

## City of Hudson- Water Resources

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

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