MSD SWOT Analysis 2023

smartsheet

	Status	Category	Feedback	Column13	Column14
1		Strengths	Comradery		
2		Strengths	Family Oriented		
3		Strengths	Good work/life balance		
4		Strengths	Provide a level of service to our members they could not obtain on their own		
5		Strengths	Team work		
6		Strengths	Employee Moral		
7		Strengths	Open-minded Management Support		
8		Strengths	People with positive attitudes		
9		Strengths	Driven staff who want to make a difference		
10		Strengths	We have a lot of talented people		
11		Strengths	Staff looking at ways to improve the MSD		
12		Strengths	Retain a diverse staff		
13		Strengths	Young staff with longevity		
14		Strengths	Young staff that can be trained by more experienced staff		
15		Strengths	Intelligence		
16		Strengths	IT Leadership		
17		Strengths	Management Acknowledging accomplishments		
18		Strengths	Flexible schedule		
19		Strengths	More team collaboration from Arbinger		
20		Strengths	Leadership support to get more software (IT)		
21		Strengths	Open space allows team collaboration (IT)		
22		Strengths	Opportutnies to explore other technologies (IT)		
23		Strengths	Fully staffed		
24		Strengths	Group activities/Potluck Parties		
25		Strengths	Comradery		
26		Strengths	Benefits		
27		Strengths	Flexible team coverage and schedule (IT)		
28		Strengths	Open communication/Team comminication/Collaboration (IT)		
29		Strengths	Flexible work schedule		
30		Strengths	-Team members are good at answering questions		
31		Strengths	Understanding personal life events/obligations		
32		Strengths	We get along and can joke with one another		
33		Strengths	Cases are clean in cityworks		
34		Strengths	Other teams like talking with us when they go to the breakroom		
35		Strengths	we are willing to support and help other teams/departments		
36		Strengths	Help and support one another the best we can		
37		Strengths	Get to know other teams		
38		Strengths	We have Support from the attorneys		
39		Strengths	Good work atmosphere		
40		Strengths	Being a team		
41		Strengths	Employees are skilled		
42		Strengths	Fast, reliable customer services		
43		Strengths	Expirienced leadership		
44		Strengths	Good Moral		
45		Strengths	Working on updated codes & SOPs		
46		Strengths	Forward thinking (thinking outside the box)		
47		Strengths	Good teamwork (both internally and with external agencies)		
48		Strengths	Self Starters		
49		Strengths	People who care		
50		Strengths	Don't let issues linger/Problem solvers		
51		Strengths	Building department is small enough that great interpersonal relationships are built		
52		Strengths	Supportive management team that wasnts us to succeed		
53		Strengths	create and redevelop SOP's		
54		Strengths	Teamwork		
55		Strengths	Communication		
56		Strengths	Morale		
57		Strengths	Good team experienced staff		
58		Strengths	Managers having an open-door policy, can go to them with questions & whatever is needed without hesitation		
59		Strengths	The willingness to learn & provide open communication with each other		
60		Strengths	Interactions between co-workers- group functions		
61		Strengths	Training for employees		

