



2024 Park County Communications Survey

FULL REPORT WITH DATA, FINDINGS, AND RECOMMENDATIONS



Park County, Montana

414 EAST CALLENDER STREET | LIVINGSTON, MONTANA

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Executive Summary

The 2024 Park County Communications Survey

The Park County, Montana government is committed to inviting public participation at all levels through transparent processes that provide accurate and timely information.¹ On June 7, 2024, the County launched a communications survey to assess the usefulness of its current communication methods, gather information on resident preferences, and identify areas for improvement as recommended by Park County residents.

Findings

Overall, survey participants desire current, frequently shared, and easy to find information, prefer to attend meetings outside of regular business hours, and want more opportunities for communities outside of Livingston to participate in the public process. Survey participants overwhelmingly stated it is “very” or “fairly” important to stay informed about the County and its programs, services, and projects. Participants were divided on how they would describe current Park County communications with 34.5 percent reporting neutral, 33.2 percent reporting somewhat or very good, and 32.3 percent reporting somewhat or very poor.

Recommendations

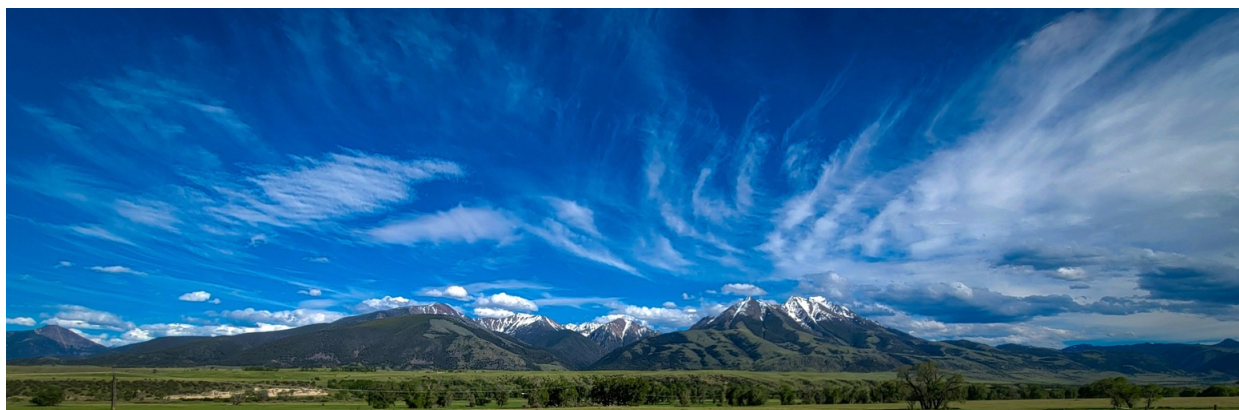
Based on survey participant feedback, I propose 5 recommendations for how the County can strengthen its communication and engagement with residents:

1. Update the Park County website
2. Increase frequency of communication
3. Increase awareness of existing communication channels
4. Hold more meetings during the evening hours and in communities throughout Park County
5. Develop a strategic communications plan

In the immediate future, the County should remove outdated information, and when applicable, replace it with current information. This process should begin at the homepage. In the short-term, the County should evaluate the website with an emphasis on relevant content, ease of use, and citizen interaction. Next, the County should increase its frequency of information delivery by offering a weekly emailed bulletin. Survey respondents expressed a desire for increased information sharing and a preference for receiving emailed communication from Park County. Third, the County should increase awareness of existing communication channels. A large percentage of survey respondents either did not have an opinion or did not utilize existing channels. Fourth, the County should increase engagement with residents by meeting with them at preferred times and within their own communities. The largest percentage of survey participants prefer meeting during evening hours. Additionally, several

¹ Park County, 2017 Organizational Strategic Plan DRAFT, 2024, 6, <https://www.parkcounty.org/uploads/files/content/1/Park-County-Strategic-Plan-Final.pdf>

participants from communities outside of Livingston expressed a desire for the County to come to them. Finally, the County should also consider developing a strategic communications plan to define and implement its communication goals and objectives.



Background

What does it mean to invite public participation?

The International Association of Public Participation (IAP2) created a spectrum to describe the levels of public participation in the decision-making process: inform, consult, involve, collaborate, and empower.²

- To inform is to provide the public with information
- To consult is to obtain public feedback
- To involve is to work directly with the public
- To collaborate is to partner with the public
- To empower is to place decision-making in the hands of the public

The purpose of the 2024 Park County Communications Survey was to consult with residents and obtain their feedback on current and future communication and engagement.

Public participation is needed to effectively address future public policies. Effective public processes can improve decision-making, uncover new information, and increase trust between residents and their local government.³ Community engagement can be improved by meeting residents in their own spaces, asking residents about the barriers they experience to engagement, and communicating how resident feedback led to action.⁴

Methodology

The 2024 Park County Communications Survey was conducted via SurveyMonkey, an online-based survey software. Print copies of the survey were made available at the City/County Complex in Livingston, Glenn's Shopping Center in Clyde Park, and the Gardiner Chamber of Commerce. Residents had the option to request a mailed survey. The survey link was sent out via the monthly Park County Newsletter on June 7, posted to the official Park County website (www.parkcounty.org), shared via social media on the Park County Facebook page, the Montana State University Extension-Park County Facebook page, and the Park Local Development Corporation Facebook page. Signs advertising the survey were placed at the City/County Complex, the Pray Post Office, the Emigrant Post Office, the Wilsall Post Office, the Clyde Park Post Office, and the Emigrant General Store. Press releases were sent to the Livingston Enterprise and the Park County Community Journal. Advertisements for the survey ran in the Cooke City/Silver Gate Community Newsletter and the Gardiner Chamber of Commerce Newsletter.

