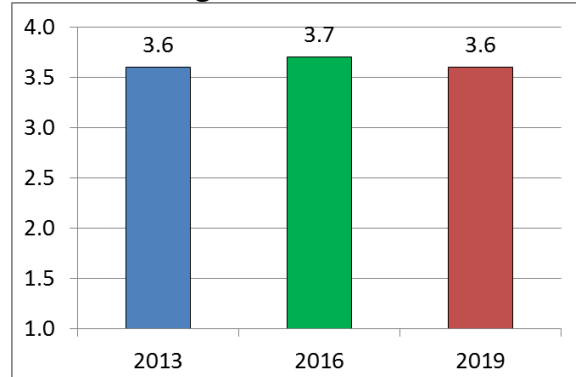
Rating	Responses	%	Cumulative %
Excellent	218	31.4%	31.4%
Good	385	55.4%	86.8%
Fair	80	11.5%	98.3%
Poor	12	1.7%	100.0%
Total	695		
No Opinion	86		

Opportunities to Participate in Community Matters



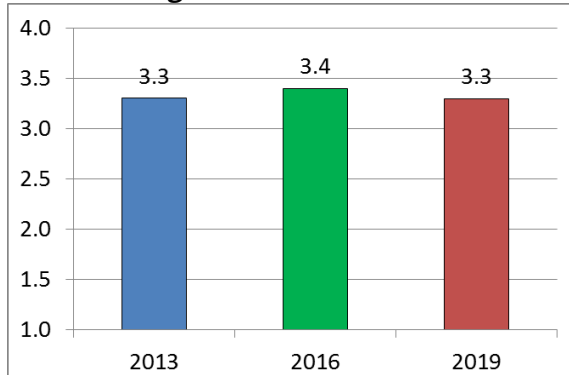
Rating	Responses	%	Cumulative %
Excellent	277	36.7%	36.7%
Good	367	48.7%	85.4%
Fair	93	12.3%	97.7%
Poor	17	2.3%	100.0%
Total	754		
No Opinion	27		

Ease of Walking



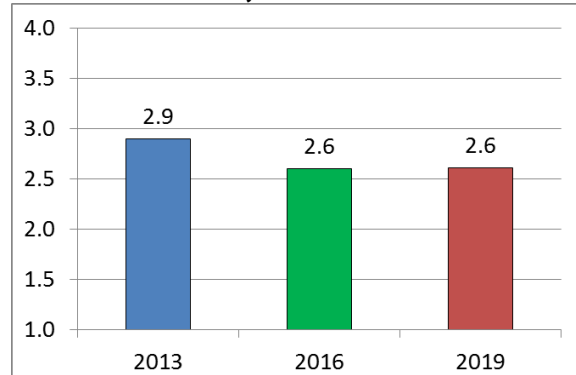
Rating	Responses	%	Cumulative %
Excellent	510	65.6%	65.6%
Good	230	29.6%	95.2%
Fair	30	3.9%	99.1%
Poor	7	0.9%	100.0%
Total	777		
No Opinion	4		

Ease of Biking



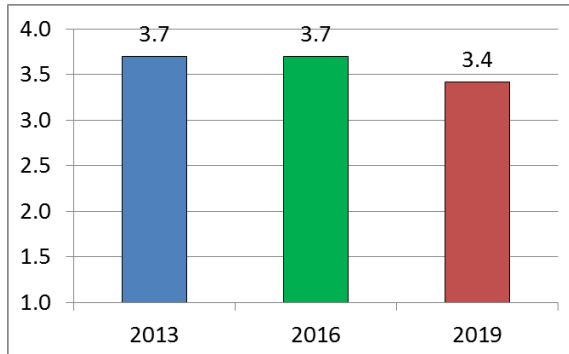
Rating	Responses	%	Cumulative %
Excellent	327	46.2%	46.2%
Good	281	39.7%	85.9%
Fair	83	11.7%	97.6%
Poor	17	2.4%	100.0%
Total	708		
No Opinion	73		

Traffic Flow on Major Streets



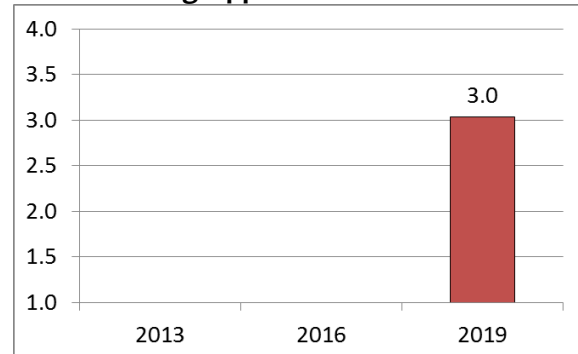
Rating	Responses	%	Cumulative %
Excellent	99	12.9%	12.9%
Good	371	48.2%	61.1%
Fair	201	26.1%	87.3%
Poor	98	12.7%	100.0%
Total	769		
No Opinion	12		

Schools



Rating	Responses	%	Cumulative %
Excellent	377	52.6%	52.6%
Good	279	38.9%	91.5%
Fair	45	6.3%	97.8%
Poor	16	2.2%	100.0%
Total	717		
No Opinion	64		

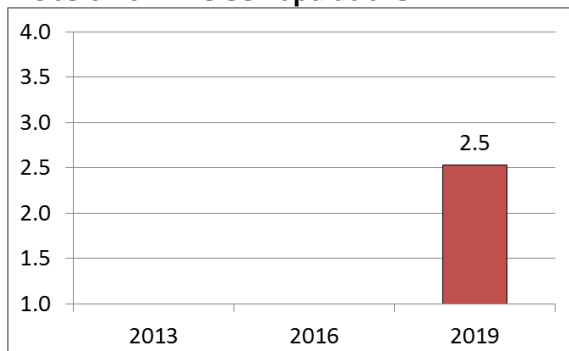
Adult Learning Opportunities



Rating	Responses	%	Cumulative %
Excellent	168	27.6%	27.6%
Good	315	51.7%	79.3%
Fair	103	16.9%	96.2%
Poor	23	3.8%	100.0%
Total	609		
No Opinion	172		

Note: New question in 2019

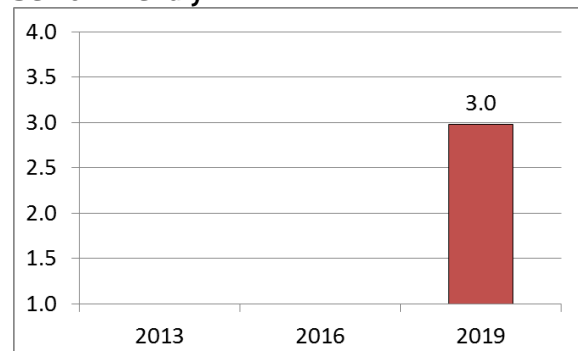
Inclusion of Diverse Populations



Rating	Responses	%	Cumulative %
Excellent	97	13.5%	13.5%
Good	293	40.9%	54.4%
Fair	224	31.2%	85.6%
Poor	103	14.4%	100.0%
Total	717		
No Opinion	64		

Note: New question in 2019

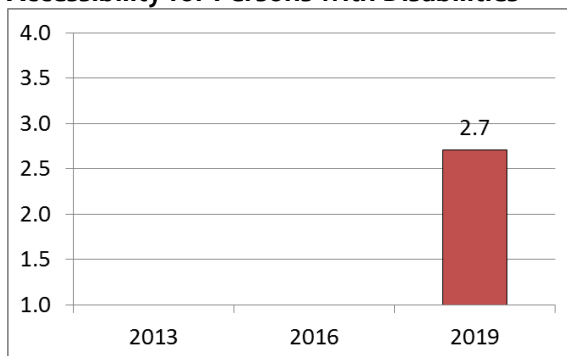
Senior-Friendly



Rating	Responses	%	Cumulative %
Excellent	175	26.8%	26.8%
Good	330	50.5%	77.3%
Fair	105	16.1%	93.4%
Poor	43	6.6%	100.0%
Total	653		
No Opinion	128		

Note: New question in 2019

Accessibility for Persons with Disabilities



Rating	Responses	%	Cumulative %
Excellent	70	13.4%	13.4%
Good	272	52.1%	65.5%
Fair	140	26.8%	92.3%
Poor	40	7.7%	100.0%
Total	522		
No Opinion	259		

Note: New question in 2019

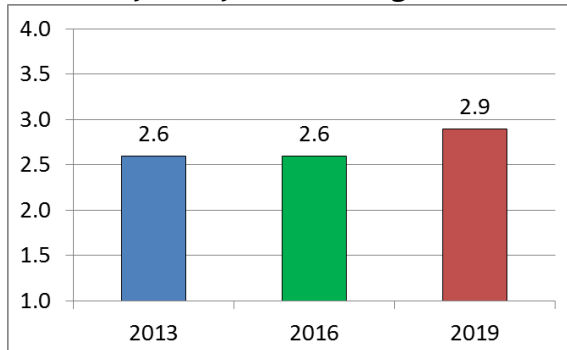
All computed responses fall within 0.3 points of the 2016 ratings. Ease of walking, schools, and ease of biking were the three highest rated characteristics, which echoes a trend observed in previous surveys. Characteristics scoring below a 3.0 and may require more attention or further community discussion include affordability, variety of housing, quality of businesses, traffic flow on major streets, inclusion of diverse populations, and accessibility for persons with disabilities. Scoring less than a 3.0 typically means more than 30% of the respondents gave a remark of “fair” or “poor.” Affordability is the only characteristic which respondents rated “fair” or “poor” more often than “excellent” or “good”.

Categories which had over 100 respondents skip the question and state “no opinion” include Accessibility for Persons with Disabilities (259), Adult Learning Opportunities (172), and Senior-Friendly (128). It is presumed that some respondents may have skipped these questions because they felt it didn’t apply to them. This may serve as an opportunity for the Village to provide more education on the services available in these areas.

Perceptions of Neighborhood Conditions

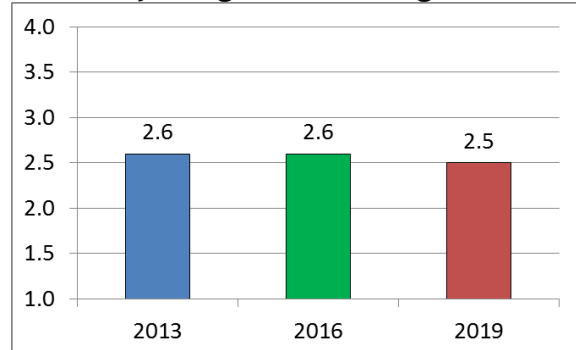
Respondents were asked about their perceptions in a number of areas related to neighborhood conditions including parking, housing maintenance, public safety, noise, traffic, and road/alley conditions, and pedestrian safety. Note that parking was divided between day-time and night-time categories in order to assess whether there are more significant issues with parking between the day-time and night-time users. Responses to these questions will identify the neighborhood conditions which residents find attractive about Shorewood and those areas which may require additional attention. An additional question asked respondents to identify the neighborhood condition that requires the most attention. Characteristic ratings were on a four point scale ranging from poor (1), fair (2), good (3), and excellent (4). The following charts illustrate ratings from the 2013, 2016, and 2019 surveys.

Availability of Day-Time Parking



Rating	Responses	%	Cumulative %
Excellent	169	23.2%	23.2%
Good	367	50.4%	73.6%
Fair	146	20.1%	93.7%
Poor	46	6.3%	100.0%
Total	728		
No Opinion	53		

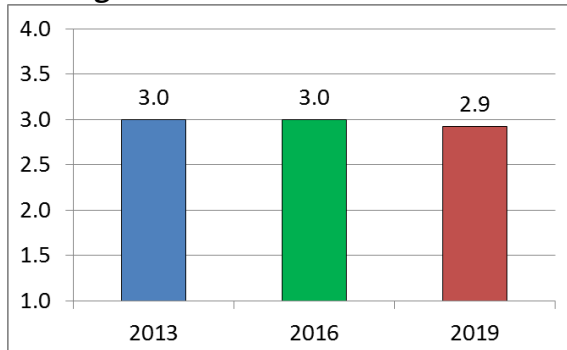
Availability of Night-Time Parking



Rating	Responses	%	Cumulative %
Excellent	101	16.8%	16.8%
Good	226	37.5%	54.3%
Fair	172	28.6%	82.9%
Poor	103	17.1%	100.0%
Total	602		
No Opinion	179		

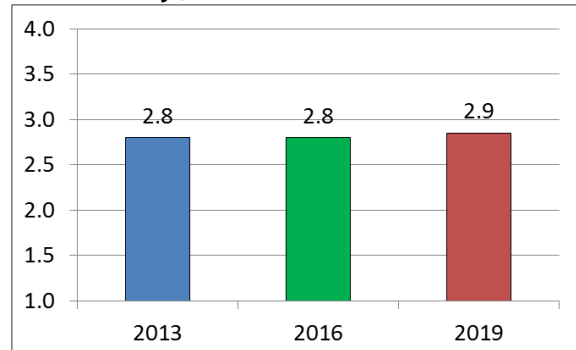
Note: 2013 and 2016 ratings were based off of the perception: “Availability of Parking.” Starting in 2019, Village separated question into day-time and night-time to assess the difference.

Housing Maintenance



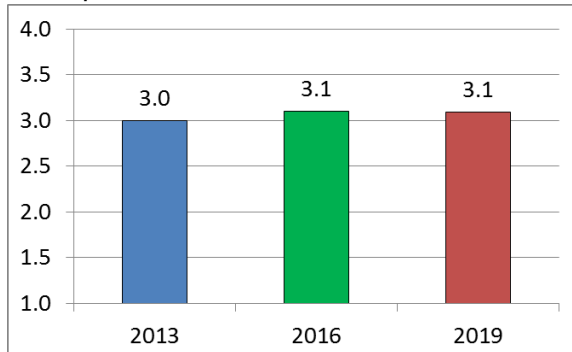
Rating	Responses	%	Cumulative %
Excellent	115	15.5%	15.5%
Good	476	64.3%	79.9%
Fair	127	17.2%	97.0%
Poor	22	3.0%	100.0%
Total	740		
No Opinion	41		

Public Safety / Crime



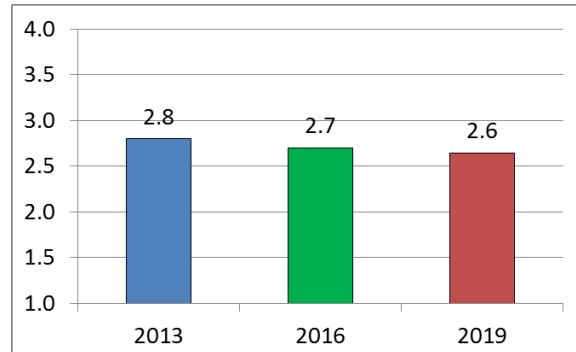
Rating	Responses	%	Cumulative %
Excellent	139	18.1%	18.1%
Good	423	55.1%	73.2%
Fair	159	20.7%	93.9%
Poor	47	6.1%	100.0%
Total	768		
No Opinion	13		

Noise / Nuisance Issues



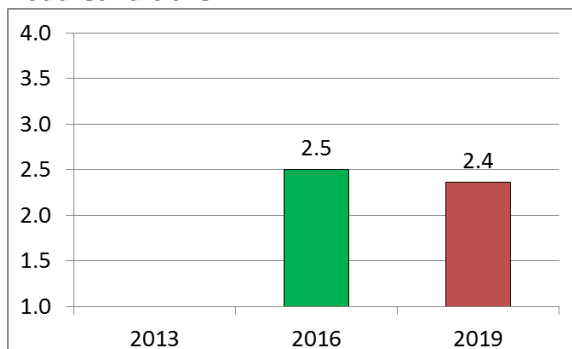
Rating	Responses	%	Cumulative %
Excellent	222	29.8%	29.8%
Good	398	53.4%	83.2%
Fair	98	13.2%	96.4%
Poor	27	3.6%	100.0%
Total	745		
No Opinion	36		

Traffic Issues



Rating	Responses	%	Cumulative %
Excellent	111	14.5%	14.5%
Good	362	47.2%	61.7%
Fair	206	26.9%	88.5%
Poor	88	11.5%	100.0%
Total	767		
No Opinion	14		

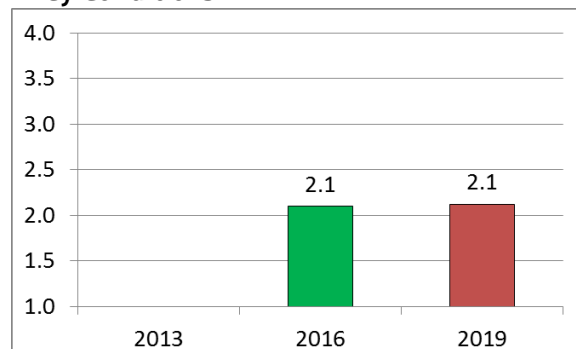
Road Conditions



Rating	Responses	%	Cumulative %
Excellent	61	7.9%	7.9%
Good	303	39.1%	47.0%
Fair	266	34.3%	81.3%
Poor	145	18.7%	100.0%
Total	775		
No Opinion	6		

Note: New question in 2016

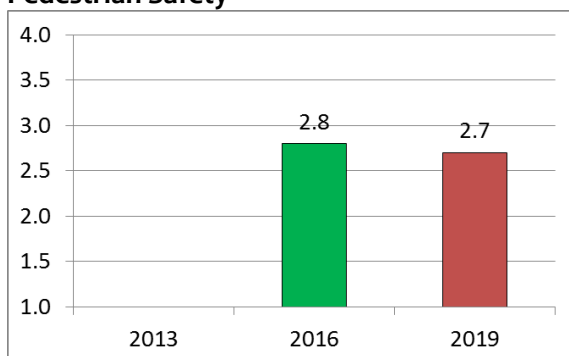
Alley Conditions



Rating	Responses	%	Cumulative %
Excellent	29	6.5%	6.5%
Good	123	27.8%	34.3%
Fair	164	37.0%	71.3%
Poor	127	28.7%	100.0%
Total	443		
No Opinion	338		

Note: New question in 2016

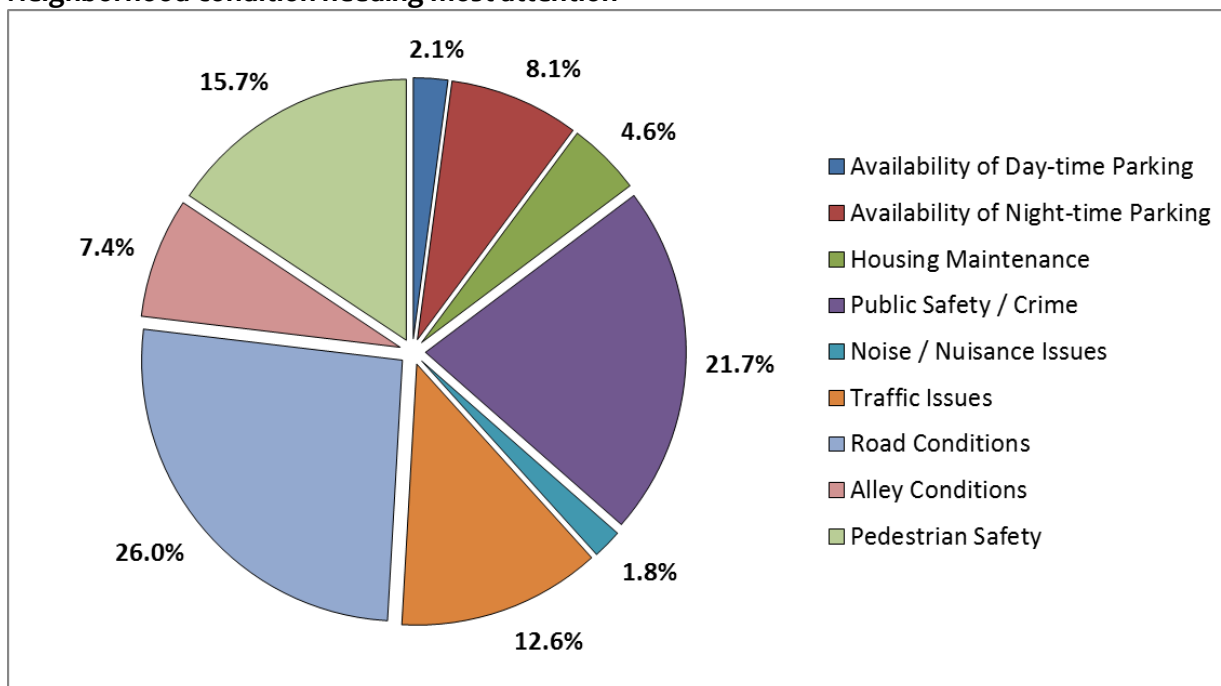
Pedestrian Safety



Rating	Responses	%	Cumulative %
Excellent	106	13.8%	13.8%
Good	395	51.4%	65.1%
Fair	201	26.1%	91.3%
Poor	67	8.7%	100.0%
Total	769		
No Opinion	12		

Note: New question in 2016

Neighborhood condition needing most attention



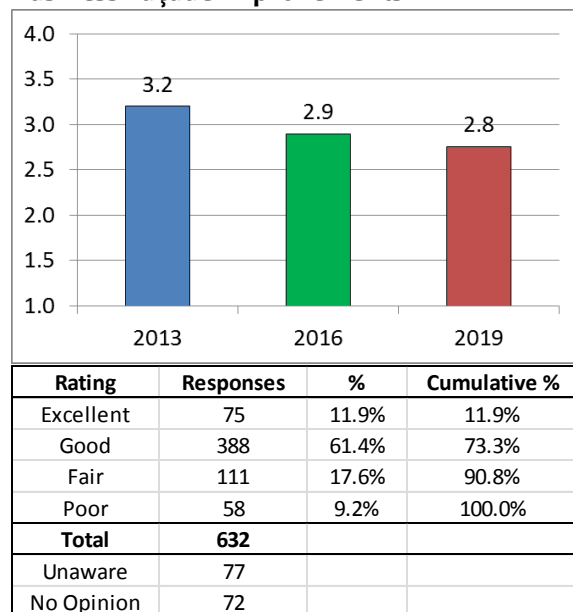
Outside of the parking-related questions, all categories performed within 0.1 of the rating received in 2016. By separating the parking question, it can be observed that night-time parking availability is a larger concern to residents compared to day-time parking. The majority of these neighborhood conditions rated less than a 3.0 average rating. However, categories where more than 30% of respondents rated the conditions “fair” or “poor” include: Availability of Night-time Parking, Traffic Issues, Road Conditions, Alley Conditions, and Pedestrian Safety. Road and alley conditions were the only categories in which respondents marked “fair” or “poor” more often than “excellent” or “good.”

Road conditions were rated as the neighborhood condition requiring the most attention. This is a change from 2016 when Public Safety / Crime was rated number one among neighborhood conditions. Public Safety / Crime is the second highest category followed by Pedestrian Safety. Despite Alley Conditions receiving the lowest rating, it was ranked as the 6th highest priority when respondents were asked directly which neighborhood condition requires the most attention. It should be noted a significant amount of respondents (338) either selected “no opinion” or skipped the question for alley conditions, possibly because the majority of residents do not live on alleys. For respondents that marked “other” for this question, the three most popular categories identified include property taxes, affordable housing, and filling vacant storefronts.

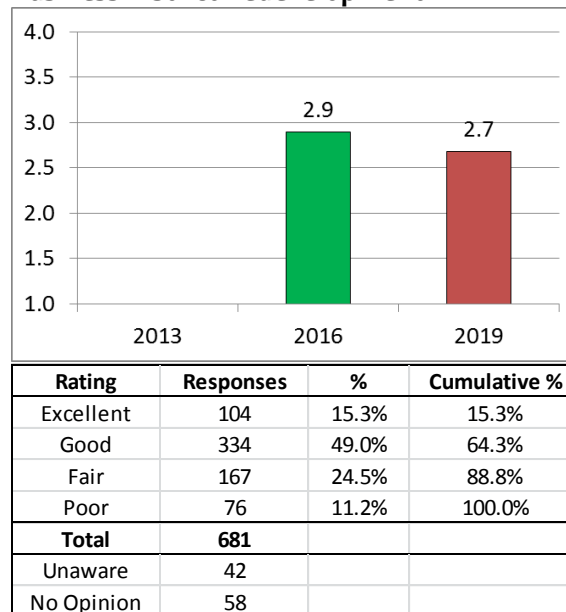
Perceptions of Community Improvement Programs and Initiatives

Respondents were asked to rate their perceptions of community improvement programs and initiatives, including Business Façade Improvements, Business District Redevelopment, Conservation and Green Initiatives, Park and Open Space Improvements, Marketing, Pedestrian and Bicycle Safety Initiatives, Shorewood Connects Initiatives, and Streetscaping. Responses to this will provide useful information to Village officials in the evaluation of public spaces and the business corridor in the Village. Characteristic ratings were on a four point scale ranging from very negative (1), negative (2), positive (3), and very positive (4). The following charts illustrate ratings from the 2013, 2016, and 2019 surveys.

