

City of Hudson- Water Resources

INTERNAL FACTORS	
STRENGTHS (+)	WEAKNESSES (-)
<ul style="list-style-type: none"> • Exceptional customer service • Ability to cross-train individuals across multiple work groups <ul style="list-style-type: none"> ◦ Aids in succession planning ◦ Advanced skill development • Flexibility within contracting of services • Community partnerships 	<ul style="list-style-type: none"> • Aging work force • Knowledge drain due to retirements/impending retirements • Current facilities- size and multiple locations (Distribution) • Aging infrastructure citywide • Funding and resources

EXTERNAL FACTORS	
OPPORTUNITIES (+)	THREATS (-)
<ul style="list-style-type: none"> • Technological advancements and improvements to gain efficiencies • Economies of scale <ul style="list-style-type: none"> ◦ Sharing of resources ◦ Sharing of staffing ◦ Purchasing and combining contracts • Regionalism 	<ul style="list-style-type: none"> • Federal, State and Local mandates and laws • Increase in cost of doing business • Security concerns