² "IAP2 Spectrum of Public Participation," International Association of Public Participation, 2018, https://cdn.ymaws.com/www.iap2.org/resource/resmgr/pillars/Spectrum_8.5x11_Print.pdf

³ Jessica Cameron et al., "What's the Value of Public Participation?" *National Civic Review* 110. No.2 (Summer 2021): 9-17, JSTOR.

⁴ Lipscomb, Sarah, "Engaged Communities are Thriving Communities," *National Civic Review* 107, no. 3 (Fall 2018): 37-47 <https://www.jstor.org/stable/10.32543/naticivirevi.107.3.0037>

The survey opened on June 7, 2024, and closed on June 28, 2024. In total, 223 participants took the survey with a completion rate of 100 percent. The average time to complete the survey was 4 minutes 59 seconds. The most skipped question was Question 17: Please share any suggestions you have to improve Park County communication and engagement; 172 participants skipped this open-ended prompt.

Questions 1 through 3 were designed to gather demographic data about survey participants. Questions 4 and 5 were designed to establish the sources participants currently use to seek information about the County and the ways participants prefer to receive information from the County. Questions 6 through 12 were designed to gauge participants' overall impressions of county communication, desire to stay informed, the perceived usefulness of current communication sources, desired areas for improvement, government areas of interest, and the utilization of and ease of use of the county website. Questions 13 through 16 were design to assess participant preferences for engagement with county government. Finally question 17 offered survey respondents an opportunity to share suggestions for how the county can improve its communication and engagement.

The full survey and responses are included in Appendix A.

About the Participants

The 2024 Park County Communications Survey received 223 responses. Participants were asked to report their residency, geographic location, and age group.

Residency

Most participants described their residency as full time.

- Full-time (more than 50 percent of the year): 92.8 percent
- Part time (less than 50 percent of the year): 5.4 percent
- Visitor (less than 10 percent of the year): 1.8 percent

Geographic Location

Of the 212 participants who answered the question, over half identified their community as Livingston.

- Livingston: 54.2 percent
- Emigrant-Pray-Pine Creek: 18.4 percent⁵
- Gardiner: 11.3 percent
- Clyde Park: 4.7 percent
- Wilsall: 4.2 percent
- Cooke City-Silver Gate: 3.8 percent
- Extraterritorial Jurisdiction (ETJ): 3.3 percent

⁵ Pray was listed as a separate choice in addition to "Emigrant-Pray-Pine Creek." Responses were grouped together for percentage calculation.

Other responses given: Beaver Creek Community, Billings, Boulder River, Jardine, County (east of Livingston), Paradise Valley, Pine Creek, Shields Valley, Trail Creek.

Age Group

The largest demographic age group represented in the survey was 65 and over.

- Under 18: 0.0 percent
- 18-24: 1.3 percent
- 25-34: 6.7 percent
- 35-44: 13.9 percent
- 45-54: 23.3 percent
- 55-64: 22.4 percent
- 65+: 30.9 percent
- Prefer not to answer: 1.9 percent



Findings & Data

Residents are the experts when it comes to understanding their own lives and their own barriers to engagement. To get the full picture of barriers and to find what would encourage more engagement, it is best to ask the residents.⁶

-Sarah Lipscomb, *Engaged Communities are Thriving Communities*

Survey participants desire current, frequently shared, and easy to find information. They prefer to attend meetings outside of regular business hours and want more opportunities for communities outside of Livingston to participate in the public process. Survey participants overwhelmingly stated it is “very” or “fairly” important to stay informed about the County and its programs, services, and projects. Participants were divided on how they would describe current Park County communications with 34.5 percent reporting neutral, 33.2 percent reporting somewhat or very good, and 32.3 percent reporting somewhat or very poor.

Communication Preferences

The top 5 sources participants utilize to seek information about Park County:

1. Social media (63.3 percent)
2. Park County website (56.1 percent)
3. Local newspapers (49.8 percent)
4. Nixle (49.3 percent)
5. Email (46.2 percent)

Of the remaining options, participants reported using newsletters (32.6 percent), Park County email lists (32.1 percent), public meetings (28.1 percent), in-person (25.8 percent), mail (20.4 percent), bulletin boards (16.3 percent), and phone (8.6 percent). Participants were allowed to select multiple options. Additionally, they were allowed to write in responses in “other.” Write in responses included: word of mouth, friends and family, neighbors, newsletters, Facebook, information sent from non-governmental organizations (NGOs). Verbatim responses may be viewed in Appendix A.

The top 3 ways participants want to receive communication from the County:

1. Park County email lists (45.2 percent)
2. Social media (18.1 percent)
3. Newsletters (13.3 percent)

⁶ Lipscomb, Sarah, “Engaged Communities are Thriving Communities,” *National Civic Review* 107, no. 3 (Fall 2018): 37-47 <https://www.jstor.org/stable/10.32543/naticivirevi.107.3.0037>

It is noteworthy that while social media was the top source respondents utilized to seek out information *about* the County, only 18.1 percent identified it as their preferred way to receive information *from* the County.

Of the remaining options, participants choose the Park County website (11.0 percent), mail (8.1 percent), public meetings (2.9 percent), and in-person (1.4 percent). Participants were allowed to select one option and write-in a response in “other”. The online and paper copies of the survey were identical and included instructions to “choose one” option. However, some participants who completed a paper copy selected more than one option and this is notated with an asterisk in Appendix A.

Write-in responses included: Email, local newspapers, text, and social media. A few participants specified that their preference is dependent on type of information. Verbatim responses are in Appendix A.

