## MSD SWOT Analysis 2023



Status	Category	Feedback	Column13	Column1
	Strengths	Comradery		
	Strengths	Family Oriented		
	Strengths	Good work/life balance		
	Strengths	Provide a level of service to our members they could not obtain on their own		
	Strengths	Team work		
	Strengths	Employee Moral		
	Strengths	Open-minded Management Support		
	Strengths	People with positive attitudes		
	-	Driven staff who want to make a difference		
	Strengths			
	Strengths	We have a lot of talented people		
	Strengths	Staff looking at ways to improve the MSD		
	Strengths	Retain a diverse staff		
	Strengths	Young staff with longevity		
	Strengths	Young staff that can be trained by more experienced staff		
	Strengths	Intelligence		
	Strengths	IT Leadership		
	Strengths	Management Acknowledging accomplishments		
	Strengths	Flexible schedule		
	Strengths	More team collaboration from Arbinger		
	Strengths	Leadership support to get more software (IT)		
	-	Open space allows team collaboration (IT)		
	Strengths			
	Strengths	Opportutnies to explore other technologies (IT)		
	Strengths	Fully staffed		
	Strengths	Group activities/Potluck Parties		
	Strengths	Comradery		
	Strengths	Benefits		
	Strengths	Flexible team coverage and schedule (IT)		
	Strengths	Open communication/Team comminication/Collaboration (IT)		
	Strengths	Flexible work schedule		
	Strengths	-Team members are good at answering questions		
	-			
	Strengths	Understanding personal life events/obligations		
	Strengths	We get along and can joke with one another		
	Strengths	Cases are clean in cityworks		
	Strengths	Other teams like talking with us when they go to the breakroom		
	Strengths	we are willing to support and help other teams/departments		
	Strengths	Help and support one another the best we can		
	Strengths	Get to know other teams		
	Strengths	We have Support from the attorneys		
	Strengths	Good work atmosphere		
	Strengths	Being a team		
	-	Employees are skilled		
	Strengths			
	Strengths	Fast, reliable customer services		
	Strengths	Expirienced leadership		
	Strengths	Good Moral		
	Strengths	Working on updated codes & SOPs		
	Strengths	Forward thinking (thinking outside the box)		
	Strengths	Good teamwork (both internally and with external agencies)		
	Strengths	Self Starters		
	Strengths	People who care		
	Strengths	Don't let issues linger/Problem solvers		
	Strengths	Building department is small enough that great interpersonal relationships are built		
			+	
	Strengths	Supportive management team that wasnts us to succeed		
	Strengths	create and redevelop SOP's		
	Strengths	Teamwork		
	Strengths	Communication		
	Strengths	Morale		
	Strengths	Good team experienced staff		
	Strengths	Managers having an open-door policy, can go to them with questions & whatever is needed without		
		hesitation		
	Strengths	The willingness to learn & provide open communication with each other		
	Strengths	Interactions between co-workers- group functions		
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Weaknesses Technology-Lack of i-pads  Weaknesses No virtual inspections  Weaknesses Virtual Meetings  Weaknesses follow through!  Weaknesses Calls  Weaknesses Cityworks Set up  Weaknesses Uniformity between inspectors knowing department policies and being on the same page.  Changing things without telling all people who would be involved in the use of the systems.  Weaknesses Cityworks-Get complaints from the public  Weaknesses Everyone is busy or behind  Weaknesses Need help at counter from Planners  Weaknesses Need better communication from plans examiners to front counter staff and to applicants  Weaknesses Cash handling systems  Weaknesses Some of the systems or processes seem long winded so to speak	03	Weaknesses	Cityworks		
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Weaknesses Cash handling systems  Weaknesses Some of the systems or processes seem long winded so to speak	17		·		
Weaknesses Some of the systems or processes seem long winded so to speak	18	Weaknesses	Need better communication from plans examiners to front counter staff and to applicants		
	19	Weaknesses	Cash handling systems		
Weaknesses Some people are afraid to speak up	20	Weaknesses	Some of the systems or processes seem long winded so to speak		
	21	Weaknesses	Some people are afraid to speak up		

