

**DEPARTMENT
NAME**

Metropolitan Beer Permit Board

**DEPARTMENT
MISSION**

The mission of the Metropolitan Beer Permit Board is to provide licensing, control and regulatory products to applicants and permit holders so they can operate within full compliance regarding public dance laws and the transportation, storage, sale, possession and manufacture of beer with not more than 5% alcoholic content by weight.

ISSUE STATEMENTS

Issue Statement One

Due to the commercial growth and revitalization efforts in downtown Nashville and Davidson County over the next 2-5 years, there will be an increase in applications for new businesses, which will result in:

- Increase in customers wait time for inspections, paperwork, customer assistance and Beer Board prep
- Increase in Agenda initial inspections (initial inspections in preparation for Beer Board meetings), resulting in potential delays in customers receiving permits
- Decrease in routine inspections (inspections conducted 3 times year for each business) reduces the number of locations brought into compliance

Issue Statement Two

Over the past 2-5 years there has been an increase in the diversity of the Beer Board clientele, resulting in:

- Increased time spent with individual customers
- Increased risk of miscommunication because of the language barrier
- Increased time spent completing paperwork
- Increased time spent away from other customers
- Decreased productivity

Issue Statement Three

The potential passage of various pieces of state legislation and local bills will result in:

- A potential decrease in revenue
- Potential increased risk of personal safety to staff
- An increase in staff workload
- Decreased morale

STRATEGIC GOALS

Goal One

By the year 2013, Beer Board clientele will experience a more user-friendly and efficient application process, as evidenced by:

- Customers will be experience a more streamlined application process including more simplified application documents and a specified, designated time to submit applications and receive information
- Customers will be able to access Beer Board documents and permit applications on the web
- Customers will have the option to pay fees with a credit card

Goal Two

By the year of 2013 effective regulation of state legislation and local laws will be evidenced by:

- % increase in community partnerships between the Metropolitan Beer Board and other regulatory/policing agencies

LINES OF BUSINESS

Line of Business One – Purpose Statement

The purpose of the Permit Application line of business is to provide permitting and instructional products to applicants so they can better understand the rules, regulations and Beer laws and ultimately obtain a permit.

LOB One – Key Results

Percentage of re-inspections passed

Line of Business Two – Purpose Statement

The purpose of the Inspection line of business is to provide enforcement products to applicants and permit holders so they can operate in accordance with state and local laws and the rules and regulations of the Metropolitan Beer Permit Board.

LOB Two – Key Results

Percent of permit holders in compliance at the time of inspection

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Permit Application line of business is to provide permitting and instructional products to applicants so they can better understand the rules, regulations and Beer laws and ultimately obtain a permit.

Program Name

Permit Application

Program Purpose Statement

The purpose of the Permit Application program is to provide permitting and instructional products to applicants so they can better understand the rules, regulations and Beer laws and ultimately obtain a permit.

**Family of Measures: Result
Measure(s)**

Percentage of re-inspections passed

**Family of Measures: Output
Measure(s)**

Number of instructional products provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

**Family of Measures: Demand
Measure(s)**

Number of instructional products requested

Please list measures, if any, for this program that might be determined via a public survey.

Products

Consultations
Instructional products (**Key Product**)

- Law booklets
- Rules and regulations booklet

Applications
Beer Board agenda notices
Media notifications

PROGRAM

Line of Business Purpose Statement

The purpose of the Inspection line of business is to provide enforcement products to applicants and permit holders so they can operate in accordance with state and local laws and the rules and regulations of the Metropolitan Beer Permit Board.

Program Name

Inspection

Program Purpose Statement

The purpose of the Inspection program is to provide enforcement products to applicants and permit holders so they can operate in accordance with state and local laws and the rules and regulations of the Metropolitan Beer Permit Board.

Family of Measures: Result Measure(s)

Percent of permit holders in compliance at the time of inspection

Family of Measures: Output Measure(s)

Number of preliminary inspections provided
Number of regulatory inspections provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of preliminary inspections needed
Number of regulatory inspections needed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Preliminary inspections
Regulatory inspections (**Key Product**)
Rules and Regulation quotes
On-site follow-up consultations