Assessment of County Communication

The Park County Website

Most people report visiting the website to obtain information about a County Department (67 percent), followed by to view public meeting agendas, minutes, and recordings (50.7 percent), to view documents and plans (44.2 percent), and to contact elected officials or staff (32.6 percent).

When asked to rate how easy or difficult it is to navigate the Park County website, 49.3 percent reported easy or very easy compared to 36.1 percent who said difficult or very difficult.

Several written comments expressed a desire for website improvement⁷. Specifically, respondents suggested revamping or overhauling the website, making the website more user-friendly, providing more information on the website, keeping the website current, and making it easier to find information on the website.

Usefulness of County Communication Sources

Question #7 asked participants to rate the usefulness of existing County communication channels. The Nixle Emergency Alert system received the most positive responses with nearly half of respondents reporting it as very useful. The Park County website and social media accounts received the lowest usefulness ratings. Email lists and the Park County Newsletter received the most “no opinion/have not used” responses at 37.4 percent and 33.8 percent respectively.

Areas of Interest

Top 10 aspects of county government respondents are most interested in (percentage):

⁷ Appendix A: Questions 8, 11, and 17 received write-in comments regarding the website.

1. Commissioners (62.0 percent)
2. Public Works (63.3 percent)
3. Elections & Voting (61.1 percent)
4. Events (58.4 percent)
5. Public Safety (55.2 percent)
6. Property Taxes (55.2 percent)
7. Planning (53.8 percent)
8. Public meetings (52 percent)
9. Economic and Community Development (52.5 percent)
10. Emergency Preparedness (49.3 percent)

Engagement Preferences

Meeting Attendance	Biggest Barriers	Meeting Preferences	Input Preferences
<ul style="list-style-type: none"> • About half of participants participated in public meetings in last year 	<ul style="list-style-type: none"> • Conflicts with obligations • Don't know about meetings 	<ul style="list-style-type: none"> • Evening hours (5:00-7:00 p.m.) • Throughout Park County 	<ul style="list-style-type: none"> • Take surveys • Call or email elected officials and staff directly • Submit questions, concerns, and feedback on website

About half of the respondents reporting attending a county meeting in the last 12 months. The two most significant reported barriers to attending public meetings were “conflicts with my working hours” (37.4 percent) and “don’t know about meetings (31.1 percent).” When asked about time-of-day preference for attending public meetings or community engagement sessions, respondents favored meetings in the evening with 6:00-7:00 p.m. as the most popular option (51.0 percent), followed by 5:00-6:00 p.m. (41.2 percent).

The top 3 preferred options for providing input on County programs, services, and/or projects were:

1. Take surveys (67.3 percent)
2. Call or email elected officials or staff directly (45.6 percent)
3. Submit questions, concerns, and feedback on the Park County website (44.2 percent)

Participants from areas beyond Livingston expressed feelings of exclusion or being forgotten. Write-in responses suggested included holding meetings outside of Livingston, meeting Commissioners in Clyde Park, promoting cell service in Cooke City/Silvergate, offering the ability to transact business without driving 2 hours, and making more of an effort to contact landowners about issues affecting their property (by phone or text).

SWOT (Strength, Weaknesses, Opportunities, Threats) Analysis

Strengths

- Technological capacity
- Momentum and recognition of improvement

Weaknesses

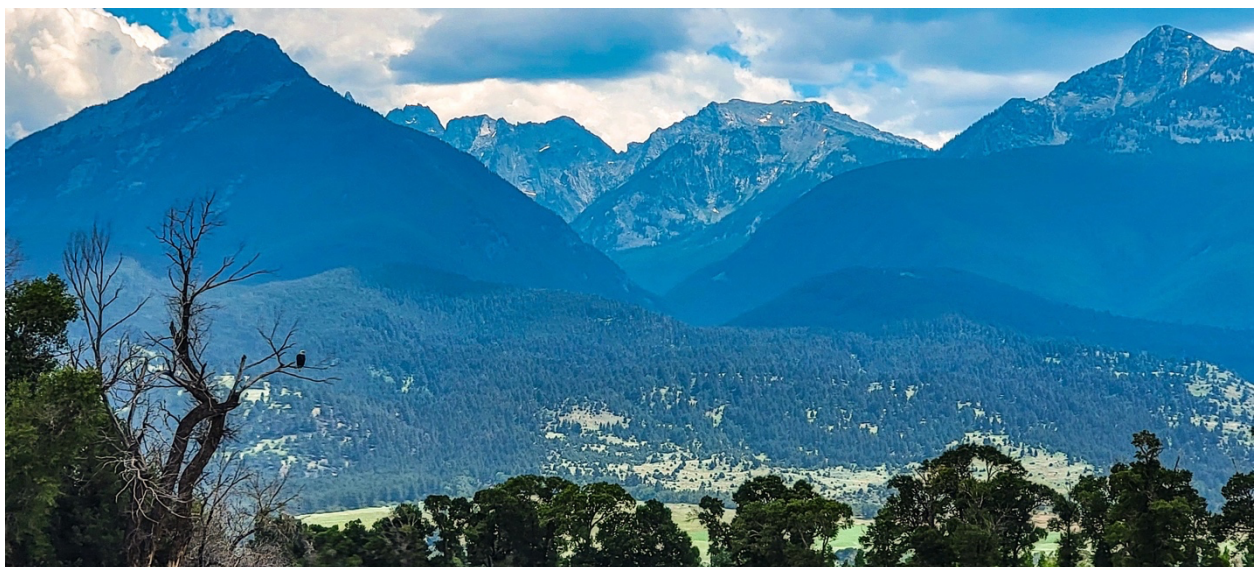
- Reported difficulty finding information
- Communities feel excluded
- Lack of communication plan

