

SWOT Analysis - Madeira Code Enforcement

Strengths	Weaknesses	Opportunities	Threats	Additional Comments
<p>Near Optimal Staffing Along with contracted staffing from PCSO</p> <p>Trained/Well Educated Staff</p> <p>Computerized system</p> <p>Adequate rolling stock (vehicles)</p> <p>Adequate office space</p>	<p>The perception is that complaints do not receive any priority.</p> <p>Laws/Ordinances/Building Codes are not universally enforced.</p> <p>The perception is that there is “selective enforcement” .</p> <p>Lack of accountability to the citizens</p> <p>Lack of self-evaluation. How are we doing?</p> <p>No performance measurements (KPI’s) Nothing to gauge good or bad performance by.</p> <p>Phones go unanswered.</p> <p>Voice mails not returned.</p> <p>When asking for updates on a complaint via the MB App. Those requested updates/information is not provided.</p> <p>Perception is that there is little pro-active enforcement.</p>	<p>Code enforcement complaints should receive a same day (at least a preliminary investigation) during normal business hours.</p> <p>Have an open data-base with direct public access to see the progress of all complaints. (In real time 24/7).</p> <p>Increase proactive enforcement activities.</p> <p>Use the MB App. for real-time updates on code enforcement cases.</p> <p>KPI’s (Key Performance Indicators) Determine what and how to measure. Set goals and time lines.</p> <p>Make the system so great, others will look to us. To ask, How did you do it?</p> <p>30,60,90 day goals- then re-evaluate, modify if needed.</p>	<p>Poor customer service reviews.</p> <p>If the system cannot be fixed. Hand it off to another County Agency.</p> <p>Bad press..</p> <p>Commission and City Manager complaints.</p> <p>Complaints to external agencies about the City, City Personnel or PCSO contracted personnel.</p>	