	Status	Category	Feedback	Column13	Column14
62		Strengths	Cross training		
63		Strengths	Having someone who can translate		
64		Strengths	The office works as a team		
65		Weaknesses	Employees Control		
66		Weaknesses	Single-minded staff (I only do my job)		
67		Weaknesses	Siloed Mindsets		
68		Weaknesses	Protective of their jobs		
69		Weaknesses	Staff who are unwilling to train		
70		Weaknesses	Remote work is important! It's favorited by a majorit of staff. There are studies backing up hybrid schedules. Who is trying to get rid of it?		
71		Weaknesses	Tone of the All Hands meetings		
72		Weaknesses	What did you do in 2019 mindset?		
73		Weaknesses	Lack of Internal Team communication		
74		Weaknesses	New Employee Training (by existing employees)		
75		Weaknesses	Out of date cubicles		
76		Weaknesses	Employees leaving (IT)/Employee retention		
77		Weaknesses	Old habits (we used to do it this way)		
78		Weaknesses	Lack of openness regarding policy change. Bringing everyone together to discuss new policy is a good idea if everyone knows the meat of the topic in advence. Dropping news on us in a group setting silence dissent. Group pressure in that setting makes it less likely that the policy will be challenged, which is disingenous.		
79		Weaknesses	Budget cuts (IT)		
80		Weaknesses	Lack of SOPs/Information silos/Siloed processes/Cross team communication/Standardization (SOP and standardized workflows)		
81		Weaknesses	Unclear or not followed chain of commend/leadership		
82		Weaknesses	Unengeged leadership/Out of touch Board of Trustees		
83		Weaknesses	Lack of remote work schedule		
84		Weaknesses	Lack or pay raises or bonuses		
85		Weaknesses	-Different communication styles that we don't understand		
86		Weaknesses	Residents aren't home during		
87		Weaknesses	-MSD & Our communities group us with all other enforcement		
88		Weaknesses	Take on tasks for other departments		
89		Weaknesses	Retention- people staying on the team longer		
90		Weaknesses	Balance of workload among team members		
91		Weaknesses	Not being able to work from home		
92		Weaknesses	We do not communicate help until we are overwhelmed (we take on too much)		
93		Weaknesses	People don't know what we do.		
94		Weaknesses	More team training for our jobs		
95		Weaknesses	New Codes with gaps/differences		
96		Weaknesses	Multiple review processes		
97		Weaknesses	Miscommunications/Misunderstandings		
98		Weaknesses	Lengthy Process		
99		Weaknesses	Time Management		
100		Weaknesses	Inaccessible/Unorganized record keeping		
101		Weaknesses	Watching the Counter		
102		Weaknesses	Balancing Counter/Phone duty with Techs		
103		Weaknesses	Cityworks		
104		Weaknesses	Communications between departments		
105		Weaknesses	Technology-Lack of i-pads		
106		Weaknesses	No virtual inspections		
107		Weaknesses	Virtual Meetings		
108		Weaknesses	follow through!		
109		Weaknesses	Travel Time between inspections		
110		Weaknesses	Calls		
111		Weaknesses	Cityworks Set up		
112		Weaknesses	Uniformity between inspectors knowing department policies and being on the same page.		
113		Weaknesses	Changing things without telling all people who would be involved in the use of the systems.		
114		Weaknesses	Cityworks- Get complaints from the public		
115		Weaknesses	Everyone is busy or behind		
116		Weaknesses	Cut off from department expertise and timelines		
117		Weaknesses	Need help at counter from Planners		
118		Weaknesses	Need better communication from plans examiners to front counter staff and to applicants		
119		Weaknesses	Cash handling systems		
120		Weaknesses	Some of the systems or processes seem long winded so to speak		
121		Weaknesses	Some people are afraid to speak up		