Opportunities

- Data available to inform next steps
- New communication channels

Threats

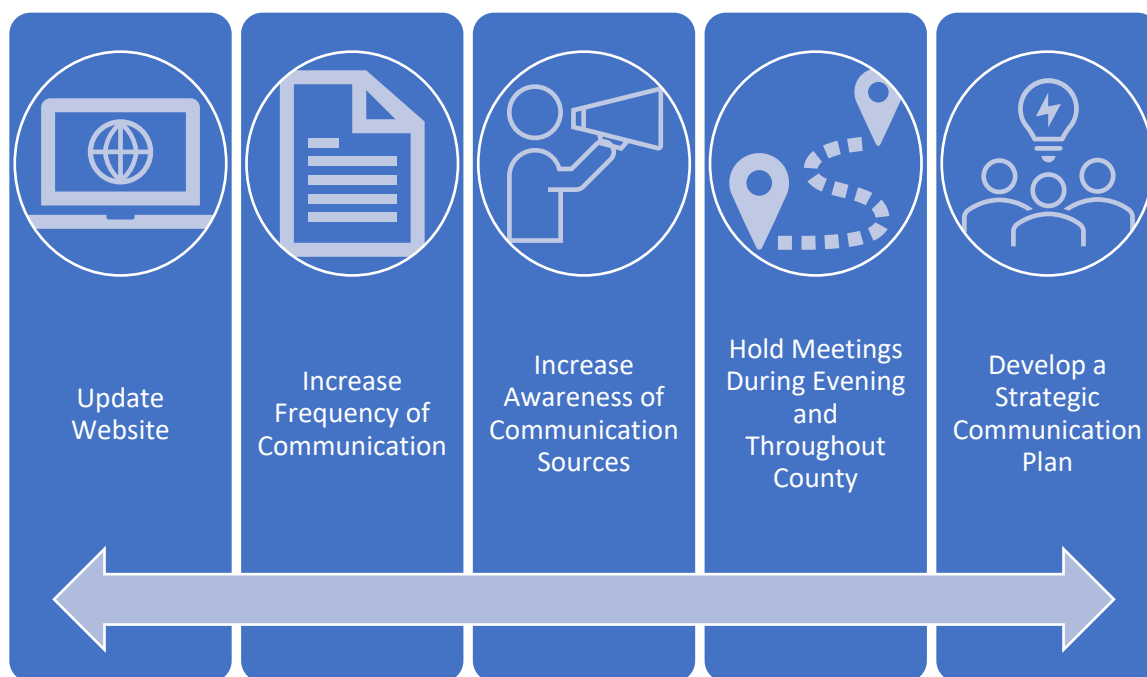
- Inaction: Participants gave their time to provide with County with feedback. The perception of inaction can lead to survey fatigue.



Recommendations

Gaining stakeholders' input is only half of the engagement equation; making decisions and seeing outcomes based on that input is also crucial. Demonstrating how the input led to action helps keep people engaged.

-Sarah Lipscomb, Engaged Communities are Thriving Communities



Recommendation #1: Update the Park County website

In the immediate future, Park County should replace outdated information with current information, starting with the homepage. Over a third of survey respondents described navigating the website as difficult or very difficult and over half of participants selected the website as a source they use to seek out information about the County. The County should also consider adding links to current topics on the homepage for set periods of time. For example, including a direct link to voter resources and information during election season. In the short to mid-term, Park County should overhaul the website with an emphasis on relevant content, ease of use, and citizen interaction.

Implementation and Challenges:

Before overhauling the website, the County should perform an evaluation of the current website. Monmouth University evaluated municipal websites in New Jersey to assist

municipalities in enhancing the effectiveness of their websites⁸. It is recommended that the County utilize a similar evaluation process to identify specific features to alter.

The Monmouth University project team grouped appropriate website content into four categories:

- **Information for Citizens:** The availability of basic information such as contact information for elected officials and departments, meeting schedules and minutes, and refuse site locations and hours of operation.
- **Citizen Interaction:** Opportunities for citizens to engage in government by submitting public comment, emailing officials and staff, signing up for communication channels, etc.
- **Online Government Services:** The ability to conduct online transactions for the convenience of citizens and more efficient public services, including the provision of downloadable forms, online applications, online payment, taxes, and public record requests.
- **Social Networking:** The tools officials and staff use to connect with constituents such as Facebook and other social media platforms, email lists, and newsletters.

Each of the four categories received ratings based on content, ease of use, and citizen interaction. A link to the study can be found in the “Bibliography” section.

This recommendation presents questions and challenges. First, identifying who will update the website in the immediate, short-term, and long-term. Second, who will evaluate the current website and facilitate the implementation of changes? Finally, what is the cost of overhauling the website?

In the immediate future, the County Commission should direct each department to inventory their specific webpage and replace outdated content with current content. The Commission should also establish a point person to facilitate changes to the homepage. Next, the County should establish a communications team to study the website and make recommendations for alterations. The County should also obtain a quote for the cost of overhauling the website. Budget restraints have the potential to impact the feasibility of significant changes. The County may want to consider an incremental approach to changes.

Recommendation #2: Increase frequency of communication

The County should leverage its existing technological capacity to deliver a weekly emailed update on upcoming meetings, events, and other noteworthy programs, services, and projects. Survey participants selected email as their preferred way to receive communication from the County and expressed a desire for information to be shared more often. Given that nearly a third of respondents identified not knowing about meetings as a barrier to participation, the

⁸ Murray and Kloby, “New Jersey E-Government: Best Practices for Municipal Websites,” Monmouth University Polling Institute, March 20, 2013, https://www.monmouth.edu/polling-institute/reports/monmouthpoll_njegov_032013/

weekly communication bulletin can improve awareness by notifying recipients of that week's upcoming meetings and events.