Business Façade Improvements

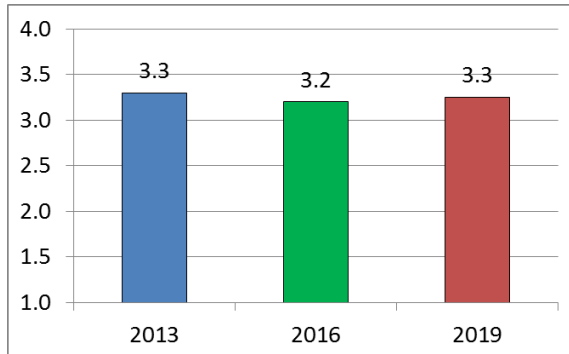


Business District Redevelopment



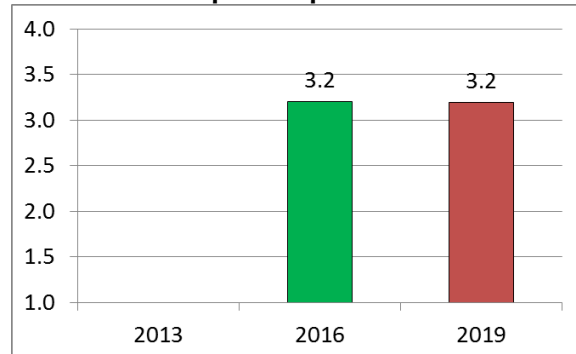
Note: New question in 2016

Conservation & Green Initiatives



Rating	Responses	%	Cumulative %
Excellent	200	32.9%	32.9%
Good	366	60.3%	93.2%
Fair	36	5.9%	99.2%
Poor	5	0.8%	100.0%
Total	607		
Unaware	70		
No Opinion	104		

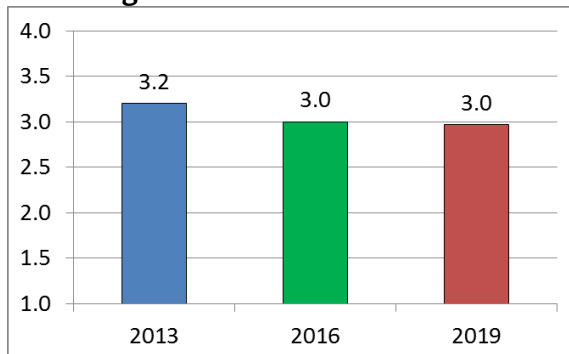
Parks & Public Space Improvements



Rating	Responses	%	Cumulative %
Excellent	170	25.4%	25.4%
Good	464	69.5%	94.9%
Fair	27	4.0%	99.0%
Poor	7	1.0%	100.0%
Total	668		
Unaware	61		
No Opinion	52		

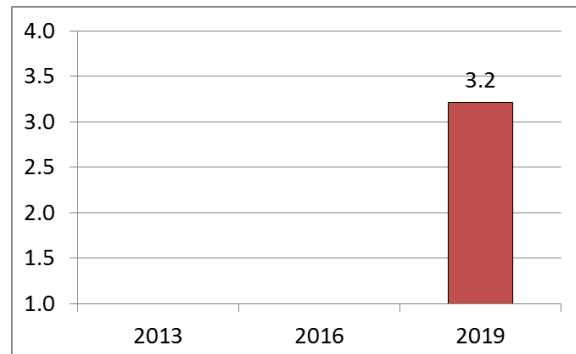
Note: New question in 2016

Marketing of Shorewood



Rating	Responses	%	Cumulative %
Excellent	89	15.5%	15.5%
Good	398	69.5%	85.0%
Fair	65	11.3%	96.3%
Poor	21	3.7%	100.0%
Total	573		
Unaware	85		
No Opinion	123		

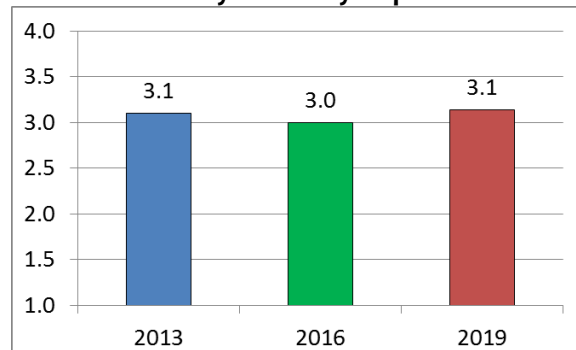
Shorewood Connects Initiatives



Rating	Responses	%	Cumulative %
Excellent	177	28.5%	28.5%
Good	409	65.8%	94.2%
Fair	29	4.7%	98.9%
Poor	7	1.1%	100.0%
Total	622		
Unaware	63		
No Opinion	96		

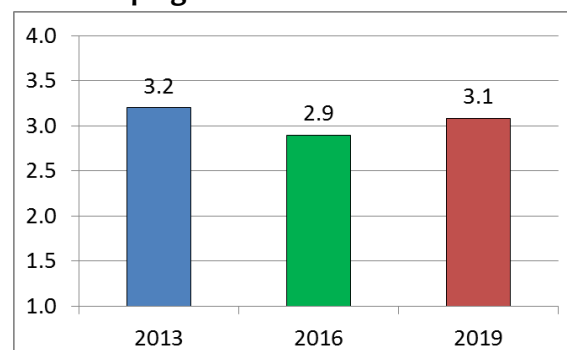
Note: New question in 2019

Pedestrian & Bicycle Safety Improvements



Rating	Responses	%	Cumulative %
Excellent	184	25.9%	25.9%
Good	448	63.0%	88.9%
Fair	61	8.6%	97.5%
Poor	18	2.5%	100.0%
Total	711		
Unaware	27		
No Opinion	43		

Streetscaping on Main Streets



Rating	Responses	%	Cumulative %
Excellent	163	23.4%	23.4%
Good	449	64.4%	87.8%
Fair	66	9.5%	97.3%
Poor	19	2.7%	100.0%
Total	697		
Unaware	33		
No Opinion	51		

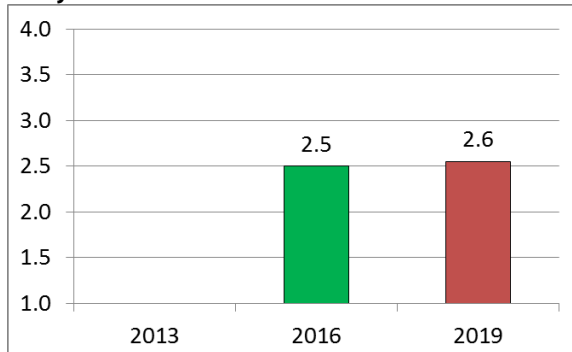
All ratings are within 0.2 points of the 2016 ratings. Conservation and green initiatives (such as the Environmental Film Festival, Solar Shorewood, and the Fish and Feather Festival) received the highest ratings of the community improvement programs and initiatives listed. Business Façade Improvements and Business District Redevelopment were the only categories to receive ratings less than 3.0 with Business District Redevelopment the only category with more than 30% of respondents indicating “fair” or “poor.” Respondents selected “unaware” most often for Marketing in Shorewood (85) and Business Façade Improvements (77), suggesting the Village may consider more initiatives to educate residents on those efforts, if desired.

Perception & Satisfaction with Village Services

The Village of Shorewood is continually assessing its performance and services provided to community members. While measuring community members’ perceptions and satisfaction isn’t a direct gauge of performance, it still informs the Village about residents’ satisfaction related to core service delivery. Following the completion of each community survey, Village staff review the perception ratings, specifically in this section, and draws some conclusions based on past trends and data. Village officials make policy decisions based on the opinions shared related to these core services in this section. While there is a variety of reasons perception and satisfaction ratings may change, the survey information documents the perception change and triggers further investigation. A total of 21 core services were included in the community survey, which community members provided their satisfaction ratings for each.

Perception and satisfaction ratings were on a four point scale ranging from very dissatisfied (1), dissatisfied (2), satisfied (3), and very satisfied (4). Community members also had the option of selecting “not used” or “no opinion” when responding to the question. The following charts illustrate ratings from the 2013, 2016, and 2019 surveys.

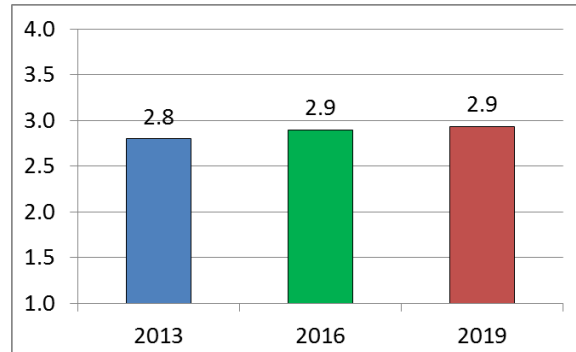
Alley Maintenance



Rating	Responses	%	Cumulative %
Very Satisfied	28	8.6%	8.6%
Satisfied	160	48.9%	57.5%
Dissatisfied	103	31.5%	89.0%
Very Dissatisfied	36	11.0%	100.0%
Total Used	327	64.9%	
Not Used	177		
No Opinion	277		

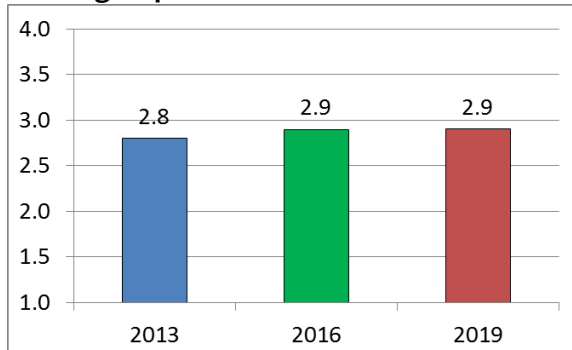
Note: New question in 2016

Assessor Customer Service



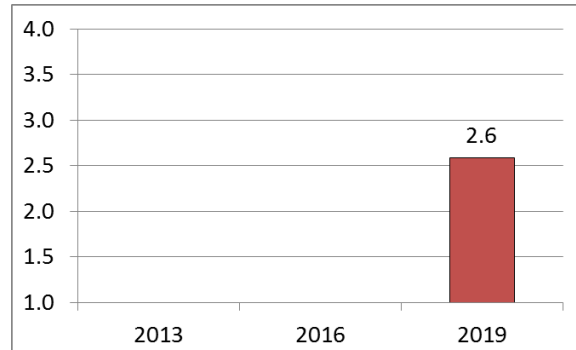
Rating	Responses	%	Cumulative %
Very Satisfied	52	15.9%	15.9%
Satisfied	219	66.8%	82.6%
Dissatisfied	41	12.5%	95.1%
Very Dissatisfied	16	4.9%	100.0%
Total Used	328	60.3%	
Not Used	216		
No Opinion	237		

Building Inspection



Rating	Responses	%	Cumulative %
Very Satisfied	72	17.7%	17.7%
Satisfied	252	61.9%	79.6%
Dissatisfied	54	13.3%	92.9%
Very Dissatisfied	29	7.1%	100.0%
Total Used	407	69.3%	
Not Used	180		
No Opinion	194		

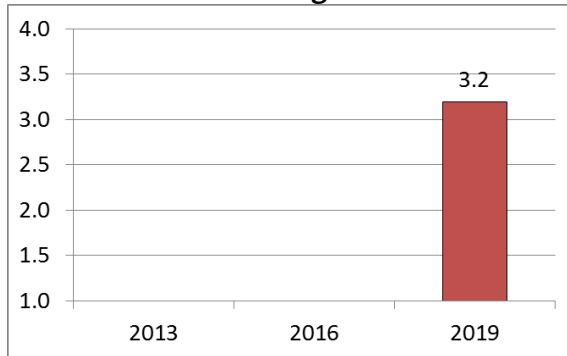
Code Enforcement



Rating	Responses	%	Cumulative %
Very Satisfied	42	8.0%	8.0%
Satisfied	279	52.8%	60.8%
Dissatisfied	154	29.2%	90.0%
Very Dissatisfied	53	10.0%	100.0%
Total Used	528	83.4%	
Not Used	105		
No Opinion	148		

Note: New question in 2019

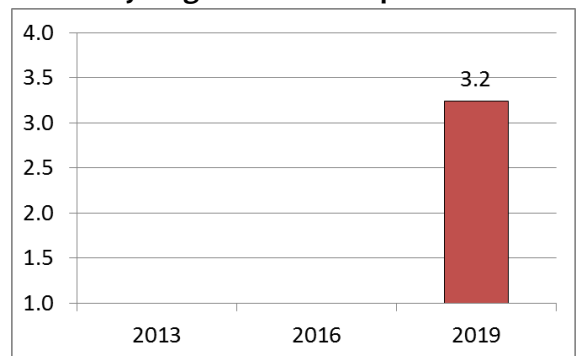
Communications of Village News



Rating	Responses	%	Cumulative %
Very Satisfied	232	31.6%	31.6%
Satisfied	438	59.6%	91.2%
Dissatisfied	43	5.9%	97.0%
Very Dissatisfied	22	3.0%	100.0%
Total Used	735	99.2%	
Not Used	6		
No Opinion	40		

Note: New question in 2019

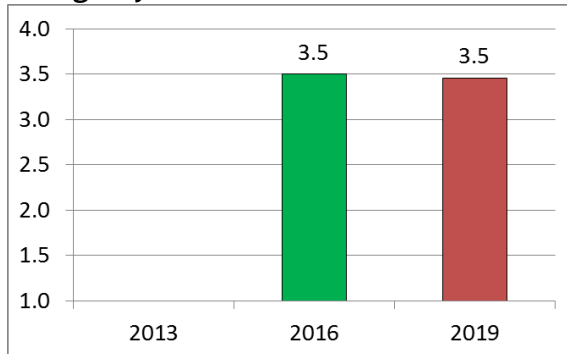
DPW Recycling Center & Compactor



Rating	Responses	%	Cumulative %
Very Satisfied	200	31.6%	31.6%
Satisfied	395	62.4%	94.0%
Dissatisfied	31	4.9%	98.9%
Very Dissatisfied	7	1.1%	100.0%
Total Used	633	89.8%	
Not Used	72		
No Opinion	76		

Note: New question in 2019

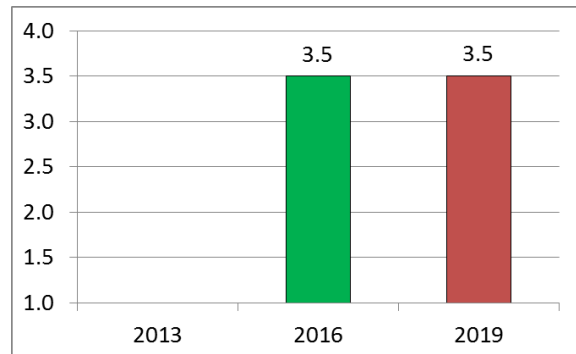
Emergency Medical Services



Rating	Responses	%	Cumulative %
Very Satisfied	173	45.5%	45.5%
Satisfied	203	53.4%	98.9%
Dissatisfied	3	0.8%	99.7%
Very Dissatisfied	1	0.3%	100.0%
Total Used	380	62.4%	
Not Used	229		
No Opinion	172		

Note: New question in 2016

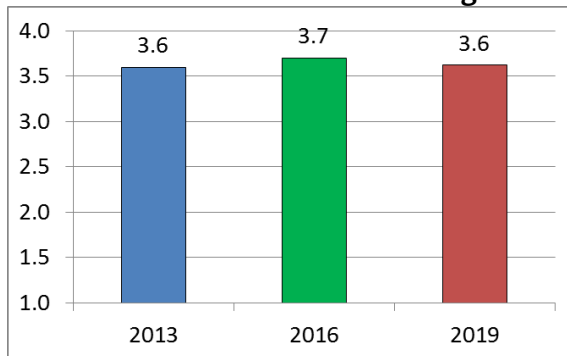
Fire Services



Rating	Responses	%	Cumulative %
Very Satisfied	212	50.0%	50.0%
Satisfied	209	49.3%	99.3%
Dissatisfied	1	0.2%	99.5%
Very Dissatisfied	2	0.5%	100.0%
Total Used	424	66.3%	
Not Used	216		
No Opinion	141		

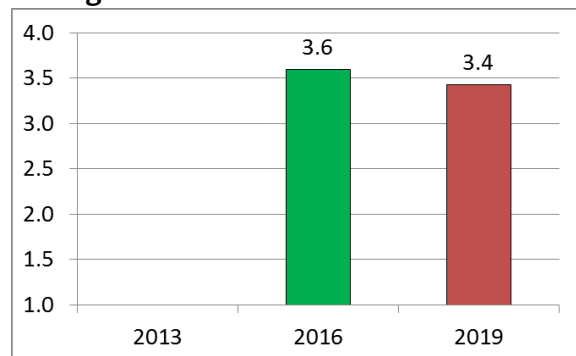
Note: New question in 2016

Front Desk Customer Service at Village Hall



Rating	Responses	%	Cumulative %
Very Satisfied	425	63.6%	63.6%
Satisfied	228	34.1%	97.8%
Dissatisfied	11	1.6%	99.4%
Very Dissatisfied	4	0.6%	100.0%
Total Used	668	91.4%	
Not Used	63		
No Opinion	50		

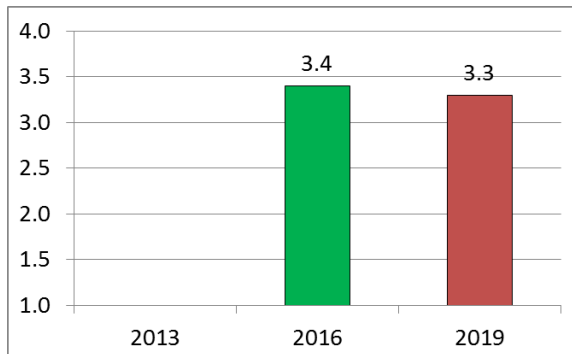
Garbage Collection



Rating	Responses	%	Cumulative %
Very Satisfied	351	48.1%	48.1%
Satisfied	346	47.5%	95.6%
Dissatisfied	25	3.4%	99.0%
Very Dissatisfied	7	1.0%	100.0%
Total Used	729	98.0%	
Not Used	15		
No Opinion	37		

Note: New question in 2016

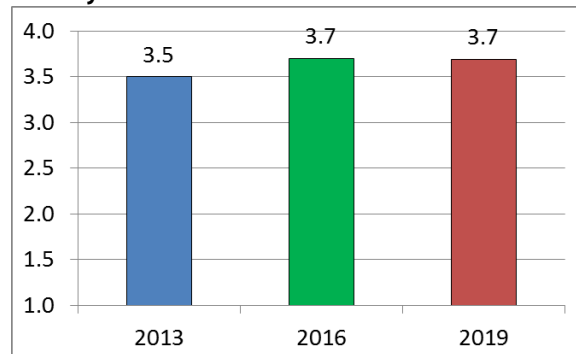
Health Services



Rating	Responses	%	Cumulative %
Very Satisfied	105	32.2%	32.2%
Satisfied	209	64.1%	96.3%
Dissatisfied	9	2.8%	99.1%
Very Dissatisfied	3	0.9%	100.0%
Total Used	326	56.9%	
Not Used	247		
No Opinion	208		

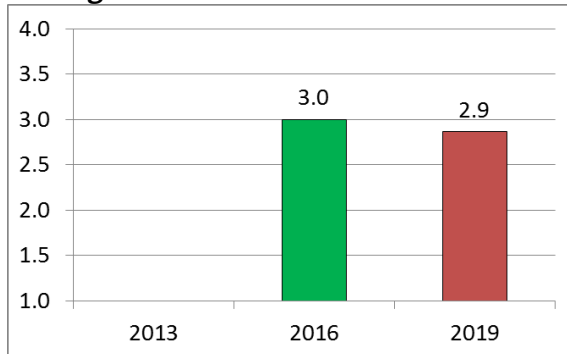
Note: New question in 2016

Library Services



Rating	Responses	%	Cumulative %
Very Satisfied	496	69.8%	69.8%
Satisfied	207	29.1%	98.9%
Dissatisfied	5	0.7%	99.6%
Very Dissatisfied	3	0.4%	100.0%
Total Used	711	95.6%	
Not Used	33		
No Opinion	37		

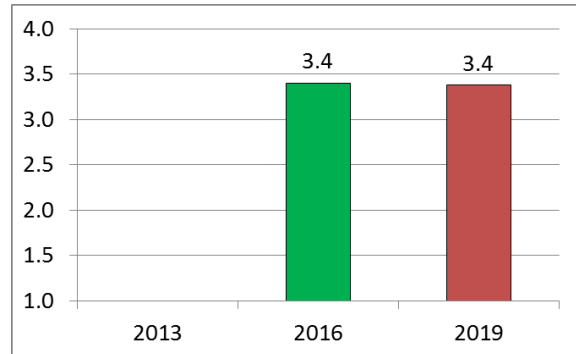
Parking Permissions & Permits



Rating	Responses	%	Cumulative %
Very Satisfied	105	21.5%	21.5%
Satisfied	258	52.8%	74.2%
Dissatisfied	80	16.4%	90.6%
Very Dissatisfied	46	9.4%	100.0%
Total Used	489	78.0%	
Not Used	138		
No Opinion	154		

Note: New question in 2016

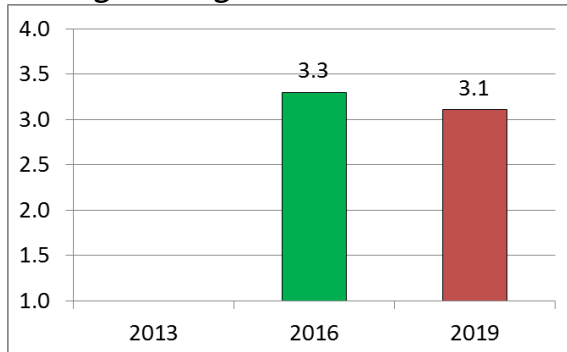
Parks



Rating	Responses	%	Cumulative %
Very Satisfied	305	40.9%	40.9%
Satisfied	421	56.5%	97.4%
Dissatisfied	16	2.1%	99.6%
Very Dissatisfied	3	0.4%	100.0%
Total Used	745	98.8%	
Not Used	9		
No Opinion	27		

Note: New question in 2016

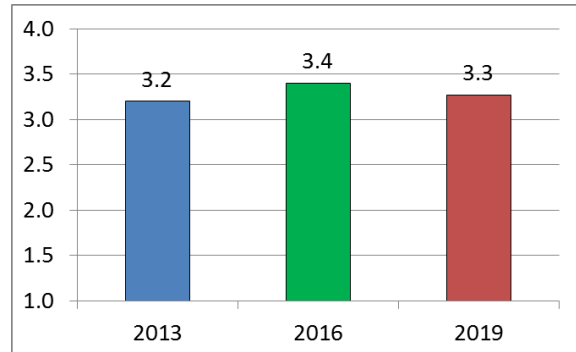
Plowing & Salting



Rating	Responses	%	Cumulative %
Very Satisfied	233	30.6%	30.6%
Satisfied	411	54.0%	84.6%
Dissatisfied	83	10.9%	95.5%
Very Dissatisfied	34	4.5%	100.0%
Total Used	761	100.0%	
Not Used	0		
No Opinion	20		

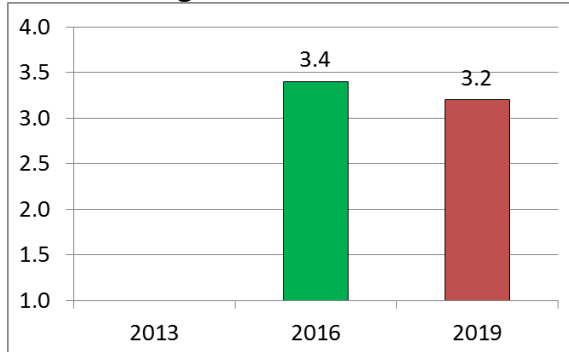
Note: New question in 2016

Police Services



Rating	Responses	%	Cumulative %
Very Satisfied	254	38.3%	38.3%
Satisfied	350	52.7%	91.0%
Dissatisfied	44	6.6%	97.6%
Very Dissatisfied	16	2.4%	100.0%
Total Used	664	91.3%	
Not Used	63		
No Opinion	54		

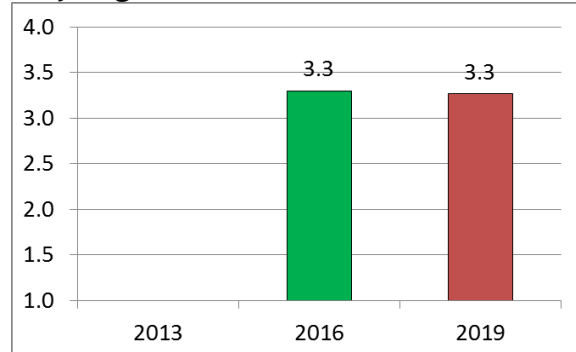
Public Building Maintenance



Rating	Responses	%	Cumulative %
Very Satisfied	183	28.2%	28.2%
Satisfied	425	65.4%	93.5%
Dissatisfied	31	4.8%	98.3%
Very Dissatisfied	11	1.7%	100.0%
Total Used	650	96.0%	
Not Used	27		
No Opinion	104		

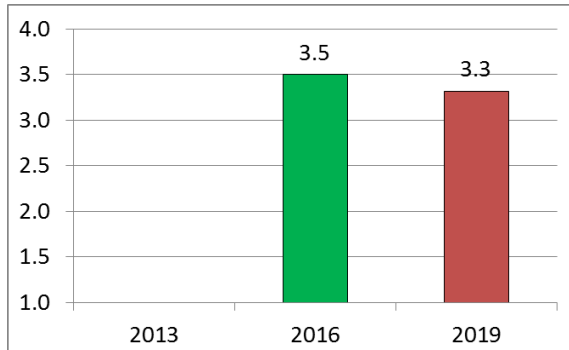
Note: New question in 2016

Recycling Collection



Rating	Responses	%	Cumulative %
Very Satisfied	275	38.4%	38.4%
Satisfied	373	52.0%	90.4%
Dissatisfied	55	7.7%	98.0%
Very Dissatisfied	14	2.0%	100.0%
Total Used	717	98.4%	
Not Used	12		
No Opinion	52		

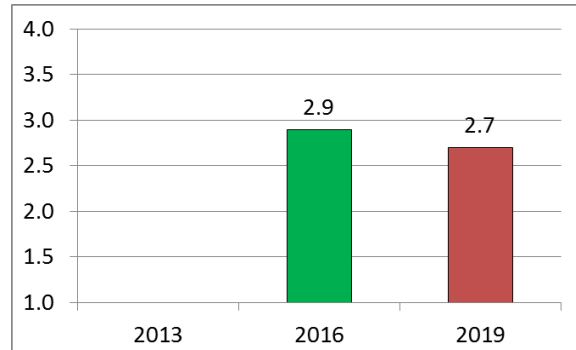
Senior Services



Rating	Responses	%	Cumulative %
Very Satisfied	139	39.5%	39.5%
Satisfied	189	53.7%	93.2%
Dissatisfied	20	5.7%	98.9%
Very Dissatisfied	4	1.1%	100.0%
Total Used	352	59.6%	
Not Used	239		
No Opinion	190		

Note: New question in 2016

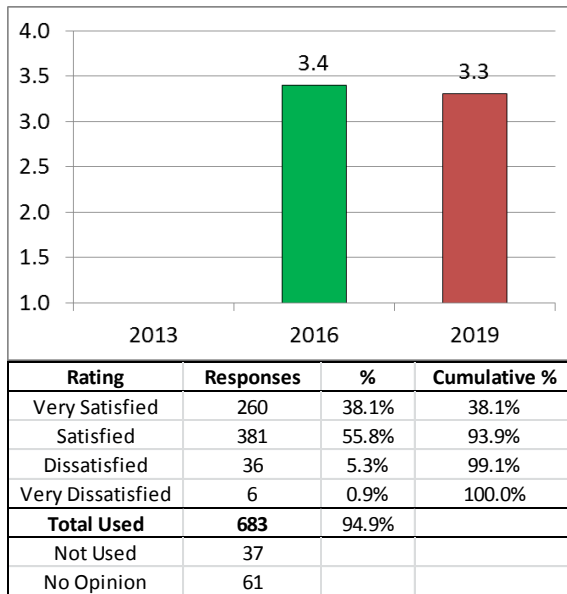
Street Maintenance



Rating	Responses	%	Cumulative %
Very Satisfied	92	12.4%	12.4%
Satisfied	402	54.0%	66.4%
Dissatisfied	185	24.9%	91.3%
Very Dissatisfied	65	8.7%	100.0%
Total Used	744	99.3%	
Not Used	5		
No Opinion	32		

Note: New question in 2016

Yard Waste & Leaf Collection



Note: New question in 2016

All perception and satisfaction ratings remained within 0.2 points of the 2016 ratings. The top five ratings in 2019 include library services (3.7), front desk customer service at Village Hall (3.6), emergency medical services (3.5), fire services (3.5), and garbage collection (3.4). The five lowest ratings in 2019 include alley maintenance (2.6), code enforcement (2.6), street maintenance (2.7), parking permission and permits (2.9), and building inspections (2.9). There were no core services where more people responded “dissatisfied” or “very dissatisfied” compared with “satisfied” or “very satisfied.” It is interesting to note that 14 of the 21 core services scored a rating of 90% or higher satisfaction rating among respondents.

