

City of Hudson

INTERNAL FACTORS

STRENGTHS (+)	WEAKNESSES (-)
<ul style="list-style-type: none"> - Public Works Staff: knowledge, professionalism, drive and service centered attitude. - Cross training of staff (Skill building & succession planning). - Technology: improved customer service through utilization of improved and advanced technologies such as work orders tracking, GIS & GPS. - Ongoing continuous improvement efforts in customer service and work flows. - Work flow and planning technologies utilization - Successful program management - Flexibility with contract services - Community education and partnerships - Performance measurement utilization 	<ul style="list-style-type: none"> - Dispersed and disconnected operational areas. - Governmental process, requirements and regulations - Aging and dysfunctional facilities - Aging City Infrastructures - Work force knowledge drain (Retiring age workforce) - Tenured work force

EXTERNAL FACTORS

OPPORTUNITIES (+)	THREATS (-)
<ul style="list-style-type: none"> - Solar energy and storage systems for the electric distribution system. - Facility design and construction of new PW facility - Additional substation installation/electric capacity in NW quad of City - Smart Grid technologies for electric system - Economies of scale in sharing and consolidation resources, staffing, purchasing, etc... - Ever changing technology applications for work flow production and customer service experience. - Brine well installation 	<ul style="list-style-type: none"> - Leaf Program sustainability (Program growth) - Increased maintenance costs with phase II, City hall and PW projects - FERC and NERC regulatory requirements - Storm Water management demands and regulations (SW system 3x the size of the old sanitary system) - Meeting utility demand and capacity

ANALYSIS SUMMARY

Opportunity discussion points:

1. Technologies (fleet and Services)
2. Modern facilities
3. Brine
4. Smart grid & solar energy technologies

Threats/Weaknesses discussion points:

1. Utility regulatory requirements
2. Storm Water maintenance and management
3. Leaf Program sustainability
4. Utility availability and capacity