Implementation and Challenges:

The rollout of the Health Department's TV Trapline Project ("Trapline"), an initiative to place county government content on TVs in heavily trafficked areas throughout the Park County, offers an opportunity to introduce a weekly bulletin. The Trapline content will be updated weekly; since the bulletin would also be a weekly offering, similar content could be used for both initiatives, increasing the efficiency of information delivery.

This recommendation presents questions and challenges. Which day of the week should the weekly bulletin be released? How does the County make the weekly bulletin accessible to residents who don't utilize email lists? Additionally, increasing the frequency of content release will require coordination with other departments.

First, this report recommends the bulletin release coincide with the weekly updates to the Trapline content. Ideally, this would be after regular commission meeting agendas are finalized on Friday. Next, the County should place a prominent link to the current bulletin on the website homepage and share the link on Park County social media accounts. Social media and the website were the top sources respondents reported using to seek out information and the second and third respondent preferences for receiving communication.

Recommendation #3: Build awareness of existing communication channels

The County should actively promote its existing communication channels to increase outreach with residents. In Question 7, "How would you rate the usefulness of information from the following sources?" a significant percentage of respondents (between 14.4 and 37.4 percent depending on source) selected "no opinion/have not used."

The County should build awareness of existing communication channels internally to prevent underutilization. For example, the "Events" section near the bottom of the Park County website homepage is almost exclusively used by the Yellowstone Gateway Museum. The Nixle communication system has both emergency and non-emergency community alert functions. A few respondents mentioned a desire to receive County communication via text and the Nixle platform may be useful for this method of communication.

The introduction of new communication channels like the Park County Newsletter, the Health Department's TV Trapline Project, and the weekly bulletin if implemented, makes the coming months the optimal time to let residents know there are new ways to receive information from the County.

Implementation and Challenges:

Park County should promote its communication offerings using internal and external sources. The County should consider sending an informational flyer on communications with the next major mailing to landowners (e.g., refuse tags) to minimize cost. The flyer could contain

information on how to sign up for communication sources, a description of the sources available, and perhaps an option to receive specific communication offerings by mail (e.g., The Park County Newsletter).

Recommendation #4: Hold more meetings in the evening and throughout the County

The County should hold more meetings after business hours and in communities throughout the county to increase public participation. Participants identified meetings conflicting with work or other obligations as the most common barrier to public participation. Several participants specifically mentioned a desire for meetings to be held in other parts of the County, beyond Livingston.

Meeting residents in their spaces is a way to mitigate a distance barrier to engagement, make engagement easy and less time consuming for residents, and is a strategy to gain more input from different voices.⁹

Implementation and Challenges:

It is unclear which types of meetings respondents would prefer to occur in the evening and in their own communities (i.e., Regular Commission meetings, County Board meetings, community engagement sessions, informal commissioner meet and greet events, etc.). Holding the regular Commission meetings at the City/County Complex has advantages: it offers a meeting space, it has the internet connectivity for virtual attendance, and department heads can present agenda items and provide updates. However, the 9 a.m. meeting time is a barrier for those who have work or other obligations during business hours.

The County should consider holding regular evening community engagement sessions in communities every few months. The County should also highlight the meetings already taking place in the evening and in communities outside of Livingston. It is noteworthy that the second largest barrier to attending meetings was “don’t know about the meeting” at 31.1 percent. One respondent mentioned a desire to meet County Commissioners in Clyde Park. Commissioner Tinsley meets with residents in Clyde Park on the first Friday of each month. Commissioner Wells meets with residents in Emigrant on the fourth Wednesday of the month. Finally, the County should track statistics for attendance and evaluate whether public participation increased as the result of meeting changes.

Recommendation #5: Develop a Strategic Communications Plan

The County should develop a strategic communications plan to ensure its communication aligns with its organizational goals, objectives, and values. A communication strategic plan is a living document that serves as a roadmap for how, what, when, and why the County communicates

⁹ Lipscomb, “Engaged Communities are Thriving Communities,” 37

with its audience. Strategic plans in general have numerous benefits; they promote strategic thinking, improve decision-making, and enhance effectiveness.¹⁰

The development of a realistic and useable document involves the following steps¹¹:

1. Identify goals and objectives.
2. Identify audiences.
3. Establish messages.
4. Develop strategies and tactics.
5. Prioritize actions.
6. Create an action plan.
7. Evaluate.

Implementation and Challenges:

Ineffective plans are unrealistic, inflexible, lack specific implementation steps, lack support from leaders, and fail to include a means for evaluation. First, the County needs the support of Commissioners to develop a strategic communications plan. Second, the development of a plan requires resources. The County does not employ a communications specialist; instead, communication duties are divided amongst staff. Therefore, a team of people is necessary to develop a plan. Third, the purpose of a plan is to better communicate with residents. The development process should involve citizen representatives of Park County. Finally, a prerequisite to external engagement is internal engagement. For a strategic communications plan to be successful, it must have buy-in from staff.¹²

Additional Considerations

The County should use performance measures to evaluate its communication and engagement strategy on a yearly basis and use the feedback to inform changes. Quality performance measures identify priorities and motivate employees to accomplish objectives. Examples of performance measures include outputs, outcomes, service quality, cost-effectiveness, resource measures, workload measures and customer satisfaction¹³.