The top five most utilized services (or response rates) include plowing and salting (100%), street maintenance (99.3%), communication in Village news (99.2%), parks (98.8%), and recycling and garbage collection (98+%).

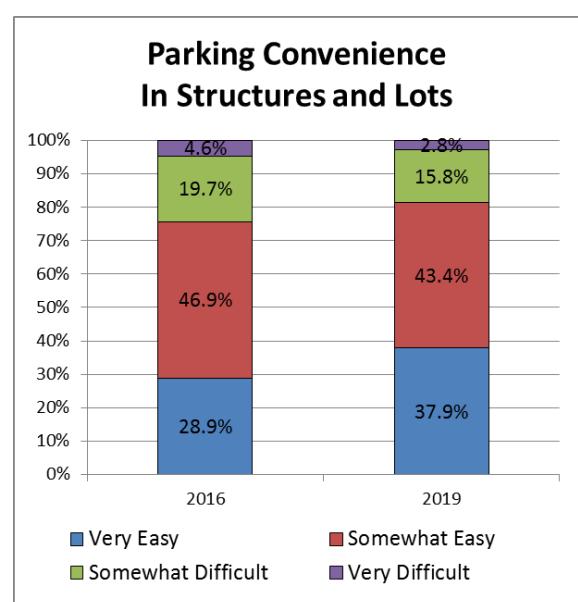
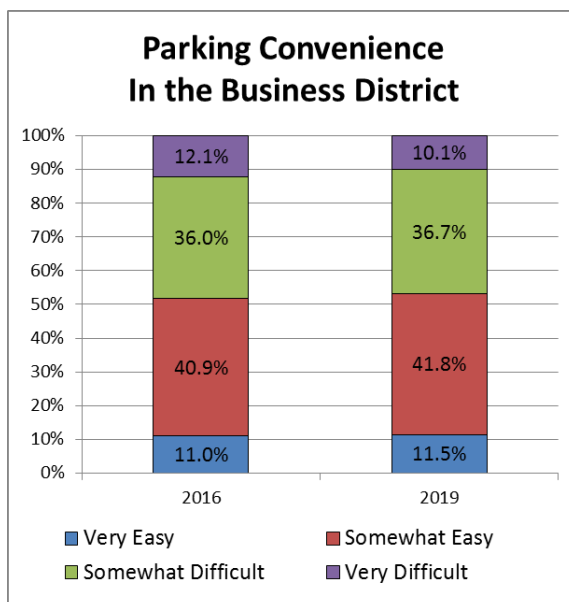
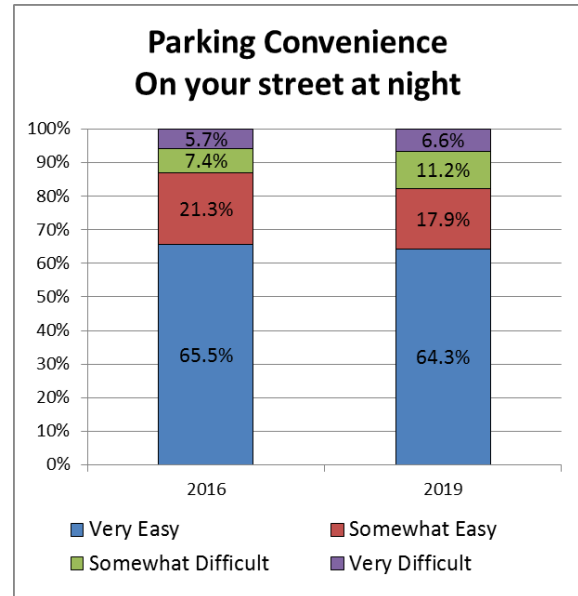
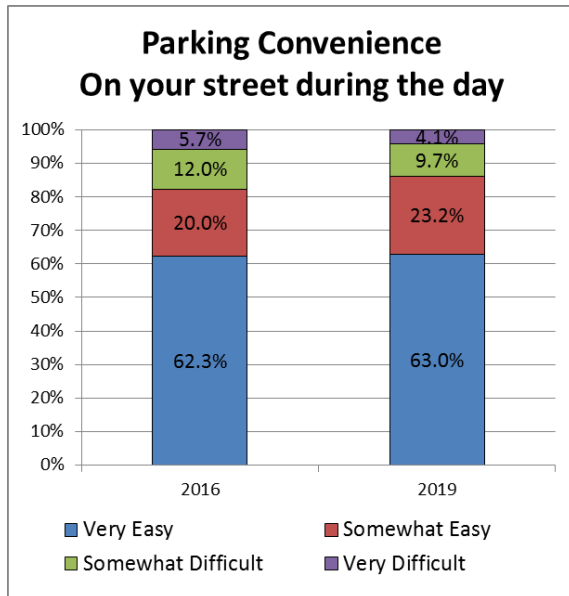
The community survey also included an open ended question asking residents the following: “What Shorewood really needs is _____.” The Village received a number of responses in regards to this open ended question. The following categories were some of the most popular responses. These categories are not in any particular order:

- Lower property taxes
- Affordable housing
- More diversity (and welcoming of diversity)
- Pursue filling vacant storefronts with concepts related to a Mexican restaurant, vegetarian/healthy options, hardware store, or ice cream
- More enforcement (traffic and residential properties)
- Free or easier opportunities for overnight parking
- Road and other infrastructure improvements

It is important to note that the responses “more diversity” and “road and other infrastructure improvements” were not identified as the most frequent responses in 2016.

Convenience of Parking

This section is the beginning of section 2 that focuses on parking. The Village asked community members to rate the convenience of four different parking situations: on your street during the day, on your street at night, in the business district, and in the parking lots and structures. The purpose of the question is to provide information for Village officials in making policy decisions related to parking. The data will also be provided to the transportation and parking consultant, who will utilize the information to make recommendations. Respondents were able to select the following options: very easy (4), somewhat easy (3), somewhat difficult (2), and very difficult (1). This question was also inquired back in 2016.



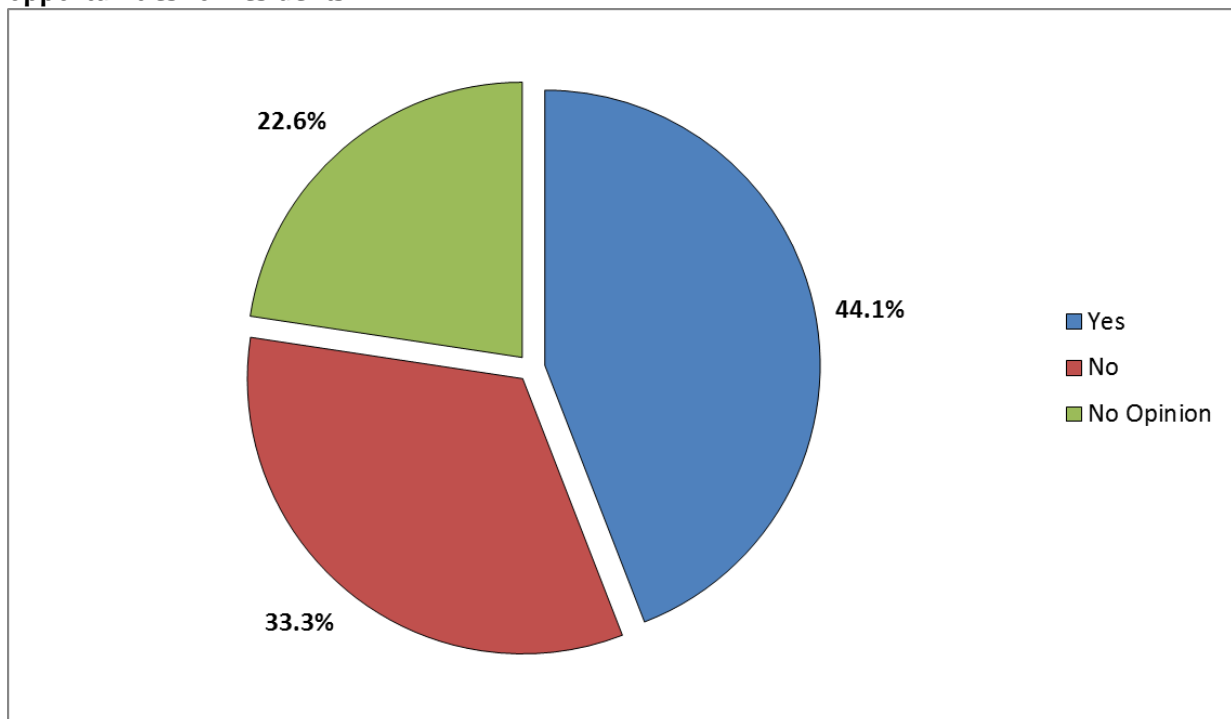
There were some changes in regards to the perception of the convenience of parking. The most significant change relates to parking in structures and lots. Respondents who believe parking is “very easy” in parking structures and lots went up 9 percentage points from 28.9% to 37.9%. There may be some reasons for this, but one may formulate the opinion that the Metro Market parking structure now being fully complete since 2016 increased this perception. However, the perception of parking convenience in the business district remains the same, as just over half of respondents (53.3%) find it convenient to park there. This is not much movement since the 2016 survey.

When it comes to the convenience of parking during the day versus night, the Village continues to see the trend of night-time parking becoming more challenging compared to previous years. While the convenience of day-time parking increased from 82.3% to 86.2%, convenience of night-time parking decreased from 86.8% to 82.2%. This further illustrates the point made earlier in the survey that availability of night-time parking is now a larger concern for residents compared to previous years.

Opinions on Parking Regulations

There were three different questions related to changes to the Village’s parking regulations. The first question inquired about the 20 free night parking permissions per license plate each year. The purpose of the question was to see interest in easing the parking restrictions and allow additional overnight on-street parking.

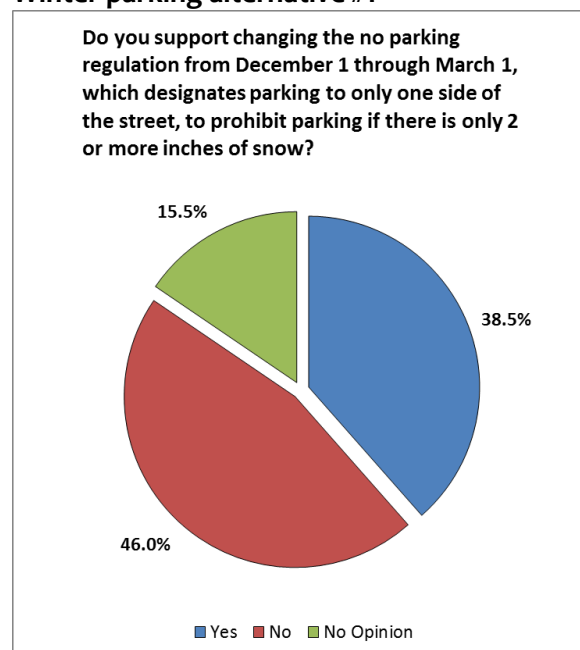
Currently residents and visitors are able to use 20 free night parking permissions per license plate each year. After exhausting the 20 free night parking permissions, only those that qualify for a hardship permit or live in certain apartments are able to acquire an overnight on-street parking permit. Should the Village ease parking restrictions to allow additional overnight on-street parking opportunities for residents?



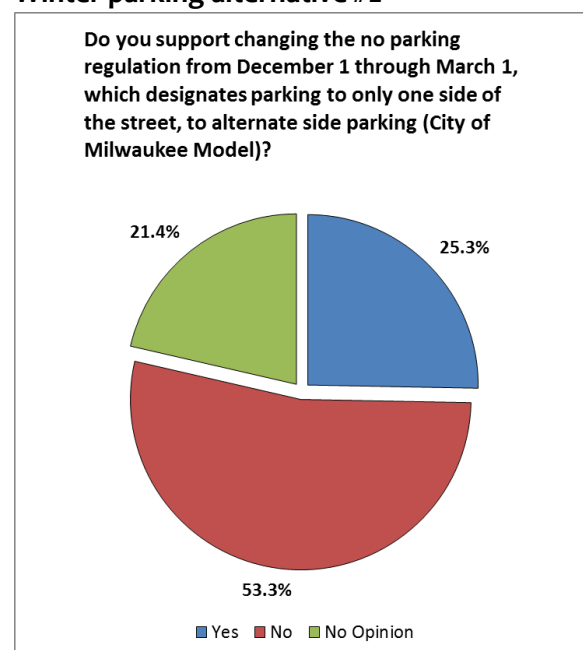
Overall, there was approximately an 11% difference favoring “yes” to easing overnight parking restrictions compared to a “no” response. This is a larger margin than the 4% in the 2016 survey. There are still 22% of residents who don’t have an opinion to this question. After reading through some of the comments in the Parking Section, some residents are asking why the Village even has these overnight parking restrictions. If these parking restrictions shall continue to be in effect, the Village may want to consider initiating a communication campaign to inform community members on some of the reasons for having such a program.

The next two questions inquire about parking during the winter months, specifically from December 1 through March 1. The purpose of the questions was to analyze community member perceptions between our current parking restrictions, the City of Milwaukee model, and another model being assessed by Village officials. Both of these questions are new to the community survey.

Winter parking alternative #1



Winter parking alternative #2



Both responses demonstrate that residents are more supportive of keeping the current parking regulations rather than changing to the two alternative winter parking options suggested. There is more overwhelming support to alternative #1 compared to alternative #2.

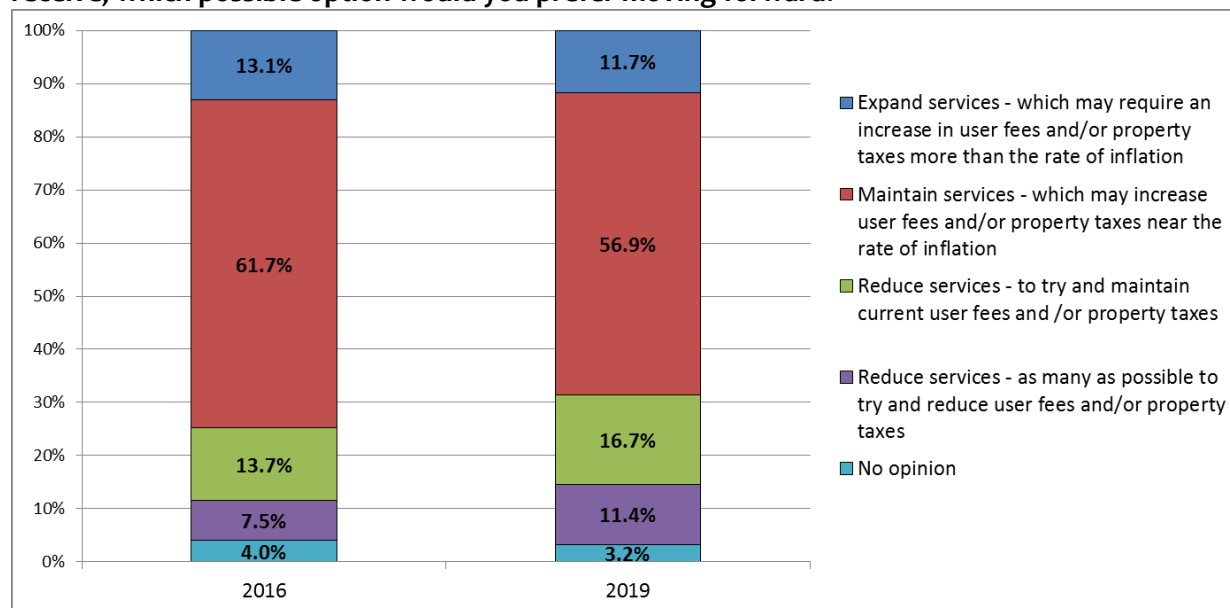
There was a comment box in the Parking Section of the survey. Below are some of the most common comments or topics included:

- More parking along the business corridor, especially in the north area of Oakland Ave.
- Strong differing opinions on overnight parking
 - Reasons for keeping restrictions: safety, aesthetics, reduce congested areas
 - Reasons for removing restrictions: convenience, pay taxes, simpler to understand
 - Good amount of support for paying for permit to park on-street overnight
- Current parking structures are difficult to use and congested
- More parking enforcement for illegal loading in business district and parking too close to an intersection or driveway

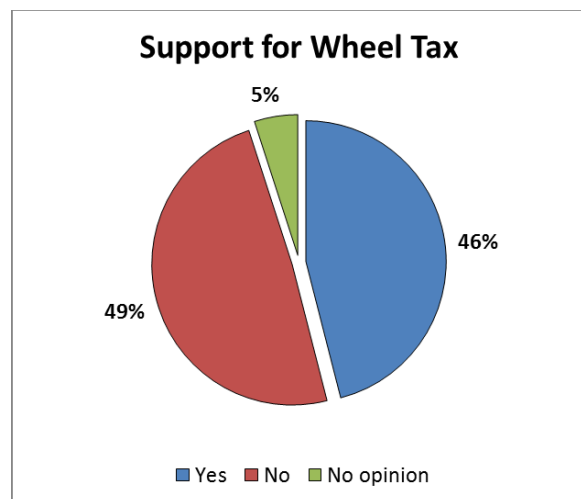
Taxes

There were two different questions related to taxes (Section 3). The first question relates to the fundamental question that local governments encounter every year. As costs continue to climb due to inflation, this question inquires how the Village manage the annual budget and continue providing services. The chart below illustrates the responses compared to the 2016 survey.

The Village Board is continually challenged with increased service costs to the Village. Increasing taxes and fees are necessary to maintain services. Considering the level of services you currently receive, which possible option would you prefer moving forward?



The 2019 response is fairly consistent compared to 2016. A large majority of residents identified “maintain services” as the preferred action when it comes to managing the annual budget. It is important to note that the support for that option did decrease by 5%. “Reducing services to maintain current user fees and property taxes” came in as the next highest option, approximately 40 percentage points behind maintaining services.

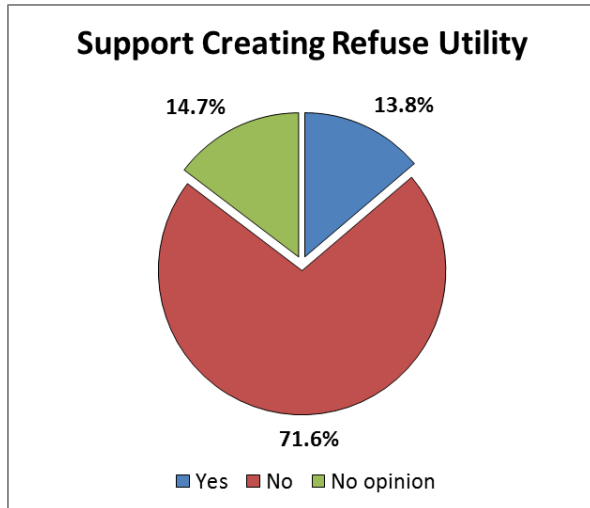


The second tax question was a new question to the community survey, relating to a potential wheel tax. In April 2017, Milwaukee County asked voters to determine if they would support a \$60 wheel tax. While 72% of County voters said no, Village of Shorewood voters at the time supported the proposal by a 57% to 43% margin. The Village wanted to see through the community survey if results would be consistent to voting patterns back in April 2017.

The response toward a wheel tax shifted, with 49% not in favor of a wheel tax while 46% in support for a wheel tax.

Environmental

The Environmental Section of the community survey asked one question in 2019. The Conservation Committee has been investigating the idea of creating a refuse utility in order to start incentivizing residents to reuse, recycle, and compost materials rather than throw them away in the garbage. Moving refuse to the utility would allow the Village to charge on a “pay as you throw” basis, meaning residents who have more refuse to collect would pay more than others. This is an incentivized program being done in other municipalities around the country. Below is a summary of the responses to the question.

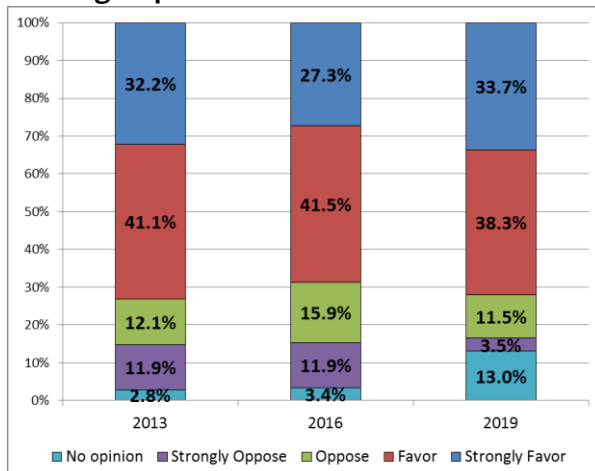


Majority of respondents, 71.6%, did not support the creation of a refuse utility. The Conservation Committee plans on using this information to ask more specific questions and receive a better understanding of the reasons why community members indicated they did not support the refuse utility. The Committee anticipates one obstacle might be property tax collected from commercial properties will no longer be subsidizing refuse operations. This could potentially mean residential properties may be asked to pay more in order to achieve these conservation initiatives.

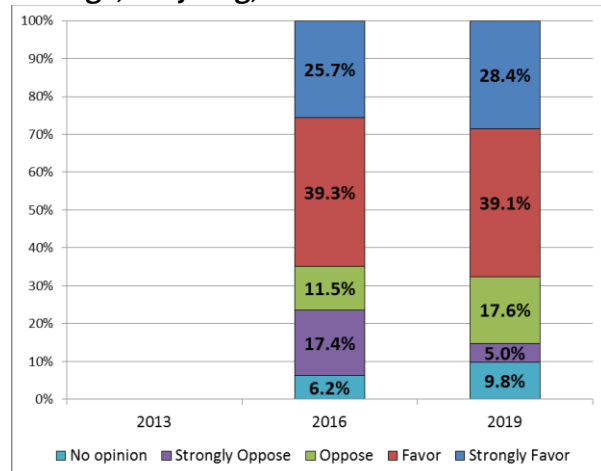
Shared Services

Every year the community survey investigates the public’s interest in potential shared services. Currently, the Village of Shorewood shares services with some of the other North Shore communities. Those shared services include fire protection, emergency medical services, health services, and dispatch services. Some of the advantages of sharing services are to reduce overhead and administrative costs and improve efficiencies by sharing resources and equipment. Some services don’t necessarily work under a shared approach, though, for a variety of reasons. Below are responses from 2013, 2016, and 2019. Residents were able to express the following responses to each potential shared service: strongly favor, favor, oppose, strongly oppose, or no opinion.