Status	Category	Feedback	Column13	Column14
22	Weaknesses	Public is still unaware of the MSD		
23	Weaknesses	Branding isnt working		
24	Weaknesses	Phone Etiquette		
25	Opportunities	Need better training		
26	Opportunities	Increase Employment communication		
27	Opportunities	Provide parking inforcement services to other jurisdictions		
28	Opportunities	Provide 3rd party services like, planning, development, general plans, GIS		
29	Opportunities	Provide more services to our citizens		
30	Opportunities	We need to brag about how good our services are		
31	Opportunities	Provide Excellent customer service		
32	Opportunities	Public perception/moving location		
33	Opportunities	Optimized workflows and software		
34	Opportunities	Employee union/Possibility to join existing public union/collective barganing		
35	Opportunities	Stormwater Utility Fee		
36	Opportunities	Employee retention		
37	Opportunities	Offer GIS/CW/drone services to other communities (IT)		
38	Opportunities	New IT systems from moving to new builiding		
39	Opportunities	-Parking Enforcemen		
40	Opportunities	-SLCO Pub Works no longer doing abatements		
41	Opportunities	Teach code enforcement teams from other jurisdictions about our process		
42	Opportunities	New Code Re-Write		
43	Opportunities	Create SOPs from scratch-build a strong foundation		
44	Opportunities	Learn what animal services does		
45	Opportunities	Process for promotions (pathway to move up_		
46	Opportunities	Innovation, new organization		
47	Opportunities	New, more efficient process with other agencies		
48	Opportunities	New software		
49				
	Opportunities	Customized services to each community		
50	Opportunities	Customized codes for each community		
51	Opportunities	Uniqueness of the MSD		
52	Opportunities	New potential workspace		
53	Opportunities	Increasing staff to eliminate long term turn over (burnout)		
54	Opportunities	Public outreach		
55	Opportunities	The MSD is a new AHJ which means that processes are not set in stone which leads to innovation.		
56	Opportunities	Learning from other municipalities on how to work the bugs out of Cityworks		
57	Opportunities	Customer friendly interface (future)		
58	Opportunities	Networking within field		
59	Opportunities	Training		
60	Opportunities	More Spanish translation for all departments		
61	Opportunities	Branding (front counter as the doors or counters look like any other in the building)		
62	Opportunities	Cross training		
63	Opportunities	Working with other departments		
64	Opportunities	Creating better processes		
65	Threats	Legislators or SLCo trying to weaken the MSD		
66	Threats	Changing legislation		
67	Threats	Power Struggle		
68	Threats	Magna withdrawing from MSD		
69	Threats	Board Composition		
70	Threats	Disagreements between Trustees		
71	Threats	Misunderstanding of MSD Role and Identity		
72	Threats	Angry customers and not knowing how to deal with them		
73	Threats	Emergency situations like eathquake, windstorm, floods, etc.		
74	Threats	Our residents don't understand the MSD- seem to be confused where they should go for info		
75	Threats	IT Security/Phishing/Thumb drives		
76	Threats	Moving locations		
77	Threats	Employee retention following a move		
78	Threats	Losing benefits		
79	Threats	Politics		
80	Threats	UT legislature		
81	Threats	Customer Technology Incompetency		
82	Threats	Residents viewpoint of us-thinking we are there to harrass them		
	Threats	Updates from legislature		
83	Tilleats			

Status	Category	Feedback	Column13	Column14
5	Threats	Communities think we arent doing enough		
6	Threats	Bad animal services (or any other County Dept)=bad enforcement rep		
7	Threats	Unclear wants and needs from community		
8	Threats	Salary/Benefits of other CE jobs		
9	Threats	SLCO Pub Works no longer doing abatements		
0	Threats	Parking Enforcement		
1	Threats	Employee Retention		
2	Threats	Raises/Promotions		
13	Threats	Economic disruptions		
)4	Threats	Utah Legislature		
)5	Threats	MSD member commitments (Magna becoming a city?)		
96	Threats	Tax base opportunities limited		
7	Threats	Updates to tools potentially causing problems		
18	Threats	Brain drain if employees are lost/move on		
19	Threats	Election outcomes change priorities/direction		
0	Threats	Bad homebuilders		
1	Threats	Economy		
)2	Threats	Poor services of townships, simply getting too big. Can lead to incorporating into their own AHJ. This brings into questions of the long term viability to the MSD.		
)3	Threats	Home Builders Association pushing to get rid of plan review and inspections.		
)4	Threats	Confinded Spaces		
5	Threats	Public		
6	Threats	Home Builders		
7	Threats	System failures		
8	Threats	Short Staffed-everyone is busy or behind		
9	Threats	Lack of job growth within position (code enforcement levels)		
0	Threats	Limited technolgy		
1	Threats	Difficulty with assistance sometimes		
12	Threats	Public image		
3	Threats	Variation of policy interpretation		
4	Threats	State Law limiting time review time frame		
5	Threats	Plans examiners limited availabilty		
6	Threats	Moving on with a new system without telling staff or informing the public.		
7	Threats	Branding (MSD isnt working, public still isn't aware that we aren't the county anymore)		