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122		Weaknesses	Public is still unaware of the MSD		
123		Weaknesses	Branding isnt working		
124		Weaknesses	Phone Etiquette		
125		Opportunities	Need better training		
126		Opportunities	Increase Employment communication		
127		Opportunities	Provide parking inforcement services to other jurisdictions		
128		Opportunities	Provide 3rd party services like, planning, development, general plans, GIS		
129		Opportunities	Provide more services to our citizens		
130		Opportunities	We need to brag about how good our services are		
131		Opportunities	Provide Excellent customer service		
132		Opportunities	Public perception/moving location		
133		Opportunities	Optimized workflows and software		
134		Opportunities	Employee union/Possibility to join existing public union/collective barganing		
135		Opportunities	Stormwater Utility Fee		
136		Opportunities	Employee retention		
137		Opportunities	Offer GIS/CW/drone services to other communities (IT)		
138		Opportunities	New IT systems from moving to new builidng		
139		Opportunities	-Parking Enforcemen		
140		Opportunities	-SLCO Pub Works no longer doing abatements		
141		Opportunities	Teach code enforcement teams from other jurisdictions about our process		
142		Opportunities	New Code Re-Write		
143		Opportunities	Create SOPs from scratch-build a strong foundation		
144		Opportunities	Learn what animal services does		
145		Opportunities	Process for promotions (pathway to move up_		
146		Opportunities	Innovation, new organization		
147		Opportunities	New, more efficient process with other agencies		
148		Opportunities	New software		
149		Opportunities	Customized services to each community		
150		Opportunities	Customized codes for each community		
151		Opportunities	Uniqueness of the MSD		
152		Opportunities	New potential workspace		
153		Opportunities	Increasing staff to eliminate long term turn over (burnout)		
154		Opportunities	Public outreach		
155		Opportunities	The MSD is a new AHJ which means that processes are not set in stone which leads to innovation.		
156		Opportunities	Learning from other municipalities on how to work the bugs out of Cityworks		
157		Opportunities	Customer friendly interface (future)		
158		Opportunities	Networking within field		
159		Opportunities	Training		
160		Opportunities	More Spanish translation for all departments		
161		Opportunities	Branding (front counter as the doors or counters look like any other in the building)		
162		Opportunities	Cross training		
163		Opportunities	Working with other departments		
164		Opportunities	Creating better processes		
165		Threats	Legislators or SLCo trying to weaken the MSD		
166		Threats	Changing legislation		
167		Threats	Power Struggle		
168		Threats	Magna withdrawing from MSD		
169		Threats	Board Composition		
170		Threats	Disagreements between Trustees		
171		Threats	Misunderstanding of MSD Role and Identity		
172		Threats	Angry customers and not knowing how to deal with them		
173		Threats	Emergency situations like eathquake, windstorm, floods, etc.		
174		Threats	Our residents don't understand the MSD- seem to be confused where they should go for info		
175		Threats	IT Security/Phishing/Thumb drives		
176		Threats	Moving locations		
177		Threats	Employee retention following a move		
178		Threats	Losing benefits		
179		Threats	Politics		
180		Threats	UT legislature		
181		Threats	Customer Technology Incompetency		
182		Threats	Residents viewpoint of us-thinking we are there to harrass them		
183		Threats	Updates from legislature		
184		Threats	Gun Laws		

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185		Threats	Communities think we arent doing enough		
186		Threats	Bad animal services (or any other County Dept)=bad enforcement rep		
187		Threats	Unclear wants and needs from community		
188		Threats	Salary/Benefits of other CE jobs		
189		Threats	SLCO Pub Works no longer doing abatements		
190		Threats	Parking Enforcement		
191		Threats	Employee Retention		
192		Threats	Raises/Promotions		
193		Threats	Economic disruptions		
194		Threats	Utah Legislature		
195		Threats	MSD member commitments (Magna becoming a city?)		
196		Threats	Tax base opportunities limited		
197		Threats	Updates to tools potentially causing problems		
198		Threats	Brain drain if employees are lost/move on		
199		Threats	Election outcomes change priorities/direction		
200		Threats	Bad homebuilders		
201		Threats	Economy		
202		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.		
203		Threats	Home Builders Association pushing to get rid of plan review and inspections.		
204		Threats	Confinded Spaces		
205		Threats	Public		
206		Threats	Home Builders		
207		Threats	System failures		
208		Threats	Short Staffed-everyone is busy or behind		
209		Threats	Lack of job growth within position (code enforcement levels)		
210		Threats	Limited technolgy		
211		Threats	Difficulty with assistance sometimes		
212		Threats	Public image		
213		Threats	Variation of policy interpretation		
214		Threats	State Law limiting time review time frame		
215		Threats	Plans examiners limited availabilty		
216		Threats	Moving on with a new system without telling staff or informing the public.		
217		Threats	Branding (MSD isnt working, public still isn't aware that we aren't the county anymore)		