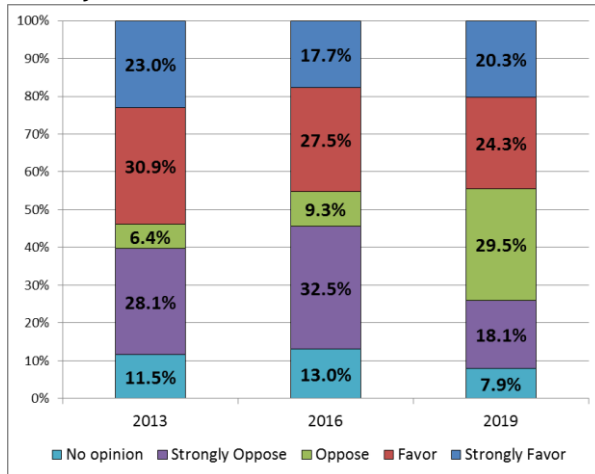
Building Inspection



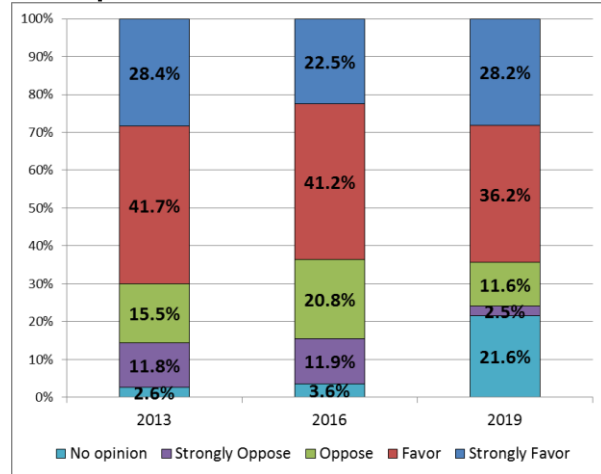
Garbage, Recycling, & Leaf Collection



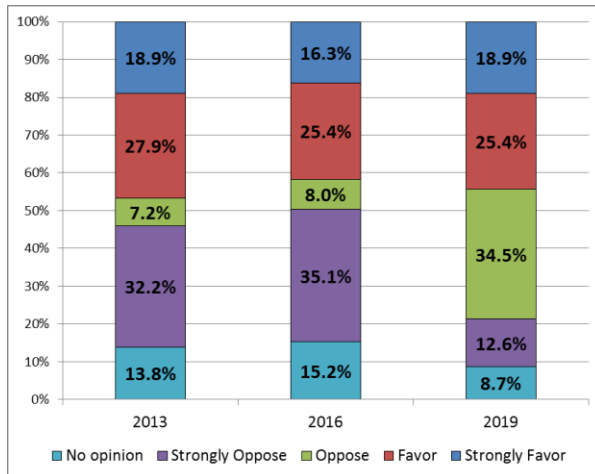
Library Services



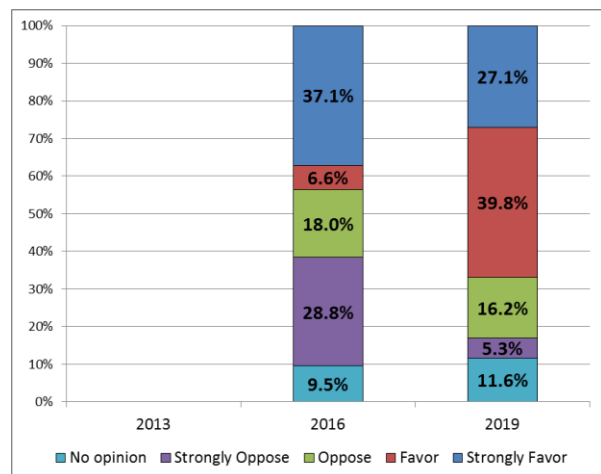
Municipal Court



Police Services

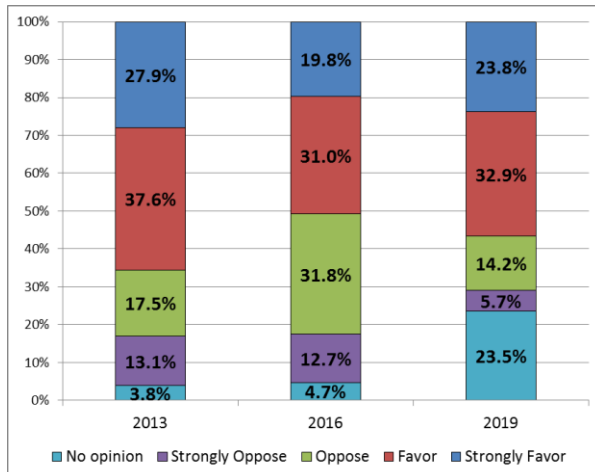


Road Maintenance

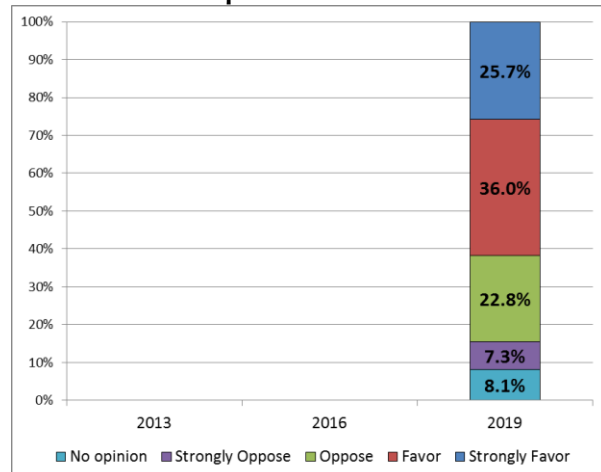


Note: New question in 2016

Senior Services



Snow Removal Operations



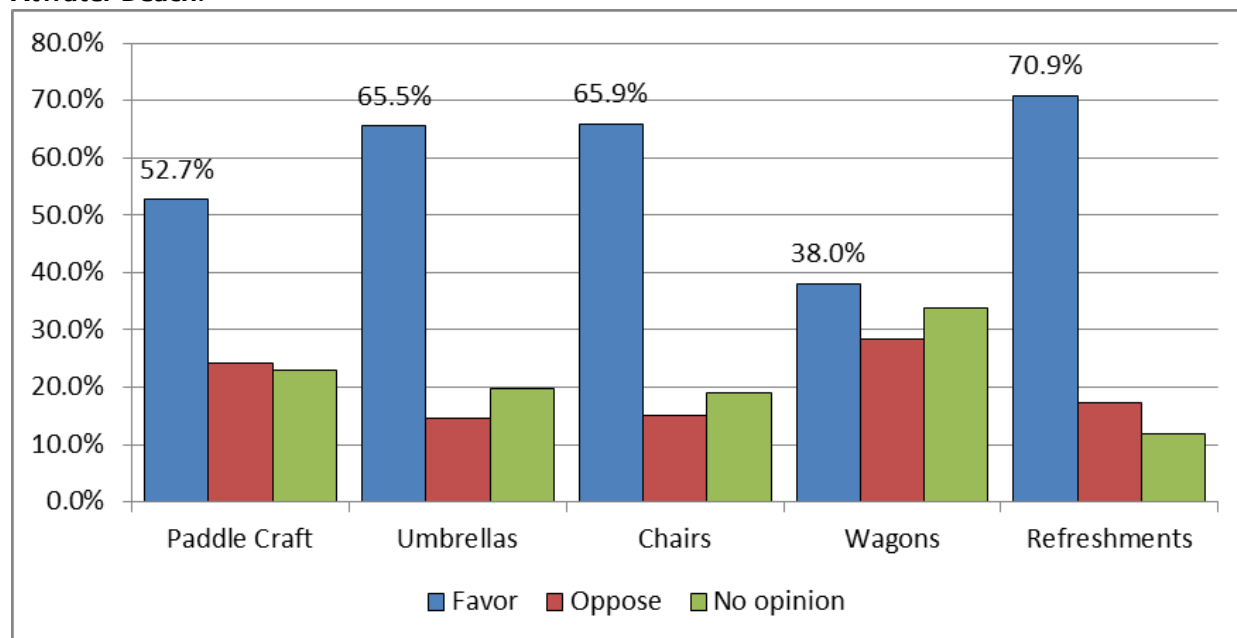
Note: New question in 2019

There were some changes in this section as it relates to shared services. There is much more support for sharing services for road maintenance, as that increased from 43.7% in 2016 to 66.9% in 2019. Meanwhile, sharing services for the Library decreased fairly significantly from 53.9% to 44.3%. It is important to note that these survey results came out the same year that Brown Deer initiated efforts to combine their Library with other North Shore Libraries, which may or may not have impacted opinions for these services in Shorewood. Other areas – besides road maintenance – that have over 60% of support to explore sharing services include building inspection (72.0%); garbage, recycling, and leaf collection (67.5%); Municipal Court (64.4%); and snow removal operations (61.7%). Along with Library services, Police services received the strongest negative reaction towards sharing services as only 44.3% supported entertaining the idea.

Rental options for Atwater Beach

This first question under infrastructure and public spaces focused on the potential of allowing vendors to have an agreement with the Village to rent out recreational equipment and refreshments at Atwater Beach. The Parks Commission is reviewing this initiative and considering modifications to the Village Code as well as formalizing a process so that these rental opportunities can exist. The survey included the following items for rent or purchase at Atwater Beach for respondents to consider: paddle craft, umbrellas, chairs, wagons, and refreshments. Respondents were asked to either mark favor, oppose, or no opinion for each item. This was a new question for the community survey. The following charts illustrate the results.

The Parks Commission is brainstorming ways that could enhance the experience for beach visitors at Atwater Beach. Would you be in favor of adding the following options for rent or purchase at Atwater Beach?



Four of the five options contained significant support. Refreshments (70.9%), chairs (65.9%), umbrellas (65.5%), and paddle craft (52.7%) were rental or purchase items respondents favored to enhance the beach experience. Wagons were the one option that respondents showed considerable hesitation as only 38.0% favored the idea. About one-third of respondents (33.9%) also marked “no

opinion” for wagons, maybe suggesting community members need more clarity on the wagon rental concept before indicating their support for it.

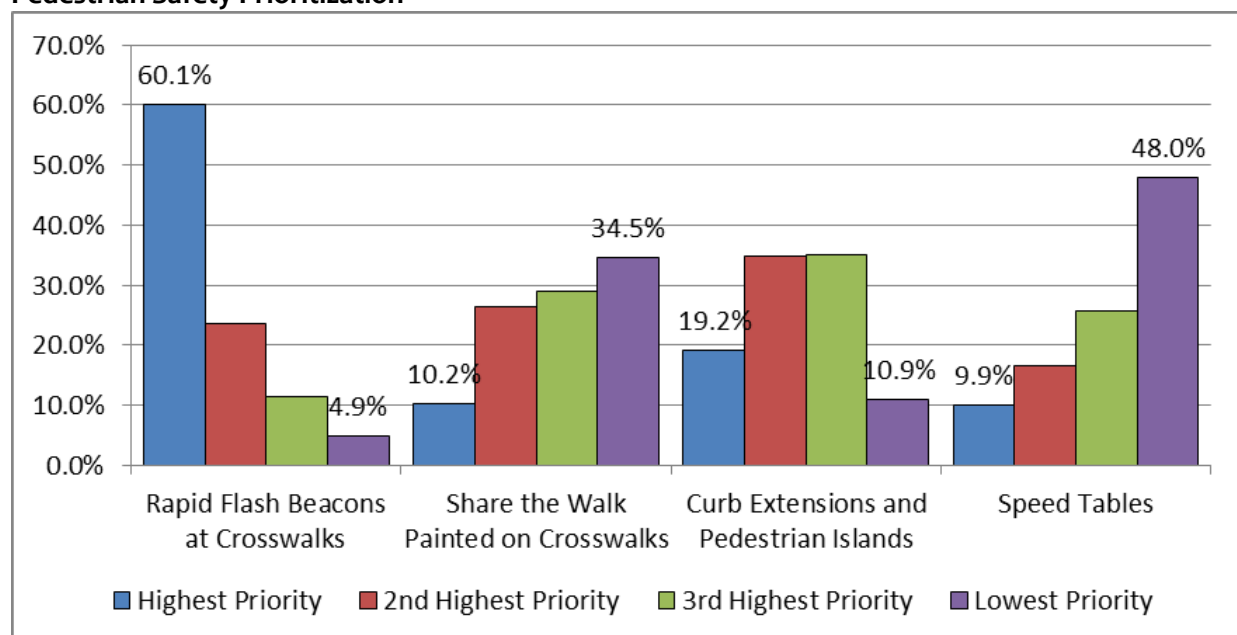
For this question there also was a separate comment box that asked respondents to identify any other rental ideas they would support at Atwater Beach. Here are the following main themes identified:

- No alcoholic beverages (this was the overwhelming number one comment)
- Charge access for the beach
- Improve bathroom facilities
- Food vendors and food trucks
- Access to yard games (volleyball, badminton, board games, bean bag toss, bocce, etc.)
- More frequent cleanings at the beach

Prioritization of Pedestrian and Bicycle Safety Improvements

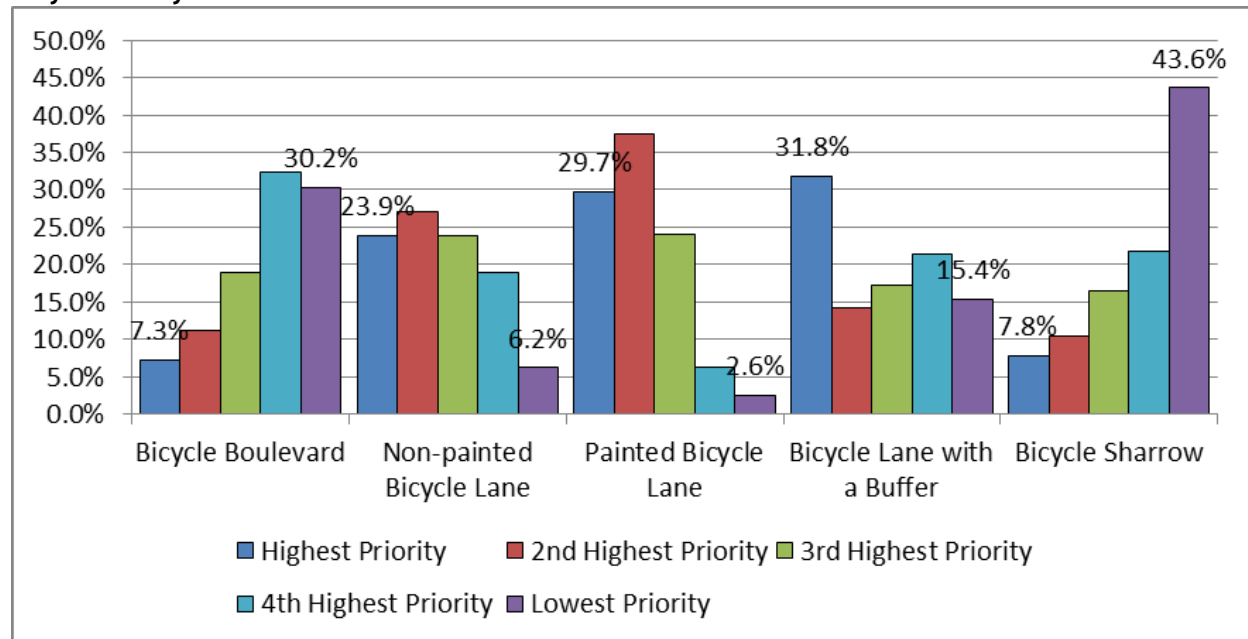
The second set of infrastructure and public space questions involve prioritizing pedestrian and bicycle safety improvements. The question had respondents prioritize a number of improvements on a scale of 1 to 5 with 1 being the highest preference and 5 being the lowest preference with the assumption the Village has limited resources to fund these types of projects. The pedestrian safety projects considered include rapid flash beacons at crosswalks, share the walk painted on the crosswalks, curb extensions and pedestrian islands, and speed tables. The bicycle safety projects considered include a bicycle boulevard, non-painted bicycle lane, painted bicycle lane, bicycle lane with a buffer, and a bicycle sharrow. The Pedestrian and Bicycle Safety Committee will review the data and provide a recommendation to Village officials on how to proceed. The upcoming Transportation and Parking analysis will also incorporate this data into their summary. This question is new to the community survey. The following charts summarize the results for these questions.

Pedestrian Safety Prioritization



In regards to the pedestrian safety results, rapid flash beacons at crosswalks was the number one prioritized option with over 60% of respondents selecting that as their number one option. Curb extensions and pedestrian islands were voted as the second highest priority followed by share the walk symbols on crosswalks. Speed tables was voted as the lowest priority with almost half (48%) of respondents identifying this as their lowest option.

Bicycle Safety Prioritization

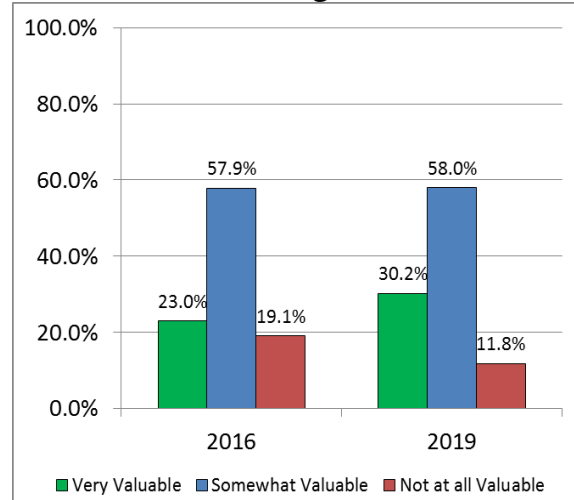


In regards to prioritizing bicycle safety improvements, the results were fairly close between non-painted bicycle lanes, painted bicycle lanes, and bicycle lanes with a buffer. While bicycle lane with a buffer had the most selections for highest priority (31.8%), over 35% indicated this option as one of its two lowest priorities. Meanwhile, painted bicycle lanes had 29.7% select it as its top priority. However, another 37.4% of respondents identified painted bicycle lanes as their second priority, which is substantially more support compared to bicycle lanes with a buffer. Only 8.8% of respondents identified painted bicycle lanes in their lowest two priorities, suggesting a significant support for this bicycle safety improvement. Bicycle boulevards and bicycle sharrow received the lowest support among the bicycle safety improvements.

Communication Options

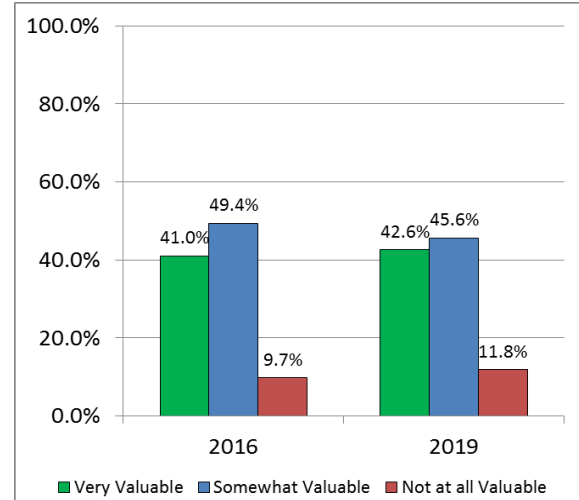
The Village utilizes a number of communication avenues to get the word out about Village news, events, and policies. Considering generational shifts and technological advances, the Village needs to continually reevaluate its communication channels so that community members are receiving information in ways that are suitable and easy for them. A frequent question in every community survey is asking respondents the value of each communication method. Respondents can select from very valuable, somewhat valuable, not at all valuable, unaware of the method, or no opinion. Village staff and officials will review the responses to adjust their communication strategies accordingly. Please note garbage cart flyers are no longer a viable communication method due to the automated garbage trucks. Here is a summary of the 2019 responses compared to the 2016 responses.

Unofficial Public Meeting Notices & Minutes



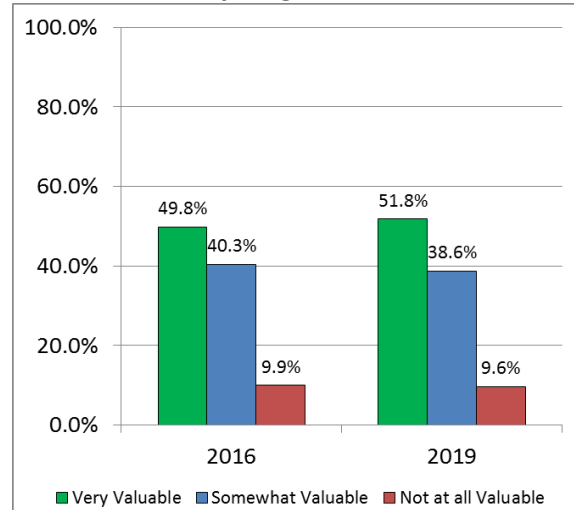
Rating	Responses	%
Aware	633	89.7%
Very Valuable	191	30.2%
Somewhat Valuable	367	58.0%
Not at all Valuable	75	11.8%
Unaware (2016)		11.8%
Unaware (2019)	73	10.3%
No Opinion	75	

Mailed Postcards



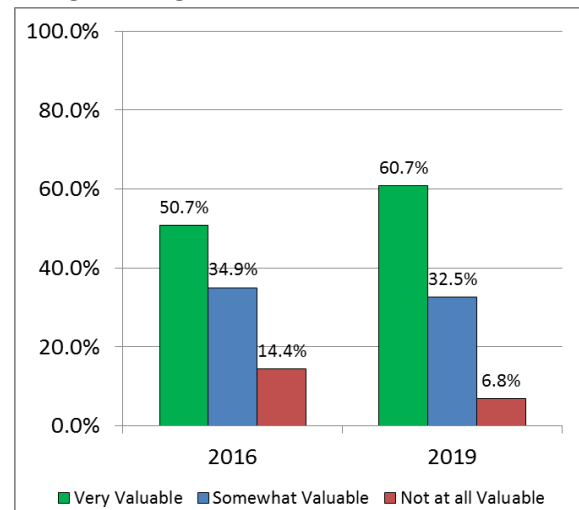
Rating	Responses	%
Aware	726	98.0%
Very Valuable	309	42.6%
Somewhat Valuable	331	45.6%
Not at all Valuable	86	11.8%
Unaware (2016)		4.4%
Unaware (2019)	15	2.0%
No Opinion	40	

Shorewood Today Magazine



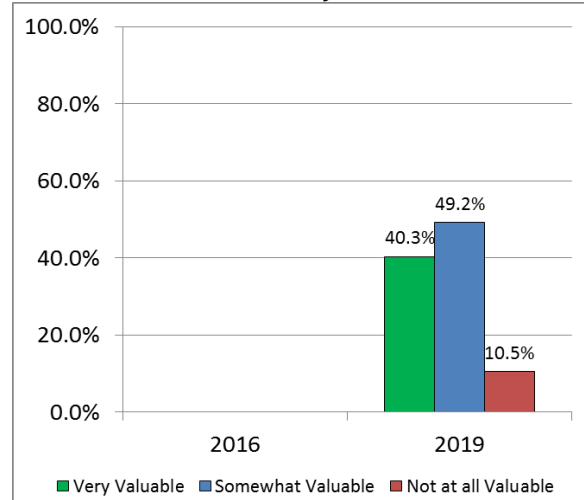
Rating	Responses	%
Aware	740	98.3%
Very Valuable	383	51.8%
Somewhat Valuable	286	38.6%
Not at all Valuable	71	9.6%
Unaware (2016)		3.4%
Unaware (2019)	13	1.7%
No Opinion	28	

Village Manager's Memo



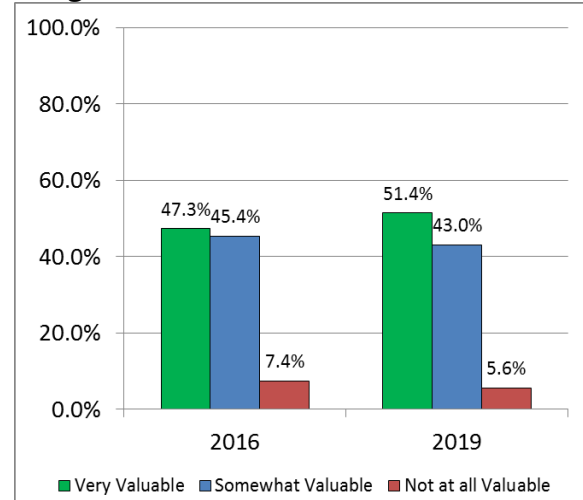
Rating	Responses	%
Aware	634	87.1%
Very Valuable	385	60.7%
Somewhat Valuable	206	32.5%
Not at all Valuable	43	6.8%
Unaware (2016)		9.6%
Unaware (2019)	94	12.9%
No Opinion	53	

Shorewood Public Library E-Newsletter



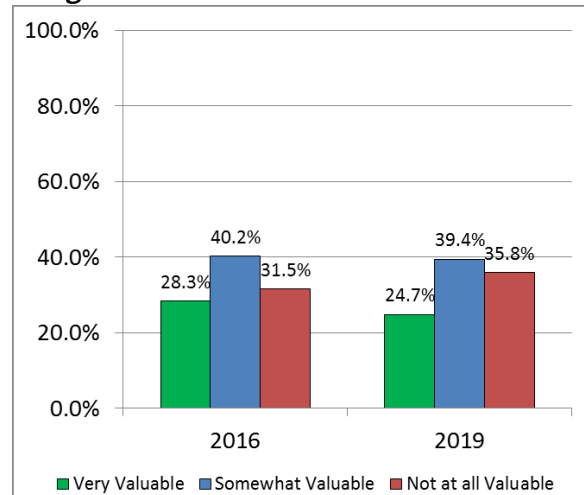
Rating	Responses	%
Aware	543	79.4%
Very Valuable	219	40.3%
Somewhat Valuable	267	49.2%
Not at all Valuable	57	10.5%
Unaware (2016)		
Unaware (2019)	141	20.6%
No Opinion	97	

Village Website



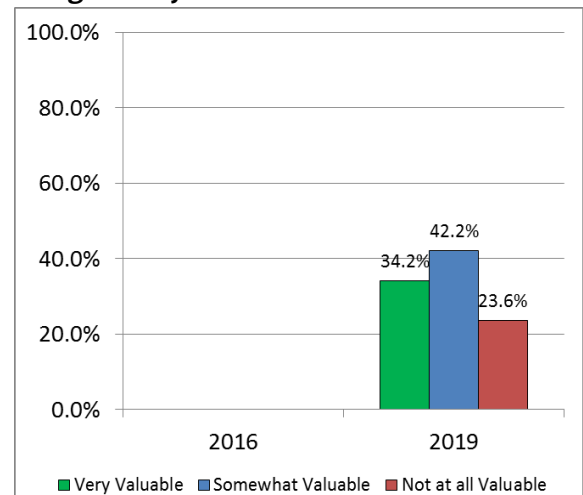
Rating	Responses	%
Aware	718	97.4%
Very Valuable	369	51.4%
Somewhat Valuable	309	43.0%
Not at all Valuable	40	5.6%
Unaware (2016)		4.6%
Unaware (2019)	19	2.6%
No Opinion	44	

Village Facebook



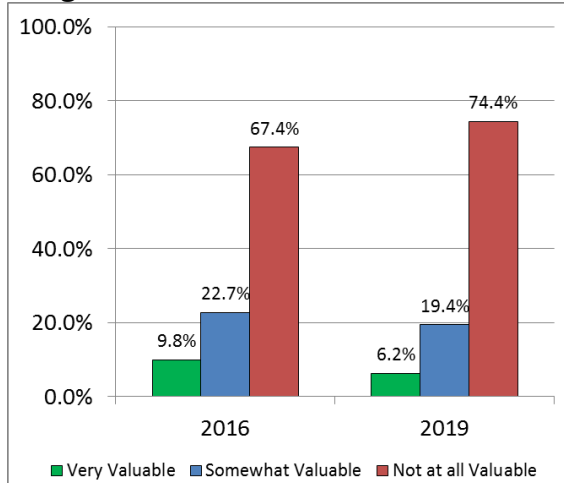
Rating	Responses	%
Aware	469	77.5%
Very Valuable	116	24.7%
Somewhat Valuable	185	39.4%
Not at all Valuable	168	35.8%
Unaware (2016)		21.0%
Unaware (2019)	136	22.5%
No Opinion	176	

Village Notify Me



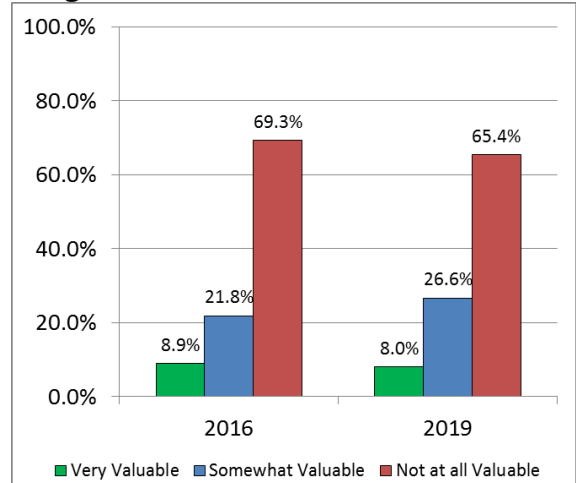
Rating	Responses	%
Aware	313	52.3%
Very Valuable	107	34.2%
Somewhat Valuable	132	42.2%
Not at all Valuable	74	23.6%
Unaware (2016)		
Unaware (2019)	285	47.7%
No Opinion	183	