¹⁰ John M. Bryson, "The Future of Public and Nonprofit Strategic Planning in the United States," *Public Administration Review* 70, (2010), S255-S267 <https://www.jstor.org/stable/40984137>

¹¹ Tennyson and Ray, "Creating a Strategic Communication Plan That Gathers No Dust," *Journal of American Water Works Association* 97, no.1 (January 2005), 48-51, 53-57 <https://www.jstor.org/stable/41312000>

¹² Stacy Schweikhart, "Civic Engagement. Community Engagement. Employee Engagement." *National Civic Review* 108, no. 2 (Summer 2019), 50-54 <https://www.jstor.org/stable/10.32543/naticivirevi.108.2.0050>

¹³Theodore H. Poister, Maria P. Aristigueta, and Jeremy L. Hall. *Managing and Measuring Performance in Public and Nonprofit Organizations: An Integrated Approach*. Jossey-Bass, 2015, 416.

Conclusion

To address Park County's most pressing issues, a robust public process with resident participation is necessary¹⁴. Building its capacity to inform residents is a critical first step along the public participation spectrum.

In the past year, residents have provided Park County with feedback on how they want to communicate and engage with their local government: first with the Planning Board Subcommittee Public Outreach Findings Data and most recently, with the 2024 Park County Communications Survey. The County has made strides to improve communication with residents on government activities by implementing the monthly Commissioner newsletter in February and by approving the Health Department's TV Trapline Project.

The County's existing technological capacity to inform residents is a strength. Email lists, social media, and newsletters were the top 3 preferred ways respondents want to receive information. Rather than creating new information delivery systems from scratch, the County can make improvements to how it utilizes its existing system to better communicate with residents. Additionally, the survey data provided feedback on what is working well. Nixle Emergency Alerts were rated as very useful by a large percentage of participants and several participants had positive remarks regarding recent communication initiatives.

The survey did reveal some weaknesses, or areas for improvement, in current communication. Several respondents reported difficulty in finding information on the website and feelings of exclusion in the public process. Respondents also made it clear that the usefulness of current communication sources had room for improvement. Finally, the County lacks a strategic communication plan to guide its administrative decision-making regarding communication.

Despite these weaknesses, there are several reasons for optimism. The findings from both the Planning Board Subcommittee and this year's survey present an opportunity for the County to make communication decisions based on data and to expand its communication offerings. The implementation of new communication sources also presents an opportunity to reach a wider audience.

The County's greatest threat regarding communication is inaction. Residents graciously took the time to provide feedback on how the County can improve. Their feedback directly influenced the recommendations in this report. If Park County implements these recommendations, it can improve its communication and engagement and let residents know their feedback was heard and understood.

¹⁴ Jessica Cameron et al., "What's the Value of Public Participation?" National Civic Review 110. No.2 (Summer 2021): 9-17, JSTOR.

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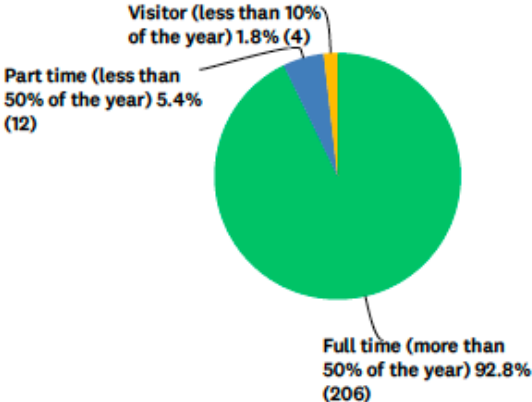
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Appendix A

Park County Communications Survey Data

Q1 Describe your residency in Park County.

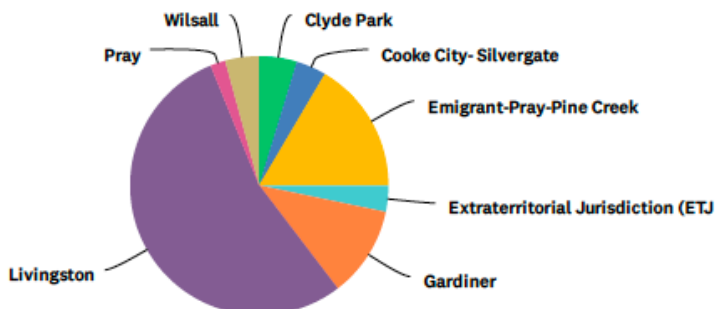
Answered: 222 Skipped: 1



ANSWER CHOICES	RESPONSES
Full time (more than 50% of the year)	92.8%
Part time (less than 50% of the year)	5.4%
Visitor (less than 10% of the year)	1.8%
TOTAL	

Q2 Which community do you reside in?

Answered: 212 Skipped: 11

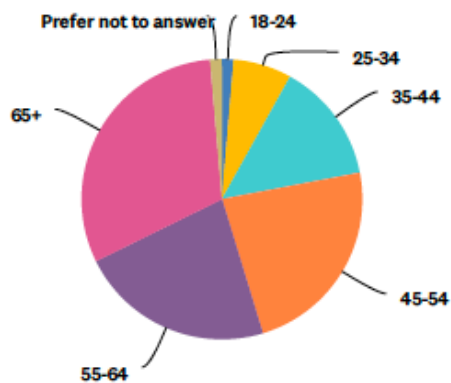


ANSWER CHOICES	RESPONSES
Clyde Park	4.7%
Cooke City- Silvergate	3.8%
Emigrant-Pray-Pine Creek	16.5%
Extraterritorial Jurisdiction (ETJ)	3.3%
Gardiner	11.3%
Livingston	54.2%
Pray	1.9%
Wilsall	4.2%
TOTAL	

#	OTHER (PLEASE SPECIFY)	DATE
1	Shields Valley	6/29/2024 3:30 PM
2	Outside of Clyde Park-with Livingston address (Shields Valley)	6/29/2024 3:26 PM
3	Livingston when I visit.	6/28/2024 5:14 PM
4	Trail Creek	6/27/2024 6:49 PM
5	County east of Livingston	6/23/2024 6:36 PM
6	Paradise Valley	6/21/2024 1:31 PM
7	Boulder drainage	6/18/2024 2:21 PM
8	up the Boulder	6/18/2024 2:21 PM
9	Billings	6/17/2024 6:08 PM
10	Upper Boulder River	6/17/2024 5:43 PM
11	Pine Creek	6/12/2024 6:30 PM
12	Jardine	6/12/2024 5:27 PM
13	Beaver Creek Community	6/9/2024 10:09 AM
14	also Livingston	6/7/2024 9:29 AM

Q3 What is your age?

