

SWOT Analysis - Madeira Beach Permit Process

Strengths	Weaknesses	Opportunities	Threats	Additional Comments
<p>Near Optimal Staffing</p> <p>Trained/Well Educated Staff</p> <p>Computerized system</p> <p>Adequate rolling stock (vehicles)</p> <p>Adequate office space</p>	<p>Inability to issue permits in a timely manner.</p> <p>Defective/missing info. sends permit to the bottom.</p> <p>Perceived poor customer service.</p> <p>Group meets once a week to review applications</p> <p>No accountability (status-quo mentality) <u>(leadership issue, not an employee issue).</u></p> <p>No performance measurements (KPI's).</p> <p>Nothing to gauge good or bad performance by. The (status-quo) is no longer acceptable.</p> <p>Phones go unanswered.</p> <p>Comments are at times inconsistent and not always supported by laws and ordinances. (Common practice is sometimes referenced)</p>	<p><u>Clear permit back log, (30) days or less</u></p> <p>Mandatory O/T (if needed).</p> <p>Temporary contracted help</p> <p>Make the system a "model of success"</p> <p>Implement a triage system for permits</p> <p>Institute a same day permit program</p> <p>Instill a "white glove" treatment mindset</p> <p>Permit Hotline- Answer the phone!</p> <p>Permit issues? Invite the person in to provide one-on one, hands on customer friendly support. <u>Solve their issue(s) and hand them the permit!</u></p> <p>Cross train personnel in other job responsibilities. <u>(Cover annual/sick leave).</u></p> <p><u>When someone is off, the work must still be completed.</u></p> <p>KPI's - Determine what and how to measure. Set goals, strive to achieve them.</p> <p>Set 30/60/90 day goals</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 or City Personnel</p>	