Village Twitter



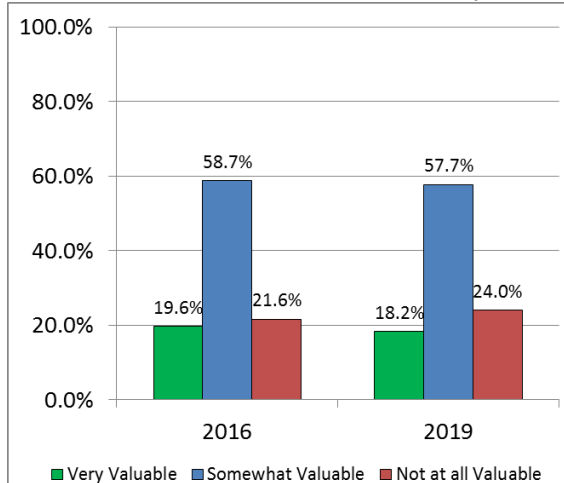
Rating	Responses	%
Aware	273	51.6%
Very Valuable	17	6.2%
Somewhat Valuable	53	19.4%
Not at all Valuable	203	74.4%
Unaware (2016)		39.5%
Unaware (2019)	256	48.4%
No Opinion	252	

Village YouTube Channel



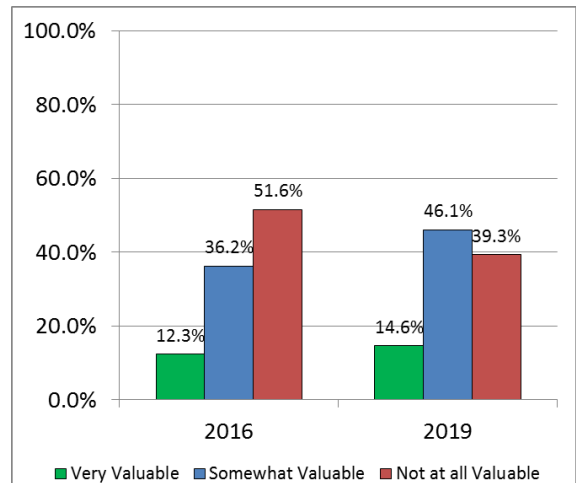
Rating	Responses	%
Aware	237	44.0%
Very Valuable	19	8.0%
Somewhat Valuable	63	26.6%
Not at all Valuable	155	65.4%
Unaware (2016)		53.2%
Unaware (2019)	302	56.0%
No Opinion	242	

Civic Information Center in the Library



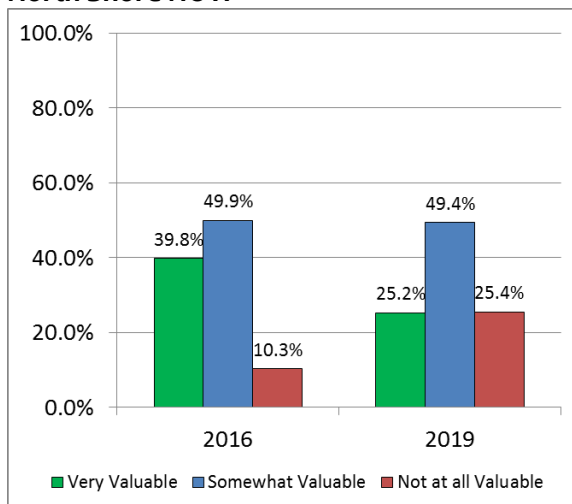
Rating	Responses	%
Aware	433	68.3%
Very Valuable	79	18.2%
Somewhat Valuable	250	57.7%
Not at all Valuable	104	24.0%
Unaware (2016)		29.6%
Unaware (2019)	201	31.7%
No Opinion	147	

Milwaukee Journal Sentinel



Rating	Responses	%
Aware	562	86.2%
Very Valuable	82	14.6%
Somewhat Valuable	259	46.1%
Not at all Valuable	221	39.3%
Unaware (2016)		18.7%
Unaware (2019)	90	13.8%
No Opinion	129	

North Shore NOW



Rating	Responses	%
Aware	547	82.5%
Very Valuable	138	25.2%
Somewhat Valuable	270	49.4%
Not at all Valuable	139	25.4%
Unaware (2016)		12.5%
Unaware (2019)	116	17.5%
No Opinion	118	

The Village Manager’s Memo improved its “very valuable” rating by 10 percentage points, now becoming the top rated communication method with 60.7% identifying it as “very valuable.” The other top “very valuable” ratings include the Shorewood Today magazine (51.8%), the Village website (51.4%), and mailed postcards (42.6%). The communication methods that received the lowest “very valuable” ratings include Village Twitter (6.2%), Village YouTube Channel (8.0%), and the Milwaukee Journal Sentinel articles (14.6%). All these three communication methods were also rated low in 2016. The Village will continue to evaluate these methods to determine if there are ways to make them more effective or allocate their time elsewhere to methods rated as more valuable.

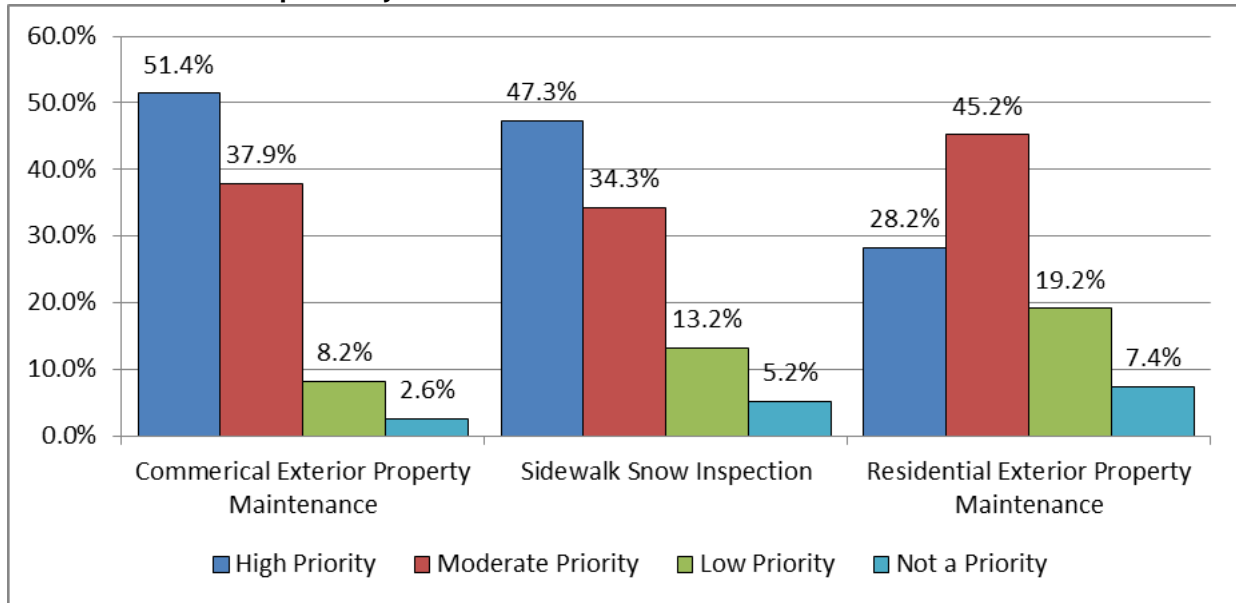
This question also inquired about how aware respondents are for each communication method. The three highest “aware” ratings include the Shorewood Today magazine (98.3%), mailed postcards (98.0%), and the Village website (97.4%). The three lowest “aware” ratings include the Village YouTube Channel (56.0%), Village Twitter (48.4%), and Village Notify Me (47.7%). While the Village YouTube Channel and Twitter didn’t receive high valuable ratings, the Village Notify Me had at least 76% of respondents identify it as “valuable” or “somewhat valuable,” suggesting the Village may want to spend more time informing residents about this communication method.

Prioritization of Code Enforcement

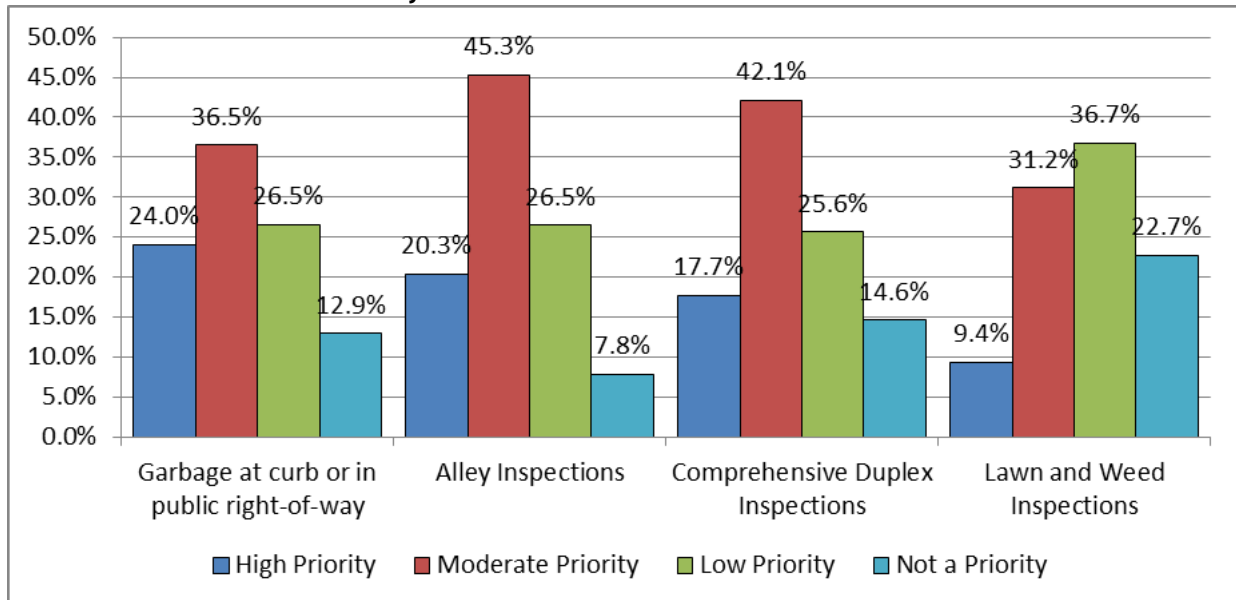
For the 2019 budget, the Village made a change in its code enforcement program by allocating 0.5 FTE instead of 1.0 FTE to code enforcement activities. That change has led to Village staff re-prioritizing their time in determining which code enforcement activities should still be completed on a proactive basis. The Village still remains committed to fully following up on any complaint-based

enforcement. Respondents had the opportunity to weigh in and provide feedback to prioritize the following code enforcement activities: residential exterior property maintenance, commercial exterior property maintenance, lawn and weed inspections, comprehensive duplex inspections, alley inspections, garbage at the curb or in the public right-of-way, and sidewalk snow removal. Respondents could select from the following options: high priority, moderate priority, low priority, not a priority, or no opinion. This is a new question for the community survey. Here is a summary of the responses.

Code Enforcement Top Priority Activities



Code Enforcement Other Priority Activities

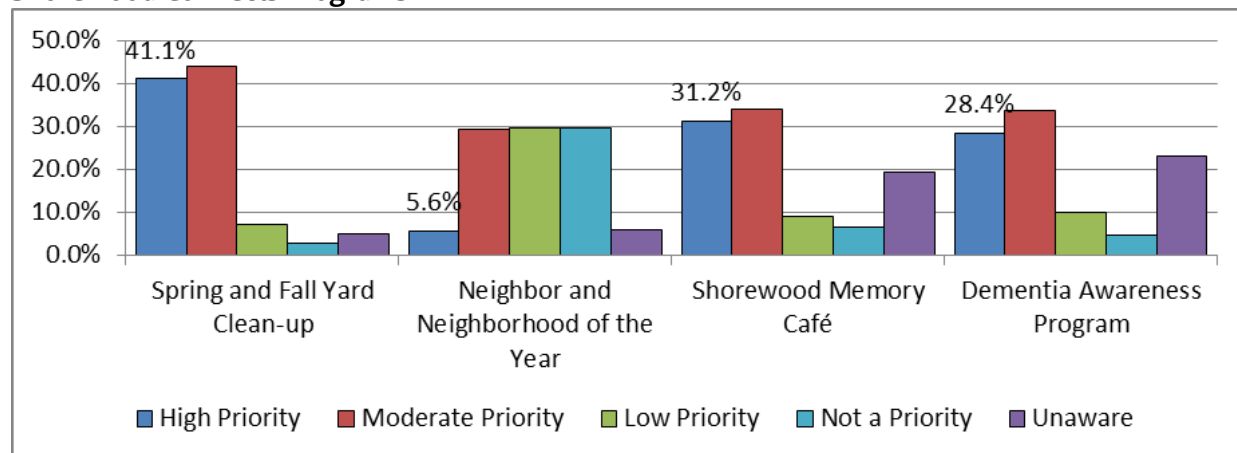


The three highest rated priorities (in order) include commercial exterior property maintenance, sidewalk snow inspection, and residential exterior property maintenance. All three of these activities received over 70% of respondents identifying the activities as a high or moderate priority. Meanwhile, garbage at the curb or public right-of-way, alley inspections, and comprehensive duplex inspections were the next highest rated priorities. All received between 60-65% of responses indicating the activities to be a high or moderate priority. The only activity not to receive 50% of responses as high or moderate priority is lawn and weed inspections with only 9.4% stating this to be a high priority.

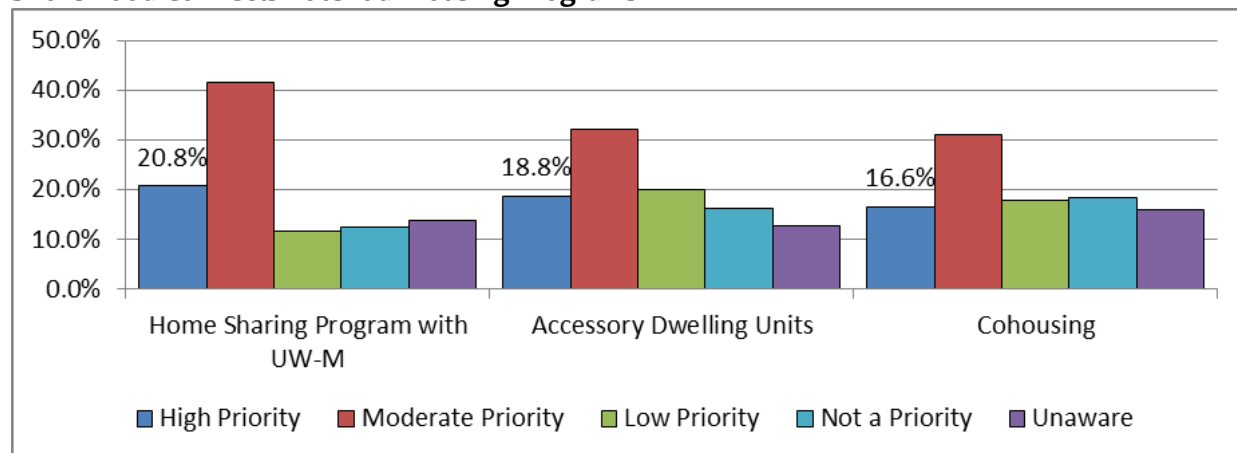
Shorewood Connects

The Village just recently adopted an Age-Friendly Plan in conjunction with AARP, the Senior Resource Center, and Shorewood Connects. Shorewood Connects is a program coordinated by a contractual position that promotes intergenerational opportunities to connect neighbors of all ages, specifically older residents. The Age-Friendly Plan outlines a number of programs and projects to either begin or expand. Respondents were asked to prioritize these potential programs and projects on a scale from high priority to not a priority. This is a new question on the community survey.

Shorewood Connects Programs



Shorewood Connects Potential Housing Programs



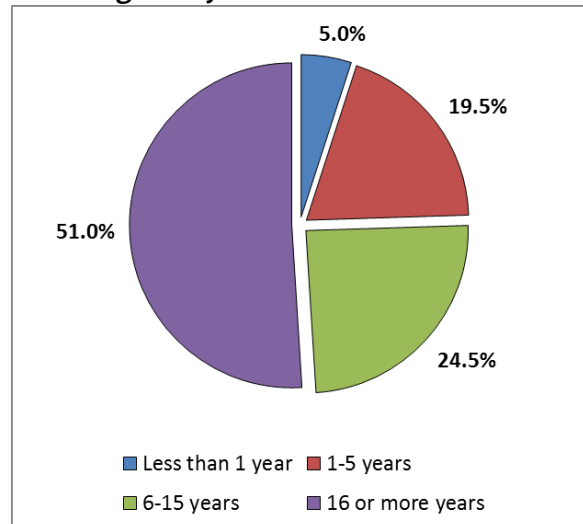
When reviewing current programs for Shorewood Connects, the Spring and Fall Yard Clean-up received the highest rating with 41.1% of respondents identifying this program as a high priority and over 42% of respondents stating the program as a moderate priority. The Shorewood Memory Café and the Dementia Awareness Program also received over 60% of respondents indicating the programs as a high or moderate priority. The Neighbor and Neighborhood of the Year recognition programs did not receive as high of priority ratings compared to the other three programs with only 5.6% of respondents believing it to be a high priority.

In regards to the proposed housing programs, all three programs had some general interest. The home sharing program with UW-M students was rated as the highest priority slightly over the other two programs with just over 60% of respondents identifying it as a high or moderate priority. Accessory dwelling units and cohousing programs received approximately 50% of respondents identifying it as a high or moderate priority.

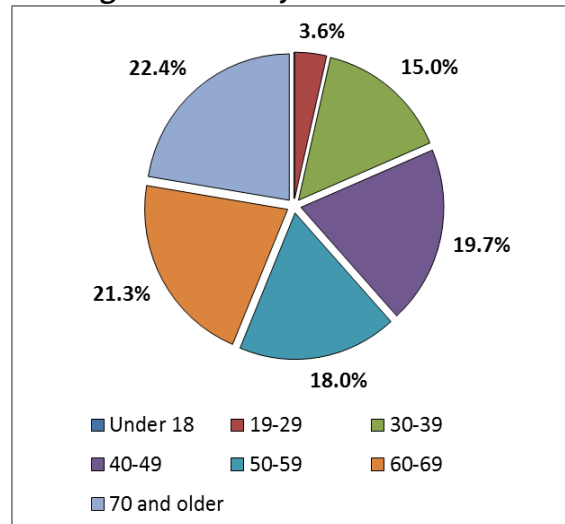
Demographics

The Village included a number of demographic questions to allow more statistical analysis to be performed on the previous community survey questions. Village staff will be working with the Human Relations Commissions' Data Sub-Committee to further review the demographic data and identify significant observations. Other volunteer committees and consultants (i.e. Traffic Engineer performing the Transportation and Parking Analysis) will also utilize the demographic information to formulate some conclusions based on location and other characteristics. The Village will compare the demographic data to the U.S. Census data to also generate a better understanding for which demographic groups are underrepresented in the survey results and how to better reach out to those groups.

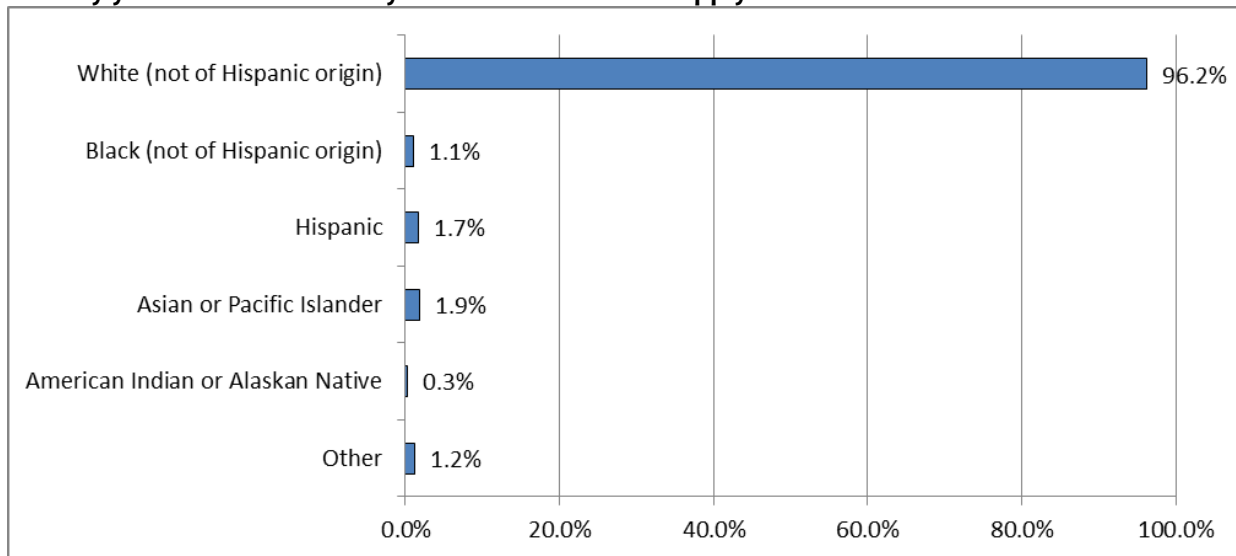
How long have you been a resident of Shorewood?



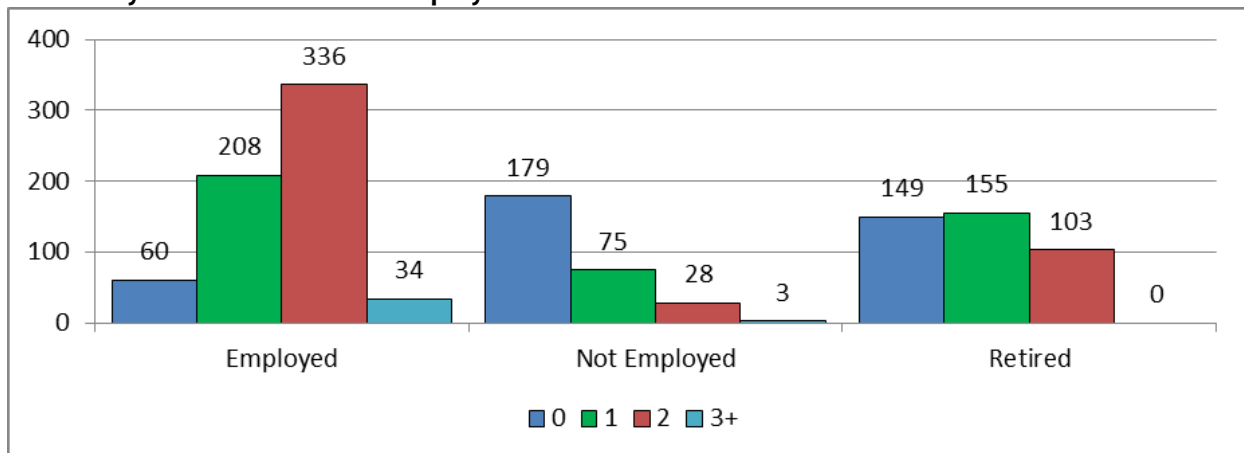
What age bracket do you fall in?



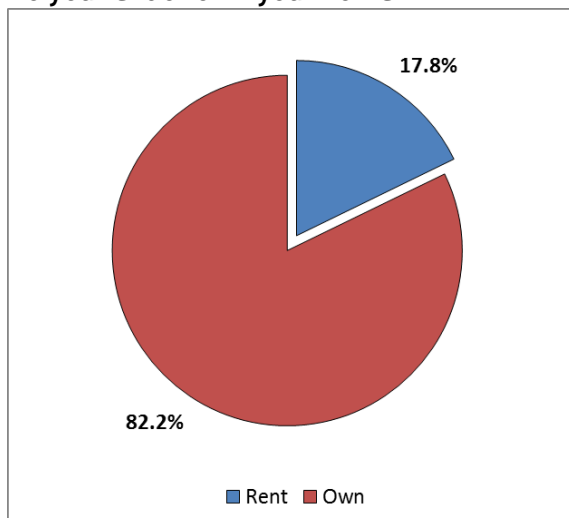
Identify your race and ethnicity. Please check all that apply.



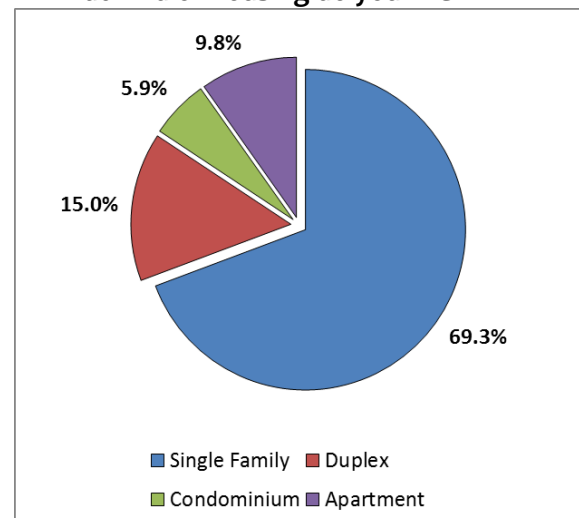
How many adult members are employed?



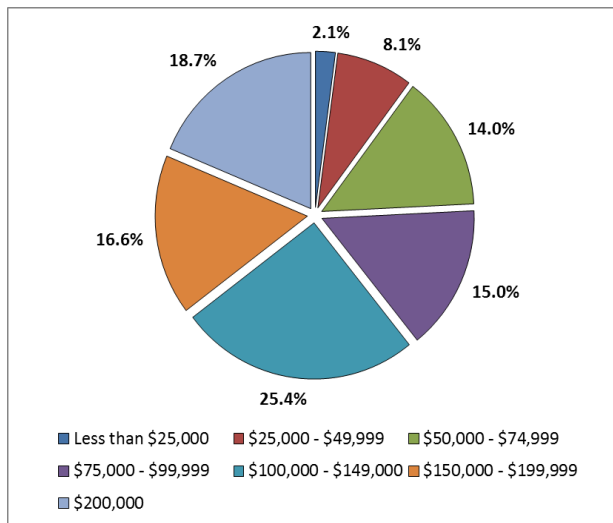
Do you rent or own your home?



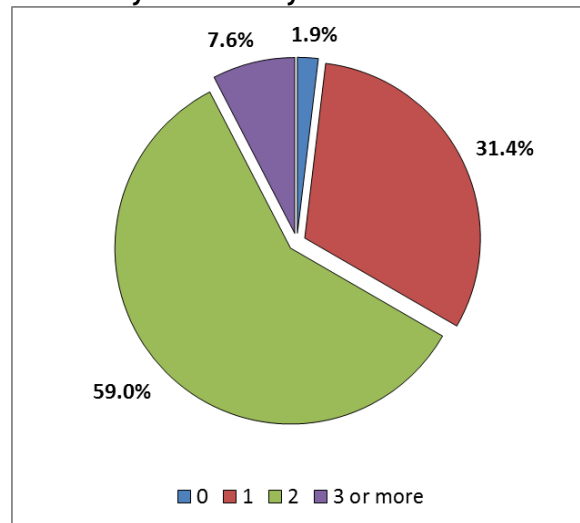
In what kind of housing do you live in?