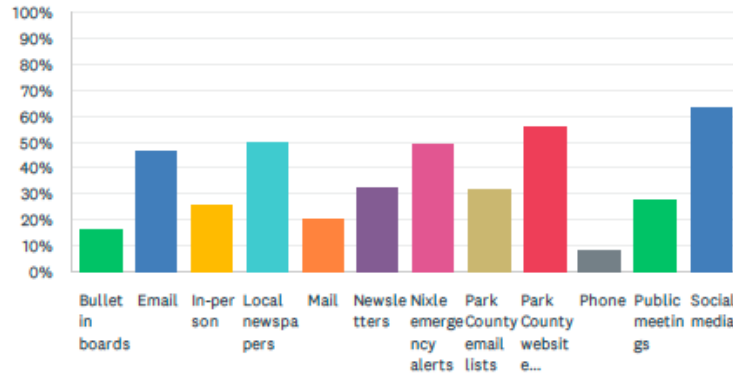
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.0%	0
18-24	1.3%	3
25-34	6.7%	15
35-44	13.9%	31
45-54	23.3%	52
55-64	22.4%	50
65+	30.9%	69
Prefer not to answer	1.3%	3
TOTAL		223

Q4 Which sources do you use when seeking information about Park County? Check all that apply.

Answered: 221 Skipped: 2

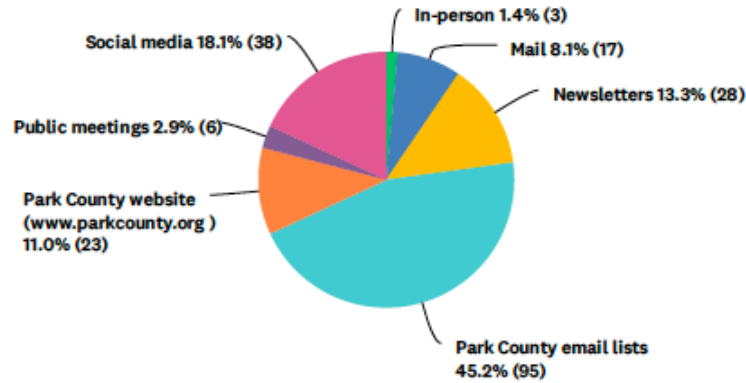


ANSWER CHOICES	RESPONSES
Bulletin boards	16.3% 36
Email	46.2% 102
In-person	25.8% 57
Local newspapers	49.8% 110
Mail	20.4% 45
Newsletters	32.6% 72
Nixle emergency alerts	49.3% 109
Park County email lists	32.1% 71
Park County website (www.parkcounty.org)	56.1% 124
Phone	8.6% 19
Public meetings	28.1% 62
Social media	63.3% 140
Total Respondents: 221	

#	OTHER (PLEASE SPECIFY)	DATE
1	People passing information on	6/29/2024 3:26 PM
2	Word of mouth	6/19/2024 2:44 PM
3	Friends & family	6/17/2024 8:12 PM
4	It is so limited, usually word of mouth	6/17/2024 12:12 PM
5	talking to neighbors	6/16/2024 9:25 AM
6	Gardiner Newsletter by Gardiner Chamber	6/12/2024 5:27 PM
7	Local Chamber newsletter	6/12/2024 3:53 PM
8	Facebook	6/11/2024 4:57 PM
9	Information sent by PCEC and other NGOs	6/7/2024 3:08 PM
10	Newspapers are a waste	6/7/2024 1:59 PM
11	Word of mouth	6/7/2024 1:22 PM

Q5 What is your preferred way to receive communication from the County? Choose one.

Answered: 210 Skipped: 13

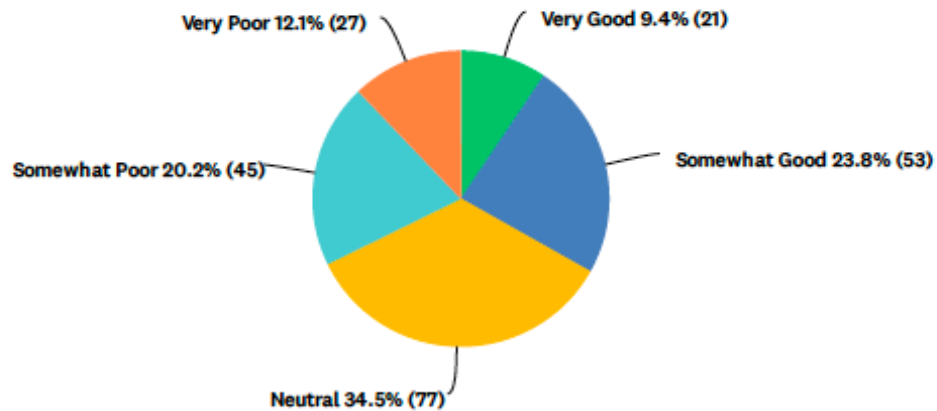


ANSWER CHOICES	RESPONSES
In-person	1.4% 3
Mail	8.1% 17
Newsletters	13.3% 28
Park County email lists	45.2% 95
Park County website (www.parkcounty.org)	11.0% 23
Public meetings	2.9% 6
Social media	18.1% 38
TOTAL	210

