

Eric Bryson
Chief Administrative Officer
(406) 447-8311 Office
(406) 447-8370 Fax



City/County Buildings, Room 346
316 N. Park
Helena, Montana 59623
ebryson@co.lewis-clark.mt.us

Lewis and Clark County

Administrative and Financial Services Department

MEMORANDUM

TO: County Staff – FY 2012 Budget Representatives

FROM: Eric Bryson 

DATE: March 10, 2011

SUBJECT: FY 2012 Commission Goals

Based on work completed by the Commission, they have developed four overarching goals to be included in the FY 12 budget. As you will notice, they are general in nature and will require individualized implementation strategies developed by the departments. In receiving feedback (much more detailed than contained herein) from the Commission, there was unanimous consensus on the four goals in **bold** below.

The implementation strategy for working towards these goals needs to come from the departments. In theory, the Commission sets the goals, the departments create (or enhance) objectives with measurable outcomes to document successful implementation of the performance budget aligned with the stated goals.

The first commonality with the initial draft of ‘commission goals’ resulted in an increased emphasis on customer service. ***Develop and maintain a culture of customer service*** would be a good goal. It is important to insert the word ‘maintain’ so the goal won’t really ever be achieved. Using the word ‘develop’ does not mean you don’t already have a customer service oriented organization, but stating that as a specific goal lets the public and the departments know that customer service is high on the Commission priority list. It is also relatively easy to implement and evaluate.

Engage in effective long range planning was developed from a long list of initiatives suggested by the Commission. As a stated goal, this will allow the Commission and individual departments to develop objectives to implement relating to adoption of zoning, wastewater solutions, metro park district, road maintenance plan, and any other long range planning endeavor the Commission or the department comes up with. The point is that the Commission has a stated goal to do long range planning, thus each

department will have to align with that goal and develop implementation strategies to work towards that goal.

Communication within and outside County Government seems to be of interest to the Commission. I would suggest a goal that simply states *Improve communication between departments, with community partners, and the general public.* Implementation strategies for working towards this goal need to be developed at the department level.

The issue of **efficiently and effectively managing public resources** was clearly articulated in the responses from the Commission (in one form or another). In our current fiscal situation, I'm looking forward to seeing the implementation strategies coming from the departments!