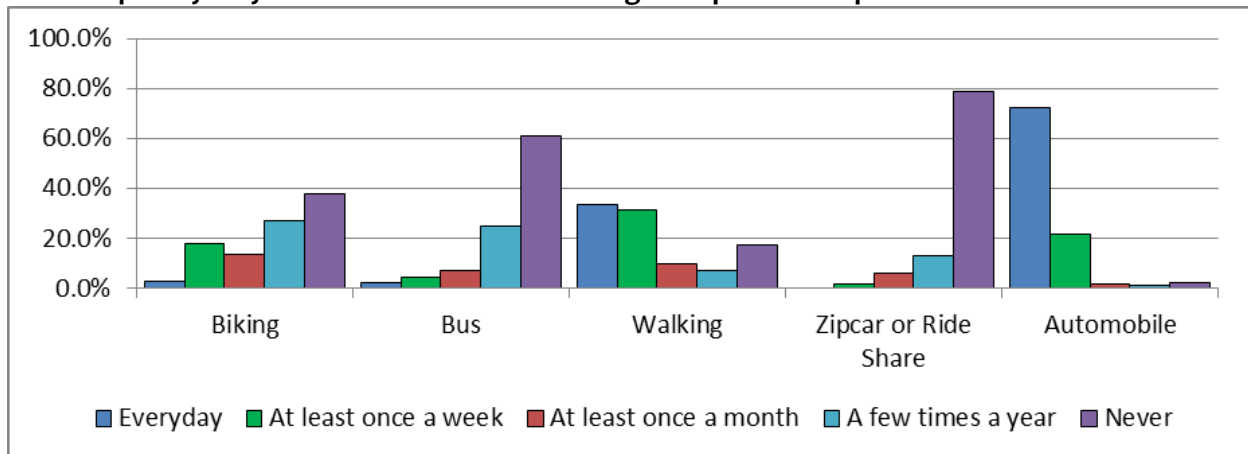
Total annual household income before taxes?



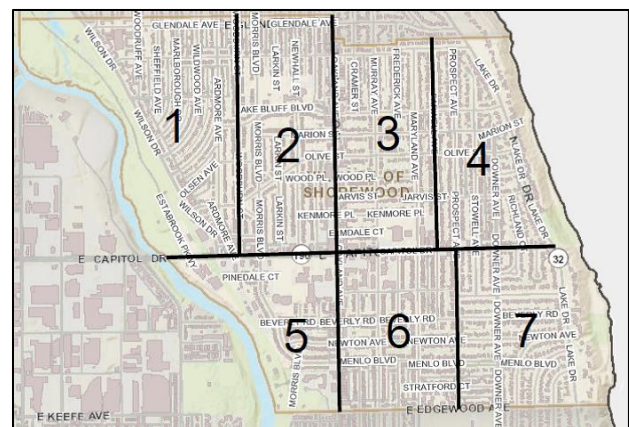
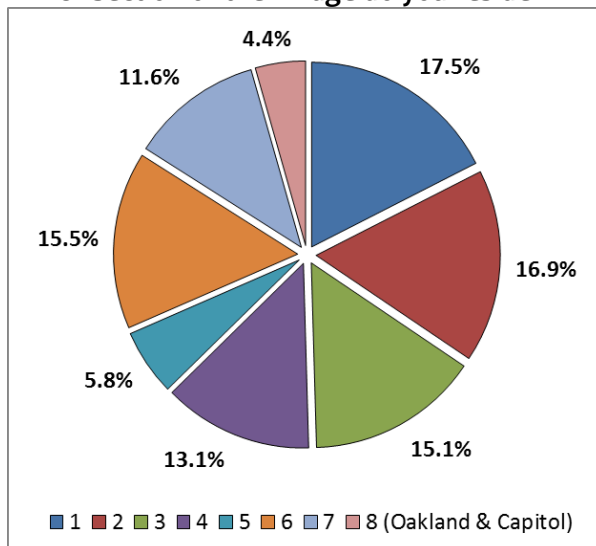
How many cars are in your household?



How frequently do you commute via the following transportation options?



Which section of the Village do you reside?



Additional Comments

Residents were asked if they have any comments or suggestions they would like to add at the conclusion of the community survey. Below are the comments the Village collected.

Please, please consider changing the parking options for overnight parking. Please do a better job with plowing this year! It was a disaster! It's incredibly inconvenient for residents. Also the parks we have are the best!

How about a committee for younger Shorewood residents? Ages 25-40?

My parents have owned our home for over 30 years and my husband and I live upstairs. I am so ashamed to see the treatment that they receive from the village and from some neighbors. It needs to be understood that life happens and people are not perfect. I feel the Village is so ready to welcome people from other neighborhoods and communities with open arms, but fails to help residents who may struggle financially (especially in terms of home inspection & updates to property/home) for a few years like they are bottom of the barrel.

Access to information for new residents is severely lacking.

Make Estabrook park accessible at all crosswalks; return flashing lights to protect pedestrians. Add stop sign near Metro market's parking to better regulate car flow.

Make your parking laws more accessible. While I believe there is a good intention for bettering the aesthetic of the village, there is little to no consideration when it comes to low income people and college students. Care about your citizens, and less about how pretty the village is. The people who are impacted by these poorly structured laws are already struggling and the message this village is sending to these individuals is that they aren't wanted here.

Shut down SITA

I understand this may not work for others, but garbage pickup once a week is way more than we need. We share one bin with our neighbor and still only need pickup once a month. Could this be moved to every other week to reduce costs?

Make Shorewood affordable!!!!!! My husband and I both have good paying full-time jobs, only one child, have been saving as much as possible for years, are in our mid 30s, and still can't afford to buy in this neighborhood. We aren't the only young family who is struggling to purchase a home here. Too much attention has been paid to the business district. Shouldn't a neighborhood so proud of its schools make itself a place where people with kids can live?

Shorewood Intermediate School is the only school in the district without a cross walk or crossing guard. Kids are hit or almost hit weekly. I think a study of Morris between Capitol and Beverly should be done to see how to make this street safer for school children.

I don't support some of these initiatives if it means a wheel tax. For example bike lanes. It seems that many of these "enhancements" benefit people who pass through Shorewood as much, if not more, than the residents. I fully support shared services as a means of reducing expense. Additionally, we need to start looking at charging people to use the beach at Atwater, as we once did. The majority of the people using the beach are not residents. I have no issues with this. What I have an issue with, is continually raising fees for residents so non-residents can have free access to community spaces, particularly when it's not treated respectfully. I've noticed an increase in loud music, drinking (glass receptacles), smoking, and general overcrowding. It's not family friendly, and is becoming an extension of Bradford Beach. It's just a matter of time before we have a serious issue at Atwater; the recent drowning should have been a warning.

Shorewood is a great place to live. My only complaint is petty crime and break ins and keeping that kind of crime out of Shorewood.

We love living in Shorewood for its walkability, schools, access to the bike trail, parks, and downtown. We purchased our home a few years ago and did some remodeling a couple years back. Unfortunately, we faced a really rough time with the architecture review board and subjective opinions led to multiple delays in our project. Ultimately we went around to our neighbors, showed them our plans, and had them sign a petition in support of our upper level addition to our home, which we then showed the board. I was crossing my fingers the second time we faced the board that the revised plans would pass (the board actually went back and approved the plans originally proposed because they didn't like the second set of plans either). I was extremely disappointed in the review board. The architect and general contractor who worked with us said they would not work in Shorewood again due to the hectic process (both individuals have worked in Whitefish Bay and other nearby neighborhoods and neither had ever failed a review board meeting prior to this experience) This whole process was very discouraging because we were trying to increase the value of our home and we felt like we were trying to appease and figure out what the board wanted to see in the plans to get approved, but the opinions kept changing. We are really happy with our addition but don't ever want to go through appealing the board again.

Not to harp on parking or anything, but I'd really love for the village to reevaluate overnight parking for homeowners without driveways or garages. There aren't many of us, so I can't imagine it would be too difficult to arrange accommodations. In addition to paying >\$7K in taxes each year, I am forced to pay \$10/yr for daytime parking and \$50/mo for nighttime parking. As I mentioned earlier, it can be difficult finding parking since we live in what is considered the "business district". Oftentimes I will come home from work around 6pm, only to be unable to find parking due to events at Camp or the Brat House, which in turn means I have to park far from home and then remember to move my car back to my block (after everyone leaves the bars, but before I go to sleep, which can be tricky). ALSO, since anyone can park overnight on the street Friday and Saturday, it can be hard to find a parking spot on my block over the weekend (which is annoying since I'm paying \$50 per month to do so).

Obviously my first solution would be to offer a discounted rate to hardship homeowners for

parking (or free!), but as a second solution, I would LOVE if the city could make Elmdale Ct (which has 3 homes sans driveways) a permit parking zone (from 6pm-6am). There's still plenty of parking for bar-goers in the parking garage across Capitol, so it's a win/win for all.

We enjoy living in Shorewood but the property taxes are overwhelming and I believe limit increased diversity in the village of both residents and small businesses.

The "turnover" of our block has been key to our outstanding Shorewood experience. We've had a number of other families move to our block around the same time and both the children and adults have bonded and formed great community. Encouraging further turnover of blocks by creating great housing options for single elderly folks living alone in large houses seems key. We want to stay in Shorewood and will be looking for larger space in the next two years, but are concerned that it may not open up.

very concerned about our high taxes and the impact it has on individuals moving to our community. We need to prioritize what services we need and what we can do without/get creative with. I struggle to understand how our taxes are so much higher than other north shore communities

stop giving money away to businesses and raising property taxes for individuals. the village is made up of residents, focus your services on them. increase environmental services/options and increase pedestrian and bicycle safety. high enforcement of metro market for cleaning their exterior, there is so much trash there it makes the village look sloppy

Review of the consistency of the design review board. While we attempted to comply to everything they asked we still were denied after multiple visits for a backyard extension. All the while, we drove by the Verizon store sign that was a piece of fabric for months...

Any plans for Triangle park? Community garden plans?
Excited for boat launch in hubbard park!!

Thanks for providing this platform. I read about it in the Village Manager's memo. I hope the Village promotes this widely as a means of soliciting feedback.

We moved here in 2016 and very much enjoy the walkability, parks, OLT and library. My wife and I (30-39) and kids (3 & under) seem to fall in one of the demographics Shorewood wants to attract. The feedback I am sure you're receiving about taxes- especially as they seem to be out of line with WFB- is real and never fully addressed. We're all paying a lot. That said, I worry that newcomers- presumably younger families like ours- bear a disproportionately high burden due to the way properties are assessed. In short, houses purchased in the last few years are assessed (fairly) at or near their purchase price. Houses that haven't been exposed to this market are (for the most part) assessed well under their market value. Recent attempts to try and bridge this divide (and to make it more fair) have been met by very vocal complaints from long-time residents with fears of having to leave Shorewood, which I fear will stem the appetite to keep making these adjustments. (I obviously sympathize, but will reserve comment here on the inconvenience of paying 10% more tax with a house that has doubled in value in a decade). In reality, the adjustments need to continue, probably for another few years to get to the point where two equivalent houses are paying equivalent property taxes. In the end: if you've lived here for 10+ years, what is the difference in your market value and your assessed value? That difference in would-be taxes is being paid by your

younger neighbors who are just starting out, and not by more established residents.

We considered stopping the process of buying our home as we watched the school referendum question unfold. I hope this community learns from that experience and prioritizes transparency in village business going forward.

Great place to live! We're proud to call Shorewood our home.

Do not cut services to lower taxes. The tax burden is acceptable and property taxes should be increased as necessary to maintain and upgrade services/infrastructure.

Overall I am very happy in Shorewood and find it to be an excellent place to live. The proximity to downtown, Lake Michigan and the Milwaukee River are great. Atwater and Hubbard Parks, the Oak Leaf Trail, and the Greenway trail are tremendous assets. The compactness and ability to walk to pretty much anything are also wonderful. Small businesses like Lake Effect and Cloud Red are great as well. I do have some concerns about the sustainability of the economic situation, with already very-high taxes which are only going up, coupled with aging infrastructure (including private lead water services). I also think that improvements need to be made to the traffic situation on Oakland near Olive (perhaps traffic signals with walk signals at most / all of the intersections along Oakland), as trying to cross the street there always feels dangerous even with a stop sign. Improvements should be looked at for the sidewalk crossings at the MetroMarket garage, as that also is very difficult to navigate as a pedestrian (although I'm not sure how that can be fixed). I do not support expanding on-street overnight parking, as I believe that will make the traffic congestion situation worse on narrow streets. However, if restrictions are to be relaxed, fees should be structured to encourage use of off-street lots over street parking (i.e. charge more for street parking than for lots) and / or consideration for more one-way streets should be given. Lastly, I strongly believe the village should not subsidize private developments like the Mosaic, and I also very strongly believe the village needs to stick to the zoning restrictions already on the books with any new development proposals, particularly regarding height restrictions. The area near Kensington / Oakland is a very pedestrian-friendly environment and well within the character of the Village, whereas the area near Oakland/Olive is a very unfriendly environment for pedestrians (car is king there), and the size of the development is much too large.

SITA has a negative influence on the community. I know it's probably impossible to stop, but especially during the school referendum voting period and during times of tension in the community (To Kill A Mockingbird), there is a lot of unnecessary banter that, in the end, adversely effects our community.

Please fix the sidewalk in front of my and my neighbors' houses so people don't get hurt walking in winter, please. Also, please look into creating efficiencies in existing programs and services instead of just proposing to throw more money at the problems through increasing the tax and fee burdens. Additionally, the grounds (lawns un-kept, fences with peeling paint and rust, some structures neglected, and trees and bushes overgrown trapping autumn leaves which have collected for several seasons, walks and drives in poor at best condition, etc) of our wonderful schools look like crap. Instill pride by beautifying which would encourage more engagement from the community at large, and especially in the cases of encouraging the community's children to use the grounds for play and activity in a more used and vibrant fashion, as was the case when I grew up here.

My husband and I love living in Shorewood, and want to raise our family here. We are fortunate to be able to afford the situation we are in now- but I fear being able to find and buy a home to grow into for a family in the next couple of years. The market has been so aggressive and home prices are climbing steeply. We want the accessibility to amenities and small, friendly feel Shorewood offers, with the exposure to diversity and history that would make our kids more well-rounded than we were living in suburban cities growing up. I'm sure these are reasons everyone lives here! The more affordable and grounded Shorewood can be, the brighter it's future.

Wilson drive morphed into an expensive project after the community volunteer groups (task force) recommended that it only needed to be narrowed. Wilson drive has horrible lighting with too much glare and cool light color temperature. Please do not replicate this lighting! Overall the village is ran excellently and I like living here.

The Ghost train is disruptive and pointless. No matter how much it costs to keep it going is too much; that money could be spent elsewhere. Also, there should be more movies in the park. Please focus on helping start more new retail and restaurants/ bars.

I'm trying to switch my bus & car use to bus more, drive less. I don't totally understand the impact of combining some services w/ other northshore communities, but guess it would help save \$ so am generally in favor of it. I think a small food court would be great for Hyak's, with it's proximity to the beach and lack of food on Shorewood's east side, it's pretty ideal.

I think there is a opportunity for increased bike commuting especially for the older w the advent of electric pedal assist bikes.

I would like the village and the village board to stop wasting money and poorly planning without consequences. One of the main categories of this survey was services the village provides, and how they are going to pay for them. Well, the village knew that the bus route on N. Wilson Dr. was going to be eliminated in 2020 due to lack of use, yet still paid extra money to install extra sidewalks and bus parking areas. They also have 60,000 dollars worth of seating and garbage cans to be installed in these areas. WHY WOULD YOU ORDER THESE AND INSTALL BUS PARKING WHEN THE BUS IS NO LONGER GOING TO BE OPERATING HERE!!!! THERE ARE A LOT OF OTHER SERVICES THAT COULD HAVE BEEN PROVIDED FOR \$60,000 DOLLARS INSTEAD OF SEATS AND GARBAGE CANS. THIS IS ONLY THE TIP OF THE ICEBERG THAT I COULD RANT ON AS WELL AS QUOTE ON WASTED MONEY. BRICK CROSSWALKS IN WISCONSIN... THAT'S A GREAT IDEA, THEY LOOK SO SWEET WITH BLACK TOP POURED OVER THEM NOW. GIVING SENDIKS AND RUCKUS HUNDREDS OF THOUSANDS OF DOLLARS FOR THEIR BUSINESS'... BC THEY'RE STILL AROUND, WHO REPAYS THAT?! PENNY WISE AND DOLLAR FOOLISH!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

I would love to see village trustee's stay away from arguing with residents via social media and find ways to bring the community together. I would also like to see trustee's focus on village hall matters and not spend time undermining the school district as well as other boards and committees.

Find a way to add acquire more liquor licenses so restaurants can fill the vacant buildings on Oakland Avenue

TheMetro Market is amazing but the traffic is always jammed at the entrance to the parking garage. I'd suggest getting rid of the street parking and adding a full turn lane to reduce the

congestion that backs up at times all the way into Capitol Ave. also reduce the bus stops on Oakland north of Capitol to assist

Cool survey!

I am disheartened by what seems like recent focus on lowering property taxes and services in the village. I do not wish to replace property taxes with more regressive tax options or decrease village services. I chose Shorewood for a progressive community with excellent schools and a civic mentality of sharing resources and helping each other to have a high quality of life.

I also think we as a country and shorewood community should continue to promote moving away from car dependence. Making parking harder (and bike, ped, and transit easier) would be steps in the right direction.

Quit making me park 50 bucks a car a month when I pay thousands of dollars to village. I'll even trade village community volunteer hours/opportunities than pay this monthly.

speed of traffic (specifically emergency responder vehicles) on Olive St

Get rid of some of the 2 hour parking signs

The services in Shorewood are outstanding.

We have lived in Shorewood for 10 years now, and have seen a lot of changes to the village. Many of them are good. One change that we are consistently bothered by is the increased traffic on arterial streets to Oakland and the consistent lack of obeying 2-way and 4-way stops. We have especially noticed a lot of folks that make rolling stops on Kensington Avenue even when they do not have the right-of-way or are all together blowing these stop signs. With so much foot traffic on these streets, especially during the warmer months, it's really hazardous that so many folks are not yielding to the stop signs completely.

The service level and quality in this community is exemplary. I am grateful for the Village employees that provide this to our community. I am also thankful for the many options the Village provides to engage residents. Thank you.

Thanks for doing this, it's nice to be able to participate in this way.

add more liquor licenses. that old sendiks really should have been something cool like a mexican restaurant

Lower taxes

Find a way to fill the empty storefronts on main streets, need more playground/youth activity equipment in parks, etc. Physical condition of schools & lack of activities available thru schools is deplorable considering the amt of property taxes here. Can't understand the disconnect.

1. I think combining assets with other north shore communities in any ways we can to help consolidate the overhead of running this village is a great idea. 2. Maybe this lawsuit with Metro Market is a blessing in disguise. Let's get them out and Sendiks back in. It's a horrible grocery store.

More men's retail, a hardware store, and a carwash would be nice to have in the community. Also a local brewery, or a Mexican restaurant. Blue's Egg was a great addition. More investment in green infrastructure on village property, and also incentives for homeowners to install green infrastructure (rain gardens, rain barrels, solar, etc.)

Policy should be driven by science when and where possible, and to that end the village should give serious consideration to hiring a chief economist.

1. Traffic is a major issue. I have concerns about traffic speeding north of Capitol on Morris Blvd. Many cars make u-turns within the intersection of Morris and Capitol - especially those traveling east on Capitol. The Metro Market parking lot is hazardous.

Please make some fiscally responsible decisions. We have an aging population with a generation of young people who are not having children. Closing a school, stop dumping all this money into teacher benefits and salaries when we have declining enrollment. Focus on all the empty storefronts and look at why a home in Whitefish Bay is worth thousands more than a home in Shorewood. People want the community feel of Whitefish Bay. Shorewood has lost this by bad decisions like letting the Metro Market in, low income rentals and high taxes. The only good thing I can say that Shorewood has done in the last 5 years, is moving the police station. The decision on the firehouse was not fiscally responsible for the community. Those in charge of the village keep spending and who knows on what because nothing has changed. Please stop spending and live within your means before you tax everyone out and over to Whitefish Bay. There are huge differences between the communities and Shorewood is losing. Spend smart.

please don't forget about renters, and single income families. This was ignored in the Districts referendum work. We count just as much as your Lake Drive families.

Seriously, the Village Board adopted a 25% renewable energy goal by 2025, and we are still at 0%. We should at least meet that modest goal.

Please make the organics collection pickup the same day as regular garbage and with alley pickup.

There's not really anything in the survey about affordable housing, more should be done on that in Shorewood, to help foster both economic and racial diversity.

Way too many stop signs in the village, explore yield signs and roundabouts

More enforcement needed on the crosswalk by metro market - I have two babies I'm trying to cross with and people are always blowing past the flashing lights, some at high speeds. Also most houses are kept up and some seem like they are overgrown or significantly in poor shape. It's frustrating when we work hard to keep our house nice and others let theirs go with no apparent enforcement. Overall enjoy the many improvements the village has done recently, new paving, new businesses, etc. love the community and walk-ability!

The business contract for Hubbard park needs to be reconsidered- Hard! I used the park/ beer garden 3-4 times a month last summer. They are understaffed 40% of the time. When the weather was nice, the accordion player would play inside. The kids are outside and accordion player with the bubble machine is inside. Doesn't make sense. On a Friday night they ran out the big pretzels 4-5 times over the summer. I would continue to go because the park is beautiful, but I think the

service turns people away.

Long-shot recommendation: Can we add the flashing lights to the cross walk on E. Capitol near woodburn and Culver's. I've seen families cross there and having flashing lights would be helpful. The flashing lights on E. Capitol would also set the tone that Shorewood takes pedestrian safety and walkabilty very seriously when cars enter our community from the west.

A fun/silly recommendation: Shorewood is known as a walking community. What if Shorewood was branded as a walking AND waving community? I think it's nice when folks/ neighbors wave to each other.... Let's have fun with it and encourage waving to one another....

Thanks for asking for our opinion!

I question the premise that you have to raise taxes and fees to maintain services. I don't believe the Village Board has adequately explained why services can't be maintained at current tax levels.

Shorewood police should be more proactive in monitoring traffic around schools during peak times. The village could also make a lot of money if they gave tickets to all of the cars that blow through the intersection of Olive and Newhall.

I think that shrubs on corner homes should be set back to allow for better sight lines for drivers. Often you have to drive past the crosswalk to see if there is oncoming traffic. One problem area is Jarvis and Lake Drive...the shrubs are too high to and too close to sidewalk!

Please consider revamping or eliminating the Shorewood magazine. Distribute the information via other channels, and save the time, labor, money and resources associated with this. If it is to continue, please print it on 100% recycled content with safe inks, and make it a pay subscription and/or single-issue purchase (at stores, etc) publication. Please understand that people are moving here from parts of the country that are already accustomed to reducing their footprint more deeply, with local government leading the way in services and proactive communications. Blatant waste stands out as unhealthy, much as you might recognize smoking on any school grounds as unhealthy. Shorewood can do much more to push us forward. Thank you.

Don't take on any more debt or spend money on big stores like Metro Market. We are loosing our cute downtown and have too much debt. Look what is happening to Bayshore mall. Stores are not the future. Experience and services are.

Bring back the plein air event to Shorewood

Let homeowners make there hone theirs- do not get caught up with code enforcement with no danger it threat or neighbors wanting everything to look one way- seeing yards go environmental and natural has been beautiful to witness!

Be more efficient with your tax dollars.

I live at the intersection of Morris and Capitol. There's still way too much traffic on Morris from commuters trying to avoid the Capitol/Oakland intersection, making it hard for me to get out of my alley by car, and making it hazardous as a pedestrian to cross the intersection from the southwest

corner in either direction. In my experience, no car can be trusted to obey the "no turn on red" signs posted at the intersection, or at the Morris/Oakland intersection down the street. I rarely if ever see anyone obey the signs. Also, students traversing the alley next to the Culver's have been a nuisance the entire time the restaurant has been there. I wish they could be compelled to put up a fence blocking off access to eliminate that shortcut. These are all minor quality of life issues for me, but are daily annoyances.

Thanks for asking opinions on these items. It is nice to know, as a resident, our opinion is considered.

I appreciate the invitation to complete this survey, but several questions on here could be better written to elicit more accurate feedback. Sometimes I wanted more information or further ways to nuance my answer. Specifically, in section 3, how I feel about taxes relative to services really depends on the details: which services, how much money, exactly how the money is getting spent, etc. Likewise, in section 4, my answer to the proposed idea of making refuse collection a utility service is really "unsure" or "maybe" -- again b/c I'd like more details before developing my opinion -- but I marked "yes" here simply b/c I'd be interested in the village at least exploring the idea further. Again, I'm very grateful for the opportunity to give feedback, but I'd like future surveys to be more carefully designed. I also certainly hope there will be further opportunities to express opinions and be part of discussions and decision-making processes. Thank you!

1. We use the library a great deal and are definitely in favor of it remaining a separate, standalone library. It serves Shorewood well and caters to community needs in a way that would be lost if it were combined with the library of another community.
2. Also, kids are the worst offenders when it comes to riding on the sidewalks. Can some outreach be done in the schools or something? I walk a lot (that's why we moved here) and there are kids on bikes on sidewalks all the time.
3. Love the new Wilson Drive! Love it!
I enjoy living in Shorewood. Keep up the great work!

Focus on the essential services first. Those who don't benefit from all the special programs/initiatives will resent increased taxes. For example, school improvement may attract more families with school-age children but will likely result in those without kids leaving the village. Reckless drivers are a major problem for Shorewood, especially at: the intersections of Capitol and Wilson, Capitol and Morris, Capitol and Oakland, Oakland and Menlo, Oakland and Kenmore, Oakland and Olive, and the two egresses of the Metromarket parking structure. Drivers frequently fail to watch out for pedestrians, and yield to pedestrians when the pedestrian has the walk light, and drivers frequently turn right on red, even when it is prohibited. Drivers frequently endanger pedestrians when they enter or exit the Metromarket parking structure. I want much stronger law enforcement for these areas. Also, dog owners are not doing an adequate job of controlling their animals. Dog walkers should keep their dogs close to their own side and not allow the dog to touch, or even approach, other people. Dog walkers also need to clean up more thoroughly after their pets. I also want much stronger law enforcement in Shorewood regarding dogs.

Atwater Beach is Shorewood's best attraction, but we have neglected the jetties for decades and they need repair.

In the name of cost-savings, the village has cut important services, or pushed the costs to other

entities. Being a desirable village requires more than a great school system, and I am worried these cuts will undermine this.

I work from home so don't technically commute to work. I try to walk or bike as much as I can to get to places in and around Shorewood.

Website has a ton of information. Shorewood has a unbelievable number of committees. Not sure if that is a good thing or not. Not sure what the purpose of each committee would be.

The village and school district combined tax burden is too high, we will be priced out of Shorewood very soon if it doesn't stop rising.

Better waste reduction schemes would be welcome, such as reduced frequency/cart size of trash pickup service.

this was a long survey :-)) but love shorewood.

Shorewood needs more police and better business management.

Why is there so little public art? It's embarrassing.

I think the Trustees and President should be drug tested annually

Try to lower costs and maintain services to keep families from all backgrounds in Shorewood. It is doable. Collaborate with whitefish Bay or other municipalities. Lower taxes or people will be forced out. Shorewood is well known for high taxes and inefficient government. Shorewood has amazing residents and schools, but is going to loose residents if costs continue to spiral out of control. Soon only the wealthy will be able to live here but will choose not to because even they don't want to overpay for services. Other suburbs maintain or exceed services on less taxes. It can be done. Look at waste and inefficiencies. Collaborate. Stop giving grants to businesses that close or sell without pay back penalties.

More public art, bars, restaurants and retail.

Would be great for the village to think about things it can do to promote sustainability and diversity (racial and economic).

We love living in Shorewood. However, the staggering escalation in property taxes, combined with new federal tax law that only allows \$10,000 in property taxes to be deducted, might eventually cause us to reassess where we should live.

shorewood has promoted bike resources and accessibility very inconsistently...cars are always given the utmost priority and in turn, have made bike and pedestrian access unsafe - particularly to our schools and business centers. Bikes are fairly well supported for recreation (the Oak Leaf Trail, for example), but consideration is much less thoughtful for everyday use.

How do we keep Atwater Beach clean? Including all the micro plastics.

Love this village! Only real complaint is the difficulty to get "permission" to have cars park on the

street. Bring back the car sticker.

Too many empty storefronts in Shorewood

I would love to see alderman represent the districts instead of trustees from anywhere in Shorewood. My area's voice is not heard.

Prioritize the business district to minimize vacancies, bring in high-quality businesses that are economically viable for the long term and can be used frequently, and focus on businesses that fill a void in Shorewood, not more of the same types of what we already have.

I would like to see the Village Board operating more cohesively and consistently.

Mosquito abatement (if safe for wastewater)

Metro Market is horrible. I'm not sure what can be done about that but the poor customer service has become a joke amongst our peers who live in Shorewood and other communities. Kroger is awful. We refuse to shop there and so do many others. Also, Something needs to be done about empty business facades - public art projects would be one option but it would be great to have space for some farmers market vendors (especially diverse vendors) more frequently this summer. Can anything creative happen in those spaces that bring more diverse business owners into our community?

Do everything to lower our taxes. Completely ridiculous how much we pay.

Clear snow, Fix road Oakland -Shorewood BLVD., add AP COMPUTERS

Wonderfully crafted survey. Thank you for doing this and for your perseverance in getting input. Great job. I do think attention needs to be placed on the lack of non-white people, especially blacks, in town. Also, I think we need to offer the compositing program to all and free of charge. Win Win!

Thank you Village Board and Staff! Of course we can always improve, but Shorewood is a wonderful place to live and I am grateful for the work you do.

Thank you for your work. Shorewood is a wonderful place to live. I wish people would spend more time appreciating it instead of complaining about it. Keep up the good work!

Wilson Drive could use more stoplights for safety of children, adults, domestic and wild animals. A natural bridge would be a wonderful benefit. They are common in Canada. A bridge going over Wilson Drive made of grass and trees.

The Village should prioritize programming intended to make all residents feel fully welcomed. This means talking not just about accommodating elders, but advocating for the full inclusion of residents of color, disabled residents, and LGBT residents.

Lots of violations (traffic, un-monitored minors, unlocked garages and doors, dogs without leashes, etc) that could be targeted for fines and bring in adds dollars rather than raising taxes

I feel as though I am being taxed to death. I will not be able to retire in the home I have owned for 30 Years if tax increases continue.

Please repair Oakland avenue, provide more parking in the village and do something about the metro market parking structure entrances and exits before someone gets hit and or killed.

I wish we could recycle electronics (non monitor/screen) for free like we used to

If delivery and service vehicles can't get to the businesses (N Oakland Ave, Metro Market, etc.) the business district cannot grow. Oakland Ave is a pain. Also, auto drivers no longer follow any rules, so yellow flashers at crosswalks seem like a good idea, but they are rarely paid any heed by drivers. I witness this every school day on 16th St. at Marquette University.

I would be interested in improved maintenance of building facades that impact public health, such as peeling lead paint. Inspection of apartments for structural integrity, electricals, lead paint, etc, that are out of the control of residents and extremely unlikely to be pursued/initiate by management companies. Improved public education of what can and can't go into landfill and recycling. Decreased salt use or alternatives in winter. Increasingly environmentally-friendly practices that are truly making a difference, more radical/innovative, and are a model for other communities, and not just nibbling around the edges.

Shorewood is a great walking community. We look forward to becoming more involved in the community.

All stoplights on Capitol Drive should flash yellow 11PM to 6AM to promote vehicle fuel economy. Road on Downer Ave south of Capitol Drive is in very poor shape.

I love living in progressive shorewood!

Road repair and sewer projects need to be accelerated. Deterioration of the roadway infrastructure in the neighborhoods is highly evident and will get much worse as the environment continues to fluctuate more extremely. Examine the quick, short term road repair projects that Milwaukee has instituted over the past 5 years. (ex. Maryland through to North Ave.)

Shorewood it's becoming a wasteful tax hell!

Lower real estate taxes please

Again - the need to reign in the School District's frivolous spending, misuse of funds and lack of accountability to the community.

Section 3 - Taxes #1 You left out the obvious best answer and that would be to continue with the existing services and not raise the line on taxes by better cutting the excesses out of the budget. Such as items in Section 6.

Section 6 - #3 Option of none of the above was missing
Need to work on finding other solutions to financial issues other than increasing property taxes. My taxes have gone up 46% in 6 years. I own a 1300 sq foot home.

Please, please, please...we are bumping up against our ability to continue living in Shorewood due to taxes. With the recent school building referendum passing, we may have to move. Do not increase our taxes (wheel, parking, property or other). We love our community and would like to stay in it.

Some tolerance for kids with bikes on sidewalk is appropriate considering how tight N. Oakland is and kids needing to get to school. Important for safety; some kind of mutual awareness and etiquette education. Drive through banking on Kenmore seems like unfortunate zoning decision.

Shorewood does a great job at communications. We lived in a nearby North Shore community until recently and there wasn't nearly the degree of communication, surveys, or community events. Walkability is fantastic. We love it here.

Higher taxes (especially with the ridiculous school referendum money grab) is resulting in people moving out of Shorewood. We have neighbors that are moving to Mequon because the taxes are too high in Shorewood. Better schools in Mequon, safer in Mequon and lower taxes in Mequon. Mequon is very attractive to us as a place to move to as well for these very reasons. Shorewood is not the safe neighborhood it once was. Crime is up! where are the police? years ago I would see police patrol alleys, streets etc. not anymore. They are parking for hours and waiting to hand out stop sign violations or for rummage sale violations instead of patrolling the neighborhood. When is Shorewood going to address this? Who approved the Metro Mart monstrosity? Also, the empty buildings along Oakland Ave. are a sad but true testament to Shorewood's high taxes and poor planning. Shorewood has lost its charm. Cedarburg, for example, has kept it. Quaint shops, and historical buildings preserved makes people flock there on a beautiful day (I know, I've been there). Shorewood tears down an old church and replaces it with an ugly bank. That's the Shorewood of today. Shorewood should drop the word Village. It's not a village anymore. it's the North part of Milwaukee. So sad to see the place I grew up in, come to this.

Blinking pedestrian stop signs (when there are no traffic lights) are really needed at all the major crosswalks on Oakland N of Capital.

One of Shorewood's most important assets is Atwater Beach (and park). The more care and consideration we give to this gem the better.

Finally - what a wonderful village we live in. Many thanks to all of you who work and volunteer for the village who help make it so.

I have lived in Shorewood the better part of my life and don't recognize it anymore and not in a good way. The development on Oakland is horrifying. The size and design elements do not represent the essence of this community.

Great survey. Thanks.

****1**** The bike questions seemed mostly irrelevant as there are few streets where the existing paved ROW would make dedicated lanes practical. ****2**** Provide paved access to the OLT between Capitol & River Park. ****3**** Get traffic signals synchronized better to reduce idling

pollution. **4** Add video/IR traffic detection at all signals to reduce off-peak idling of thru traffic, and to detect non-motorized traffic.

More communication is better!

For the past 3 years, we have been walking throughout Shorewood for about an hour each day (Shorewood is a wonderful walking community!). Although most people are very deferential towards pedestrians, we've noticed an increase in reckless/rude driving - speeding, rolling stops, running stop signs, etc. The "walk your bike" signs on the sidewalks haven't helped at all. People continue to ride their bikes on the sidewalks as much as ever and many of the signs have been vandalized. We've also noticed how the red brick crosswalks have not held up at all and already look quite run down and are in need of repair/replacement. Many roads need repair. We are also quite surprised by the number of people who don't clear their sidewalks (or do a poor job of clearing their sidewalks) of snow and the number of people who don't clean up after their dogs. Housing maintenance in some areas is lacking - there is one home in particular that looks abandoned and nearly ready to be condemned.

I don't like the medians on Capitol drive they force too much traffic down my street
Would like to see more economic development to bring in larger companies to help offset taxes.
All of a sudden everything stopped.

Taxes are not fairly distributed. Maybe random interior inspections should be done with stiff fees for unreported improvements. Or periodic inspections for all. Some homes are completely redone inside after purchase and yet rated "poor" and taxes are lower than they should be. Also lots that are double should have double the tax for the land - now it is less than that. Large duplexes should not be taxed lower than smaller single family homes, but that is what I see now. They make money from rent and yet do not pay their fair share. It is just very uneven.

I feel like some of the tax questions were unclear (esp the one about forming a utility), and I hesitate to answer too much about services until I know every service provided and how much we're paying for it. I hope this survey is considered a starting point for conversation in meetings, not a directive to move forward on certain issues. Other than that, thanks for reaching out and asking. I look forward to becoming more involved in the community.
Shorewood is a great place to live; let's keep it that way

We love Shorewood and think most of it is "right". We enjoy seeing all the kids and families out walking, biking, enjoying the community - feels very neighborly. Would love to see more diversity. Commercial focus should be on Oakland south of Capitol - feels like a different town not nearly as pedestrian friendly.

There needs to be a plan for long vacant storefronts. Figure out why a place like Ruckus would get a big subsidy and then close its doors so quickly.

I understand in some cases they are key to an integrated system for managing traffic flow, but please assess current set-up of traffic light operation. There is needless pollution & time-wasting waiting for 'dumb' lights to go through full cycle (i.e. green in a direction with zero traffic) which is frustrating & encourages cyclists & pedestrians to ignore them. Add push buttons for pedestrians where needed so only allow for walkers when they are present. Enforce rules for traffic to stop at cross-walks, at a minimum the painted ones. P.S. The relatively new 'no right turn on red' signs at

Capitol/Morris & Menlo/Oakland are routinely ignored.

Would love to see streets in our neighborhood resurfaced. They are in terrible shape and have been for many years.

With all the recent new businesses that should increase the tax base, how come our taxes keep going up?

We do not support the wheel tax if it includes # of bikes in household. Also we want to emphasize that the Village Hall employees give GREAT customer service!

People chose to live in this community with the services we offer. If you start to divide up or pay for services, will you have parents pay for schools, pay at entry library, rent a cop, pay for pounds of garbage, etc.

The village manager's memo wastes space on mindless quotes that are really aggravating. Sets the tone for the communication and I just skim or delete based on how idiotic the quote is, frankly. Would otherwise be helpful to just get bullets and links.

First, I appreciate and love living here - Shorewood is a special place I'm happy to be a part of! The efforts underway to reinforce and build sense of community are important to me -- look forward to add'l focus and efforts in this area. Especially things that can be done in winter months.

If annual car/wheel fee is added, I feel strongly there must be a commitment to maintaining REASONABLE annual fee. These fees increasing from \$20 to \$50 or more dollars per year is very concerning. It is slippery slope....and other communities have not managed this well.....somewhat similar to the history of IL tolls.

The village board has done a great job in the last year limiting property tax growth. I hope to see this continue and am surprised not to see any questions related to taxes in this survey.

The building inspectors need to step back some. They are quite overzealous and quite frankly a pain in the ass. Taxes need to decrease. I do not feel that what we pay is anywhere near worth the services received. Not by a long shot. Our taxes are among the highest in the state and what we receive for that is laughable. The excessive home assessing needs to have a cap on it as well. On another note, hopefully, with the referendum having passed, our schools will be better taken care of. I am amazed they were allowed to go into such states of dishevel. Someone is not doing their job(s). That is obvious. And, the parking checker needs to chill out and realize who pays her wages. I have gotten tickets on my car multiple times even after going online for permission. Parking should be FREE, 24/7, in front of your own home. And the roads...seriously? They are TERRIBLE! My car has been through the wringer with all the pot holes and whatnot. DPW guys are awesome for the most part, but they need to improve their plowing skills.

No beekeeping allowed in Shorewood.

My family and friends can not believe the difference of DPW work between Whitefish Bay and Shorewood. We as residents of Shorewood pay the DPW and they have the gall to become belligerent with us when they have to do their job. Additionally, DO NOT give any new business

\$100k façade improvements like Ruckus when they only stay in business for one year. Other communities only offer \$25k. Shame on whomever gave that money to them.

Need to find a way to reduce property taxes. While services are good, they are no better than other areas I have lived but where taxes are 1/2 or less than what we pay in Shorewood. I do not understand how they could be so high compared to other great places we have lived.

Chickens. Chickens. Chickens. In the short term, more traffic enforcement at the intersection of Oakland and Edgewood (so as to improve vehicular, pedestrian and cyclist safety); in the long term, completely redesign that intersection so that traffic speeds are reduced, and pedestrian and bike safety increased. Redesign River Park so that (1) there is a bike path on the Southern border of the park (so pedestrian and bike traffic are separated), and (2) just west of the current park shelter, mudjack the sidewalk or build a culvert under the sidewalk so the drainage problem is fixed there (i.e., so that water, snow and ice do not accumulate there as often as it does now). Reconstruct Cramer so it is a bike boulevard/greenway.

Develop E Capitol with a Sitdown Bar/Restaurant/Deck where Tanning salon is.

Sewer work was expected in our area after flooding. It has not happened.

One cost cutting measure might be collecting garbage every other week. I've heard from others, and would agree, that with recycling, we do not need garbage pick up every week. Especially in the winter when we don't need to worry about garbage rotting in the warm weather.

I know this is water under the bridge, but I strongly dislike the development choices of the last years - specifically the Walgreens and Metro Market complexes (I have a much more positive response to the development on the North end of Oakland by Colectivo). I do hope that future development will take into consideration the footprint, walkability, and character implications. Besides that, Shorewood is an amazing village - thank you to staff, trustees, volunteers, etc. who keep things humming along.

I have lived in this village for over 25 years and leaders in the village have often worked collaboratively to solve village and school issues. I am very disappointed in the division being created between the village and schools as we share the same borders. I am also disturbed by the tone of the discourse of some of the leadership at the village. My votes in the future will take this into account. We are a single community and taxing district with high expectations and I expect our leadership to execute and problem solve with community coherency as a priority. Improve Village and School District communication, hire new Village attorney's, get rid of the building inspectors and be more transparent w Village Manager and Trustee communications. Stop with all the adding this and that. Miss when Shorewood was a quiet safe village. I'm glad my kids are grown I would never feel safe having them walk our streets alone like I could do here when I was a kid. Protect your residents, increase police protection. They need to be seen. I've lived here all my life and not happy with all the crime that has been going on. Otherwise lower our taxes cause then we have become part of Milwaukee.

I am not sure what a "granny cottage" is, but I am rather horrified that that the solution for high taxes may mean a "granny cottage" is on the horizon for me. Will my husband live with me in the cottage, or are these strictly geriatric female units? lol

The Village and the School District do a poor job of communicating with each other. Without commercial and industry, the Village has everything at stake between the residents and families of school age children. The Village Board needs more vision. During the recent election, hearing some members of the board speaking out against the referendum should be removed from the board. All the North Shore communities need to invest in schools infrastructure and high quality education to draw the new downtown, high income wage earners that eventually will marry, start a family, and relocate.

Whether it be a liaison committee, or some other group, but the delicate balance between the Village and the School district is essential.

It also seems like the board waste valuable time on Special Use permit process. Assign a leader that has training, authority to approve or deny aside from Board meetings and if a review becomes necessary, then have a review process.

Improve triangle park. Remove weeds, add nature play items, move flag to edge of park for more play area

The best thing about Shorewood is [REDACTED] and the worst thing the Village is getting cond is disconnecting downspouts. Most of the Village sits on hard-packed clay that does not absorb water. Any rain event over 3" will flood basements if downspouts are disconnected. Who wants to go outside during a storm to connect 10"-20' of downspout extensions to drain to the street and then pick them up after a heavy rain.

Lower the taxes. Stop wasting money in the schools.

I appreciate that you do these surveys - it feels good to be asked!

Road repair is crucial

Take more (simple) surveys

I believe encouraging more owner occupied housing will make Shorewood a better place.

Start filling the empty business space or force the commercial properties to start paying fees for empty space

Nice area but taxes are too high, primarily due to schools I believe. I would consider eliminating the Shorewood Today mag or whatever it is called. Don't try to do too much for residents. These years plowing/salting operations were terrible. If you didn't have the staff the job should have been subcontracted out. On my daily commute, Shorewood had the worst roads.

The famous quotes in the publications is so 20th century. They don't really inspire, especially knowing they are just random.

Establish service for healthy seniors who want to stay in Shorewood. Assist seniors with the excessive real estate taxes (they do not have children in the school system and get no services such as Silver Sneakers classes, etc.)

Pictures accompanying the survey options were really helpful.

I appreciate all Shorewood has to offer. Wish there were more smaller homes on the market

The [REDACTED] has two hideous homes across the street from each other: ridiculously excessive and tacky yard "decorations" including bowling balls and random things and across from that a house in blight well beyond acceptable. These would be in violation of code? Please enforce! I feel sorry for anybody trying to sell a home near those because these two homes diminish property value by tens of thousands of dollars, and of course this affects taxes too.

Section 8, #2 is worded funny

I love the diversity at Atwater beach in that people from all over the city come. I feel Metro Market has also brought in people from all over the city which I love. I wish we had recycling weekly. I love curbside composting. I wish we could be plastic-bag free like whole countries, states, and other cities do.

We need open and transparent government. Web site should say when trustees were elected, what they are paid, who are volunteers on committees, when were they were appointed, when their term ends. Record committee meetings. Draft meeting minutes should be posted within 2 days of a meeting. Otherwise action can be taken at next meeting, residents don't even know what may be considered since meeting minutes are not available.

Love the survey. Moved here at age 12 and want to live here to age 112! Thank you for asking these important questions.

I love all of the programs for seniors and the ones that are being proposed. However, there are many adult residents with disabilities still living with their parents because there are no viable options for them in Shorewood. Why is this demographic consistently overlooked? We need more affordable housing options for our adults with special needs. The idea of paring older adults with UWM students is terrific!! Let's expand this to adult with disabilities. This could be a fantastic program!!! Also, what happened to the flashing beacon at the crosswalks on Wilson? We were told they would be brought back after the construction but they haven't appeared so far. I was also told the bike path would be connected to the bus stop/crosswalk on Wilson and so far there is only a worn dirt path. It'd be great to finish this off.

Regarding things like "co-housing" or UWM students and seniors, I don't see why that would be a large cost and effort by the Village. Not everything has to be a program that the Village staffs or pays. The committee that is looking into those areas can enlist volunteers and UWM.

It is important to keep Shorewood an affordable place; property taxes are too expensive. And be careful to increase fees since it will be increased burden to people who rent and do not earn as much money - another added barrier to encouraging diversity in Shorewood.

Fees are taxes. Stop giving business the free use of public sidewalks. They block the path, make snow removal difficult, walking wheelchair etc. They also attract rodents for the food left out.

All areas of Shorewood need to examine the efficient expenditure of tax dollars. I feel there is a lot of waste that could be eliminated to save taxes.

In California. Homeowners paid for garbage by the provided ONE bin on an annual bill. If the homeowner needed more they paid for the extra bins. Very fair. Increased recycling.

Clamp down on the noise, litter and loud mouth overserved drunken drivers from camp bar. You need to enforce the pedestrian right of way and speeding bikes on the sidewalks.

I would agree if \$10 and not \$20 per vehicle wheel tax as an alternative revenue source for local road improvements. Addition, most drivers do not stop for pedestrians when there is no traffic lights. Another thing is why we still see dogs running around at the At-water beach, I think we need a bigger sign and strong enforcement.

I see dogs at Atwater Beach every time I get there. I think Village should have strictly rules and regulations to stop people bring their dogs down.

While Shorewood has great possibilities for a "walkable" community, the reality is that most people need automobiles on a regular basis. Shorewood has a problem with early/mid-20th-century street design and 21st-century traffic levels. Don't complicate them through overemphasis on bikes and walking - most people still have to enter/exit Shorewood on a regular basis to work/shop. Plus, a healthy community depends on non-resident visitors and shoppers.

I firmly believe that Shorewood, because of when it was built, can always enhance its walkability. There are probably too many cars in Shorewood now as opposed to when it was built. The less cars and the more enhanced walking options... the better!!

No

Shared library--only if the local one remains open.

Shared police--it seems to have worked well with the fire department. I assume there would be an office in Shorewood and that response times would remain the same. Otherwise, I would not be for it.

Wheel tax--How would the village know who should be taxed? Some duplexes in my neighborhood have four or five cars. How would the village know who to tax?

Drivers automatically slow down for speed bumps, so is it possible to have speed bumps at pedestrian crossings on Wilson Drive? I don't think speed bumps would be a good idea for the other main north/south streets, but right now, Lake Avenue has some weird situations where pedestrians have to cross the street using driveways, and there are some long blocks on Oakland, Downer and Lake. Could pedestrian crossing markings be added in the middle of some of those long blocks and at more intersections along Lake, as well as in school and park zones?

I understand limiting entrances to the Oak Leaf Trail is aimed at stopping cyclists and pedestrians from popping onto Wilson Drive all over the place, but I also see that people are already carving new paths in between the "official" ones. Plus, it feels like there aren't enough entrance points,

especially for walkers. Wilson is a wide street; could curb lanes be devoted to cyclists and walkers to open a few more entrances for walkers?

Demolish old North Shore Bank; Get a tenant for NW corner of Capitol & Oakland; Do something about traffic vs. pedestrians at Metro; Build some new apts that are affordable (under \$900/1 bedroom)

Question #10 does not take the weather into consideration. I ride the bus to work in the winter, but ride my bike in the good weather.

The Village staff have a wonderful customer service orientation. They are knowledgeable, solutions-oriented and considerate. They make a big difference in Shorewood's reputation as a welcoming and neighbor-friendly community. Thank you!

Hardware store and ice cream shop would be great additions

High taxes remain a problem for those hoping to retire and stay in their home.

I love Shorewood as a community and hope we can retain as many of its unique programs and features, including our good schools, which make it a highly desirable community. I support businesses in the community, but want those businesses (including restaurants) to match the feel and style of the community. I was not and am still not a fan of some of the Oakland Avenue developments (such as the metro mart) as I feel they have really diminished the look of the village in a less than desirable way. I appreciate instead efforts like refurbishing the Fire Station (rather than tearing it down to build a new structure), as I think the age and beauty of our buildings and homes contribute significantly to making Shorewood a special place to live.

In many areas of the Village shrubs next to sidewalk have been allowed to grow onto the right-of-way for walkers. This creates a serious hazard. People are doing a poor job of clearing sidewalks. We should go back to Village-performed clearing of walks and include amount in property taxes - pro-rated to length of sidewalk. People should be allowed to opt out - but then failure to clear in timely fashion should be strictly enforced: Shorewood then clears at double the usual rate. Our street was last re-paved in 1991, and the deterioration is severe. Is it possible to have an e-mail listserv for the Village Manager's Memo?

I like all the ideas about seniors and housing that were listed but I am concerned that this could mean development of Wilson Drive. Please make Shorewood as green, pastoral, and natural as possible. Let's not urbanize the look of Shorewood any more than what has been done and in my opinion damaging, i.e. taking down a 90 year building and erecting yet another bank, apartments/condos over three stories high, a grocery store where you have to go upstairs to get a can of corn, and just too much concrete without any of the green. More trees please.

Shorewood needs to keep costs in check. Understand the need to be an attractive community to live in, but stop giving away money to businesses that won't be successful, and will never pay property tax, and focus on real needs like police to fight crime, roads etc. Some of the senior services and beach are nice to have, but not necessary, and might be achieved by volunteers. It is getting too expensive to live in Shorewood. Keep it a good all round place to be that is not pricing out younger people.

On the initial questions, should have used a 5 pt. scale, with average inserted as the mid point. The current scale is biased as only has one "bad" choice. Could not answer Q. 4 as did not know how much of the commercial real estate prop. taxes went towards garbage collection. I need to know this, as I wanted to say it makes sense to charge residents for what they use. But if some of this cost is currently being picked up by the commercial real estate taxes., and therefore my current garbage fees would increase, then am not for this initiative. For the bicycle section, I really needed to know which options are the most effective at increasing the safety of riders before I could accurately answer your questions. Did you pre-test this survey before deploying.

Shorewood should enforce the regulations we have and not create more. We want a 'stable' neighborhood and making continual changes causes confusion (recall Milwaukee's experience with changing parking rules).... We DO enjoy living here!

Keep up the good work. Shorewood is a wonderful place to live. In order to retire we will need to reduce our living expenses. One option we are considering is moving somewhere with lower taxes. We cannot afford Shorewood's level of taxation in retirement.

We recently moved to The Oaks apartments and are selling our house (for 33 years) in Shorewood. The turn off and on Capital Dr into the Oaks drive is treacherous at certain times of day. Need traffic signals at Estabrook Pkwy before someone (including a 55+ person at The Oaks) gets hurt. Also need a direct path from The Oaks to the bike trail.

Enforce the "Walk your Bike" signs which 90% of kids ignore

The tax base is skewed towards single family homes. Rentals not so much two families are paying a disproportionate percentage of taxes. If those apartments were condominiums the assessed values would be almost double what the current amount the owners pay. It needs to be equalized to be fair to everyone.

I disagree with the premise of the taxation question. There is no reason why expenses should be constantly going up. We don't have more people or any new services. Our property values (and taxes) have vastly outpaced inflation in recent years. It's a false question: more taxes or fewer services. We should be able to pay for what we need and have money left over. Something is being mismanaged here.

This year's survey is more meaningful than past surveys. Thank you for including resident opinions in decision making.

Board & committees emphasize awards (pedestrian, senior, bicycle friendly) with no substance(broken pavement in crosswalks and roads, 10+ year delay in sidewalk repair, snow plowing that creates impassible crosswalks, bicycle lanes when street is too narrow or no boulevard, major traffic problems on Oakland Ave., need for parking for caretakers of seniors & disabled). Board holds public hearings, allows citizens to speak at meetings, provides videos of meetings but totally disregards citizen's opinions. Again all for show.

Would like to see codes changed/initiated regarding abandoned/vacant houses i.e. limiting how long they can remain vacant, preferably 2 yrs.

I live on the 1700 block of East Menlo, where traffic traveling through the neighborhood thinking that the 25 speed limit is just a suggestion. Can we please get a solar speed limit sign permanently installed in both directions on my street. Also the no right turn onto Oakland Ave. from East Menlo sign is just not working any longer. That was also a suggestion to motorists that didn't last long.

I have lived in the village for more than 33 years and have a few observations. I am generally concerned about the conditions of the roads, especially Oakland Avenue, many are in very poor conditions which creates the possibility of damage to cars. Also of great concern is the speed people drive on all streets in the village. They often run stop signs and through crosswalks which make it dangerous to walk across the roads. The creation of a TIF district to allow for the building of the new Metro Market, which is too large for the village, and associated buildings north of it appears to have led to the village having insufficient funds to provide the appropriate services to support the village. The village board show focus on getting the proper taxes from Metro Market owner Kroger as soon as possible, also, road rebuilding, safety, security and installing methods to slow down traffic.

1. My problem with the recycling people has been that lids aren't closed after emptying, which causes problem with rain and snow, but they've been closing the lids that last month or so. Having the 2 bins for each house in the alleys was a problem during the winter, since with the reduced space the bins end up in the alley way, which then need to be moved before it's possible to get into the garage.

2. I've been in favor of new building on Oakland and even hope improvements can be made on the street south of Capital, but doing nothing is better than allowing more huge buildings.

Appreciate the opportunity to give our feedback

Shorewood needs more moderately priced apartments and condos for retired folks who want to stay in Shorewood. The village has leaned toward high-end units with high-end prices. Without more options we're staying in our homes and not selling them to younger families.

Shorewood does nothing to encourage seniors to stay in the village - I plan to move because of the increasing and excessive real estate taxes. There are NO fitness classes - no other services other than pay per class. Check out some of the Southwest suburbs of Milwaukee.... seniors get nothing in return for the excessive taxes.

I love living in Shorewood. I feel that I can walk safely almost anytime of the day or night! I am a bit concerned about the dog population and the lack of concern from the dog owners. My morning walks are done for exercise, but also for relaxation and planning before I go to work. Some mornings it is hard to relax as owners don't control their dogs and they tell me "don't be afraid, he/she won't do anything. Fine - but I don't know that and I have as much right to the sidewalks as they do. I also wonder what the homes must look like where these HUGE dogs live - I don't know that our bungalows and duplexes can handle the size of these dogs. I have 2 other concerns/complaints. One I mentioned about not being able to park on my side of the street at all from Dec 1st to March 1st. I live on Ardmore Avenue and our street is wide enough that both side of the street could park and snow removal could still occur. Or, as I suggested earlier, we could alternate sides of the street each year. Regarding garbage and recycling - all I ask is that the receptacles be put back where they were taken from. Mine are rarely returned to where I left them

in the morning and this is not about no room for them or a tight fit. I am pleased to see concerns about keeping residents here in Shorewood as we age as I just turned 63 and would love to live here as long as I can!

Shorewood is a nice place to live but we will probably not be able to afford the property taxes much longer

have contractor close cover on bin recycling when it is emptied.

not at this time

Thanks for the opportunity

The high property taxes in Shorewood might make it unaffordable for young people

I am very worried about children not being taught to stay on the sidewalk. Parents teach even small children to walk in the street and ride tiny bikes in the street. This is very worrying. Also, joggers who do not wear reflective clothing at dusk and dawn.

Not sold on the lane reduction on Lake Drive

Snow removal on sidewalks seems to have spotty watching over-

Snow removal on the roads was great this year

Working with the maintenance dept has been wonderful

love the library

Sad to see such a disparity between the quality of our two elementary schools

Please no more tall buildings on our main street- Oakland Ave- it feels closed in, dark and less friendly

thank you

Follow through on action again long-term vacant business

I love our village!

no

I loved living in Shorewood(since 1973) but I am being forced to move because of the high property tax rate, we can get a home with the same sq. footage for close to 1/2 the taxes north of there. Great place to live for family's not so great for retired people!

Maintaining housing is key to success of village. Young families looking for housing are not favorable impressed with poorly maintained homes, un-mowed grass, bikes chained to the front porch, furniture dumped in the parkway for days, etc -- all the signs of absentee landlords who are squeezing folks/students into units but now adequately maintaining. We live near UWM which is a fantastic resource but the decline of rental housing in this area is notable. This can be addressed is vigorous building code enforcement. Smaller apartment buildings and duplexes nearby are deteriorating and will never come back. One or two dumpy buildings is a detriment to well kept modest homes for blocks around.

The village needs to patch the streets and SEAL them. The concrete rocks are totally unacceptable and should all be piled up on the Village Manager's desk.

This may be counter to the view of many, but I believe the schools take up too much of the village resources; infrastructure priorities like road repairs are under funded; there seems to be no priority on attracting businesses to our vacant properties.

Need to bring our taxes more in line with surrounding communities to entice younger people into the village, and to also retain older, longer standing residents.

I love Shorewood's progressive values, walk ability, concern for conservation, and friendly neighbors

better management of school budget to keep taxes lower, free compost recycling, stop the tall buildings on Oakland. Great place to live for 35 yrs.

I'm sure you get asked this question a lot, but how can Whitefish Bay's property tax rate be 23.6% less than Shorewood's? Probably a complicated answer, but it's a legitimate question. Please stop giving tax breaks to businesses instead of to residents

Strongly against loosening parking restrictions in my section of village due to proximity to UWM and many rental properties.

I have lived in Shorewood for 30 years and then left due to illness. I recently returned buying a duplex with my son and daughter-in-law using the property as single family home so we could return to Shorewood. I do have concerns with Public safety not just in your home but when you are conducting your every day activities in the village. For example: the increase in businesses is calling for an increase in parking structures but they do not feel safe. I have heard this from other Seniors, Metro Mart does not offer to assist carrying bags to the car or even have enough manned check outs so I and others can ask for assistance. As a result we take our business out side of the village. Instead of going to a store two blocks away I go else where that provides better and what we feel is safer service to us elderly and handicapped consumers. I suggest you talk to your business people who you are giving tax breaks too.

Taxes are complicated issue as there are numerous taxing bodies all looking for more money. So there is no real answer as one tries to save the other spend more. With the new federal tax laws allowing just \$10K as deductions for property and state taxes I think you will start to see people really start to take notice of the cost of living. Shorewood is and will be more so in the future an expensive place to call home. That will change who can afford to live here and cause some to move out. Trying to be all things for all people was a nice dream and sounds so good but the reality is coming we are part of a gold coast as Milwaukee prospers and economic affluence becomes the norm. No longer are you seeing million dollar homes just on the lake side they are now inside the village. A the new reality is approaching.

Metro Market air is of poor quality; some kind of chemical is used which makes it hard to shop; especially for people with allergies, chemical sensitivities;

1) I have had repeated problems with alley pick up of recycling--it doesn't happen as scheduled and

I have called DPW about this. 2) Village fire hydrants are very faded, which is a public safety concern. I think residents would be happy to volunteer to re-paint them if the Village were to organize the opportunity. 3) Distribution of village-provided trash cans (especially for recycling) on Capitol and on Oakland is poor--some blocks have many trash cans (Metro Market block, for example) and other blocks have none. It would be a good idea to have both a trash can and recycling can at every bus stop. 4) Publicize the money returned to the Village through recycling contract to increase participation. 5) Why is composting collection so expensive? 6) Publicize criteria for alley repaving and explain the process for selecting alleys for the annual program. Do the same for village road projects. 7) For any new commercial construction, require underground parking--this would help with limited parking in the Village. 8) There is a problem with cars speeding on Village streets and running stop signs. I walk a lot and see violations daily. This is a big public safety concern in a densely populated area full of kids and elders. Police should do unpredictable stakeouts to ticket violators. 9) I love Shorewood and am very happy living here and I have seen many improvements over the years. The Village did a very good job keeping people informed on the Wilson Drive project and I am pleased with the results.

Please try to improve race relations, particularly for our students

Would like to see a traffic light at Capitol and Estabrook for safety of pedestrians and motorists alike.

Please hold a public (evening) meeting to discuss survey results & next steps

Police cars roar up Olive street from Wilson to get to Oakland. Residents on Olive Street are very upset and concerned that this is going to result in a serious accident or pedestrian injury. Sometimes the police car has sirens on, sometimes just lights on but going 50-60 miles and hour, and then we find out it was for a shoplifter at Metro Mart! This needs to be addressed!

I would support user fees for garbage and recycling ONLY as part of a measure to reduce property taxes. I support exploring some sort of library resources "sharing," but only as a means to reduce taxes, and any implementation would have to be voted on by village residents in a referendum.

I would be happy to know that businesses with parklets and use of sidewalks are paying for use of those spaces. I would also appreciate those businesses cleaning up after their customers. The sidewalks around Camp and the Mil Brat house are filthy.

One of our main concerns is having our property taxes force us out of our house. Careful spending of the Village money is a priority. We have lived in Shorewood for more than 30 years.

It concerns me that Atwater Beach may have small business there. Please, NO!

Please remove all the broken concrete rocks from village streets and put them on the Village Manager's desk. Please use recycled plastic bottles to fill in potholes, instead of asphalt.
<https://youtu.be/NnO5js1zQ4U>

I value the services Shorewood offers and don't begrudge the property tax.

Tax increases should be based upon number of children per residence since most of the money goes

to the schools. River Park has highest tax base and no children. This requires an examination of equality of taxation.

I answered negatively on the facade question and the business district question because of a few recent debacles. Examples: (1.) The facade grant given to Ruckus was ridiculous. (2.) The Metro Mart is the most senior-unfriendly grocery store imaginable.

Also, Shorewood must work harder to make the village more affordable to people on fixed incomes (seniors!) and people with lower incomes. We must avoid being a "yuppie" village. While I was "for" the two recent school referendums, they were TOO MUCH MONEY! We would have done fine with 60 percent of that funding, thereby making significant improvements to our schools AND not further pricing people out of the village.

We have lived in the SE quadrant of Shorewood for close to 40 years, and we hope to remain here for a few more years. We are directly north of UWM. Our fear is that the SE quadrant, between Downer and Oakland, will become student housing if overnight parking regs are further relaxed and/or building codes are not enforced. That will not only reduce property values, far more than anything else that has happened in Shorewood in the last 40 years, it will dramatically, and irrevocably, change the "feel" of the community. As owner occupied properties convert to college student rentals, it will further detract from the Shorewood school-age population. This is our number one concern. Further relaxing overnight parking regs and/or further relaxing code enforcement would be a big gift to the owners of rental properties at the expense of those who occupy the properties they own.

It's increasingly difficult to afford living here, esp property taxes.

Restrict parking on Kensington to one side only.

No living options for senior disabled of fixed medium income

The taxes on a home make it difficult for the elderly to remain in their own home. In the next 3 years the taxes will go up substantially due to: 1) school referenda that were just approved; 2) tax increases already projected for the sewer and water infrastructure initiatives; and 3) road replacement and maintenance. From 2016 to 2018 my tax bill went up \$2000. My income will not allow me to sustain that level of increase over time. I will be forced out of my home.

none

We fear that constantly rising taxes will drive us from our home, which we've owned for 42 years. What a shame that you'd rather have us move so that we can make space for others who are able and willing to pay highly inflated taxes, while we should live here comfortably as long as we are able. We would love to make some necessary home improvements, like siding, but know that you'll take it as an opportunity to again raise our already exorbitant taxes. Shorewood needs to pressure the businesses that we have invited and welcomed to pay their just share, and to make the business district thriving. Too many vacant buildings too long and too often, especially after we've given them TIF money to come here. We need to change our attitudes!!!

More development of older areas to encourage new restaurants and offer a variety of housing for aging and young people.

No

you should include a comment option for each question, answers are dependent and option you provide are very limited

I think the esthetics of the Oakland Avenue development are atrocious. In the future hopefully new construction will have more of a sloped contour to avoid the current verticality that makes Oakland Avenue more city like than village like.

Innovative housing solutions in this survey are worthy of serious consideration.

The Village must lower property taxes and get control of the school district.

My biggest worry is pricing some families with children out of living here.

Spend money wisely and use budgeting common sense

no more TIFs to big corporations. support locally owned businesses

I am a senior and I am very unconnected to senior resources in Shorewood, this survey made me curious about services.

This survey is toolengthy and seems designed to build support for ideas Village leaders want to push, increasing taxes and fees. Income is personal and private.

This survey was flawed because of the way the questions were posed, you forced us to put issues in a priority order like biking lanes, but did not give us a final option of Other or None.

You asked if we want expanded DPW services or maintain what we have. We would prefer to "maintain" but DPW no longer does the same level of work we once enjoyed. We believe the reason is twofold, poor quality of workers and lack of money out of fear of raising taxes. It would be foolish to "expand" when the quality and expertise is zero. The employees are unpleasant and disgruntled.

The new bike lanes on Lake Dr are absurd beyond comprehension. Did anyone do a study showing how many bikers are even using our roads? Now you have narrowed the car lanes to allow for nonexistent bikers. Our money would have been better spent getting drivers off their cell phones and telling bikers to pay attention. Besides most bikers ride illegally on our sidewalks anyway and now you've given them 25% of our busiest most prestigious street. Madness.

The business development between Capitol and Glendale is simply tragic. What have we done? Expensive, ugly new construction creating outrageously priced rental space, pushing out previous occupants (sort of a bizarre gentrification), creating dangerous street parking, or elimination thereof, such as where we have allowed bars/restaurants to do build-outs for outside eating. It boggles the mind who, of any age, actually enjoys effectively sitting in the street inhaling bus/truck/car exhaust and related racket while dining. Who exactly are you trying to attract to our tiny village?

Lastly, was there ever an open house for our relocated Police Department? If so we missed it and it would go a long way to humanize our police force. As it is they are being swept up under the ultra-conservative umbrella that has taken over our country that empowers the police to such a degree that we no longer feel they exist to help, but to threaten and punish. Over 40 years, this

village has changed and not for the better.

I appreciate the walkability, neighborliness and good governance in Shorewood.

Please consider adding bike ramps to the bike trail next to Wilson Drive from Kensington (appears to be not finished) and Glendale. Do as a 'Go fund me' project if necessary.

Sewers, sewers--when will the issue in the SE section of the village be considered a priority? The sewers in the rest of the village have been repaired; NW quadrant has separated sewer systems that have been repaired. The SE section endures the probability of rainfall similar to 2010. In 2010 we had 2 1/2 feet of sewer water in our basement. Many in the SE section experienced the same problem. Yet the village has done nothing to alleviate a possible combined sewer failure again. There were studies and promises, but no action in the SE section of S'wood. Yes it is costly. What happened to the will of the Village board? We are watching.

I doubt we will be able to live here much longer because of the property taxes

Property taxes in Shorewood are not too high. There is plenty of wealth in this village to support adequate services to all residents. Other ideas for increasing revenue: 1. Transaction fee on all home sales. 2. Property tax surcharge on homes valued at more than, say, \$350,000 (I am in this category). 3. Cameras at intersections with stoplights which automatically ticket cars which run red lights. 4. Thank you to all of our village and school employees who make this such a wonderful place to live.

Please find a way to prioritize fixing the roads and alleys.

No

I think WFB has solved their business expansions while keeping the Community Friendly and aesthetically pleasing.

The response options giving on some of the questions seemed to be biased to get or elicit a certain response. I think the survey and the leaning to making more regulations relating to biking and street markings seem to be over kill. How many people ride bikes in the village? Is there a need for all the bike lanes real, or is a small minority of residents just more vocal?

If we move from Shorewood to another community, it will be due to property taxes which are extremely high.

Though lengthy, I appreciate the thoroughness of this survey. Thank you for your efforts.

THANKS FOR ASKING

Long-empty (Katz) properties is abusing our hospitality.

I mourn the loss of the village feel/appearance in Shorewood.

Once again I'd like to say that Oakland Avenue has become way too congested. The Metro Market has become a huge disappointment because the entrance/exit points for the store have helped

create the congestion. The parking opportunities on Oakland are quite bad. Because of this grocery store, new tall apartment buildings, and small restaurants with seating that juts out into the street, I avoid Oakland Ave. as much as possible. It is very frustrating to see that this part of the Village has become so crowded and un-inviting.

Stop TIF's

purchase of homes by absentee owners for renting is a worrisome trend around us, as is poor upkeep of homes by either owners or renters

1. Stop light at N Oakland Av and Beverly Rd to slow traffic and alleviate congestion at Capitol & Oakland, as well as for safety of intermediate and high school children crossing Oakland. 2. More trash receptacles along N Oakland Ave on both east and west sides of street south of Capitol Dr.

I am very nervous about the expected tax increase coming on the heels of the \$10000 limit on deducting taxes for fed income tax. I do taxes and heard a lot of comments from taxpayers who feel they are being priced out of Shorewood. My property taxes are over \$600/month for a modest home on a tiny lot--that's huge. They are more than double what I paid on a more expensive home in a Mpls suburb with excellent schools.

I live on Woodburn Street ..not sure if I am in area 1 or 2. I think some additional attention should be paid to the west side of Shorewood. I don't think the village did enough to help pedestrians cross Lake Drive. Despite new painted crosswalks at certain hours of the day it is difficult. Perhaps some pedestrian initiated flashing crosswalks would help.

49 years in Shorewood. Buying a house in Shorewood was one of the BEST decisions in my life of 78+ years.

Shorewood Today is an expensive, glossy coffee table magazine. We need more information. Could the manager's weekly memo, which is helpful, be more complete? Comprehensive? The item a few weeks ago about taking time to enjoy the river walk mentioned the \$192,000 grant, but did not mention what the taxpayers did, or are, or will be contributing to maintain it. Is it part of TIF 3? Our contribution is important, too. Include more taxpayer costs. The information about the beach, feet in the water, should have been high in the memo this week. Many people will not wade through (ha! pun!) the lake levels text and stick with it to find the important information buried at the bottom.

Property maintenance and absentee landlord issues need to be addressed aggressively. Good survey!

I resent the inspection and renewal of businesses and the fees charged

Library program and staff very good. Senior center offerings also good.

We love Shorewood - we moved here 56 years ago specifically for the location and the schools.

If my rent would increase, I am already looking at other options outside of Shorewood.

Very thankful for the waste management services but there are often people dropping recyclables into the bins between 1AM and 3AM which creates quite a noise in the middle of the night. Are there any noise ordinances in Shorewood? Maybe just a gentle reminder to the restaurant and retail establishments not to dump garbage and recyclables in the middle of the night.....I love living in Shorewood, love Oakland Avenue and so enjoy the beautiful and historic homes in the communities neighborhoods. Not always sure how to answer all of the survey questions. Know that Shorewood is a very special community.

Please lower property tax rate for now retired long term Shorewood senior citizens on fixed income who have paid full taxes over 20 years, in order for us to be able to stay living in our homes in Shorewood

I found it interesting that the schools were not included in this survey. Although the schools are still well rated, they have slipped somewhat since I have lived in Shorewood.

Exterior of Annison Bldg is a disgrace. Toile work crumbling more each day. Katz is an unconcerned landlord. too many empty stores on Oakland Ave.

More policing of the neighborhood. When we came here we always saw police cruising the neighborhood. For the last several years we have not seen a police car in our area. The west side of Shorewood is apparently not as important as the east side where the wealthy live.

Senior resource center is excellent and worthy of continued and expanded tax support. Neighborhood mediation service should be publicized and utilized.

I'm 90 years of age I've lived on Menlo Blvd in Shorewood since 1950 so many of these questions are academic

Good luck!

I tried to do this survey multiple times and had it freeze up, so had to redo it over several days. Not the easiest survey program to do in the time stated.

The appearance of the business district continues to decline, .. more vacancies .cheap look of new additions .. the charm and the word village is gone from Shorewood.

This was an excellent survey!

you didn't ask about items like some of the social issues you are addressing (cannabis etc.) which I think are inappropriate for the village board

For some of the questions, we had to guess what the terms used mean. For example: bicycle safety questions relating to sharrows.

Lower Taxes !!!

Street signage on Oakland & Capitol needs improvement, noting 3(4?) northbound lanes. Some have not noticed there are 2 left turn lanes and drove straight north -along with the cars next to

them! Also the street PAVEMENT needs to be stripe painted (for 'NO standing') outside of our garage exit (3916-north side of Shorewood) right by the high school entrance which is EXTREMELY dangerous anytime near 8:00AM! - along with a more visible (larger/lower) posted sign.

We need to have bike lanes linked. There are many areas where a bike lane just ends rather than seeing a link to the next one.

I wish making Shorewood more diverse did not make it more divisive. I wish adding all those apartments would bring in residents who want to contribute to the community and not simply use it. I wish Shorewood did not become so commercial like North Avenue or Farwell.

Sidewalk& intersection brickwork is costly to maintain & difficult to navigate for walker/wheelchair users; most neighborhood sidewalks are not cleared in winter; neither are the corner approaches; very difficult to walk in those conditions! Also many drivers still ignore the flashing pedestrian walkway signs. The business district is in sad shape--too many empty buildings.

No thank you.

Some board members need to be less combative. We hear some very discouraging news about board meetings.

For unoccupied commercial spaces, property tax surcharge after 6 months vacant and ascending for each additional month. Enforce building codes for apartment buildings.

Town Hall meetings to discuss this survey after the results are determined

Love living here.

Shorewood is a great place to live and raise a family. The education system has always been first class but there has been some slippage (at least according to various surveys and ratings) in the last several years-- we need to get back on top. I am always disappointed when Shorewood doesn't come-up as a top district in some of these surveys. We can't rest on our past reputation. The lack of housing affordability is of concern and this certainly impacts diversity on all levels in the Village. I do think that the business district, particularly on Oakland close to Capital, is not the most attractive. If developers want to develop the ultra-modern industrial facades in the style like Metro Market going North on Oakland, that will ruin village aesthetics. There needs to be a compromise here and some common sense. For example, the overly huge North Shore Bank signs plastered on the beautiful glass structure of the bank takes away from the architectural beauty. I had to wonder how could that get approved? One sign would be sufficient.

Making the village as pedestrian and bike friendly as possible needs to be a priority as well as increased handicapped on-street parking on Oakland. With regard to bicyclists which there are plenty of, I suggest that the Village along with the Police Department do an public service information campaign that not only tells motorists to share the road properly, but also insists that bicyclists follow the rules of the road. Nearly every time I am in the car, I come across a bicyclist in the village blowing through a stop sign in residential areas. It is also the responsibility of the bicyclists to be safe as well. If we spend all this money on making bike friendly lanes, then there needs to be an equal focus on how bikers need to obey rules of the road too.

Shorewood is being seen as less business welcoming or business friendly. I see good companies choosing other communities and I want to know why they didn't come here. There were no questions in the survey to address concerns around maintaining and attracting a vibrant business community - that's telling. Let's remember we can't control residential property taxes without healthy businesses contributing to the tax base.

Very much appreciate the work of the Senior Resource Center.

Th@nks for asking.

Do something with the long vacant property on Oakland and Capital (North west corner)eye sore forever??

Be welcoming to newcomers, particularly those who are not White.

Snow plows that come through after seniors have shoveled block the driveways again and are killing us

No.

Get the cars off the streets and crime will go down, read statistical data. Police will have more time if the parking is off the streets. Parking on the streets, police will be chasing down parking violations, car break ins, car theft, home theft /break ins, eventually assaults. Crime attracts drug trafficking.

Criminals talk to criminals.

They target easy neighborhoods offering easy pickings. Cars. The more successful the crime, the higher the number grows of criminals who show up. It is naive and lacking in scientific data to think street parking is not a magnet for criminals. My professional background provides me with extensive experience in this area.

Recently I was told we have a lot of renters in Shorewood, the point being, we should diminish the quality of the village to accommodate. By another I was told the police do not wish to deal with parking violations and all parking standards should be relaxed to nothing.

Both should be firmly rejected.

Shorewood is a beautiful village on a stunning, extraordinary lake. The Lake is the likes of which rarely seen on this good Earth. Whether home owners, or, renters, we must maintain the quality of the Village. The homes in this village are architecturally unique. The educational experience is outstanding. We must maintain the standards set historically. We must be stewards and guardians of those highest standards. Do everything to stop crime. Slam a door in the face of crime.

Continue the dedication of stewardship to hold Shorewood as a beautiful, outstanding, educationally exceptional, safe place for all families.

We love this Village. EVERY family member or friend who has visited over the years marvels at the extraordinary beauty of Shorewood. Thank you for your leadership.

Regarding demographics, Shorewood's property tax increases for the sewer projects, and planned \$65M increase for the school district, have been, and will be, appalling for residents living on a modest income or fixed income. I have lived in Shorewood since 1991 and plan to move within the next 18 months as these increases have become unmanageable. Relative to any other city, village, or municipality in SE Wisconsin, it's become painfully clear to me residents of moderate and/or

fixed income are encouraged to look elsewhere for their residences.

Some questions are poorly written. For example, I bike weekly when the weather permits but don't see that option. Another question: how many adults and children under age 18 live in your house? We have 4 adults and no children under 18. Or we have 2 adults and 2 children over the age of 18. Hard to know how to answer. Other questions that require ranking provide misleading results. I would rather rank 2 options as 'worst' - why do I have to suggest one is more acceptable than another when neither is acceptable in my mind? I wouldn't want those rankings to inform a Village decision. Also, we are not able to de-select a choice to leave it blank. Lots of problems. Please be careful how you interpret the results.