#	OTHER (PLEASE SPECIFY)	DATE
1	*Selected multiple options: In-person, mail, newsletters	6/29/2024 3:52 PM
2	*Selected multiple options: Park County email lists, Park County website	6/29/2024 3:50 PM
3	*Selected multiple options: Mail, newsletter	6/29/2024 3:45 PM
4	*Selected multiple options: mail, newsletters, public meetings	6/29/2024 3:30 PM
5	*Selected multiple options: mail, newsletters, public meetings	6/29/2024 3:26 PM
6	email	6/29/2024 3:19 PM
7	*selected more than one option: in-person, newsletters, public meeting, Community Journal newsletter	6/27/2024 3:24 PM
8	in the free community journal paper	6/27/2024 4:51 AM
9	Newspaper	6/21/2024 3:59 PM
10	email	6/17/2024 3:28 PM
11	Local Newspaper	6/16/2024 4:47 PM
12	Depends on message	6/13/2024 2:38 PM
13	Depends on what type of info so difficult to answer.	6/13/2024 9:46 AM
14	Text	6/13/2024 7:34 AM
15	Prefer newspaper but it is VERY marginal with coverage!	6/12/2024 5:34 PM
16	Text alerts would be nice	6/11/2024 4:58 PM
17	Newspaper	6/11/2024 5:50 AM
18	And social media	6/7/2024 10:02 AM

Q6 How would you describe communication from Park County?

Answered: 223 Skipped: 0



	VERY GOOD	SOMEWHAT GOOD	NEUTRAL	SOMEWHAT POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	9.4% 21	23.8% 53	34.5% 77	20.2% 45	12.1% 27	223	-0.02

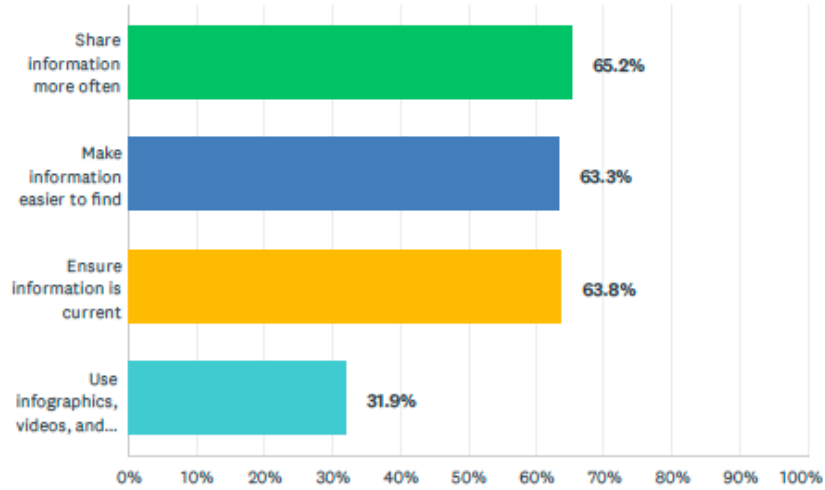
Q7 How would you rate the usefulness of information from the following sources?

Answered: 222 Skipped: 1

	VERY USEFUL	MODERATELY USEFUL	SLIGHTLY USEFUL	NOT AT ALL USEFUL	NO OPINION/HAVE NOT USED	TOTAL	WEIGHTED AVERAGE
Nixle Emergency Alerts	49.5% 109	14.5% 32	9.1% 20	1.8% 4	25.0% 55	220	1.01
Park County email lists	22.9% 49	21.5% 46	14.0% 30	4.2% 9	37.4% 80	214	0.45
Park County Newsletter	23.5% 50	20.2% 43	19.2% 41	3.3% 7	33.8% 72	213	0.41
Park County social media accounts	21.7% 46	24.5% 52	23.1% 49	8.5% 18	22.2% 47	212	0.28
Park County website (www.parkcounty.org)	21.9% 47	28.4% 61	27.0% 58	8.4% 18	14.4% 31	215	0.28

Q8 How can Park County improve the usefulness of the information it distributes? Check all that apply.

Answered: 210 Skipped: 13



ANSWER CHOICES	RESPONSES	
Share information more often	65.2%	137
Make information easier to find	63.3%	133
Ensure information is current	63.8%	134
Use infographics, videos, and other visual aids to convey information	31.9%	67
Total Respondents: 210		

#	OTHER (PLEASE SPECIFY)	DATE
1	A newspaper that serves Shields Valley regularly	6/29/2024 3:54 PM
2	Do not know	6/29/2024 3:22 PM
3	Post info in Community Journal	6/27/2024 3:24 PM
4	How does a guy get on the county e-mail lists?	6/24/2024 12:56 PM
5	Relevant information not the nonsense you are pushing out	6/24/2024 9:02 AM
6	Revamp the website	6/22/2024 6:47 AM
7	In small towns like Gardiner that have one main road through, put up great signs like what Cody, Wy has along the main thoroughfare pointing to hardware store, library, etc.	6/19/2024 5:12 PM
8	Make it easier for people who don't do Social Media	6/19/2024 2:44 PM
9	stop pretending the Boulder River area doesn't exist	6/18/2024 2:21 PM
10	I didn't know there even was an email list.	6/17/2024 3:24 PM
11	Increase information available..don't always assume it's not important...because it probably is to someone.	6/17/2024 12:40 PM
12	No suggestions	6/16/2024 4:47 PM
13	Website specifically (handwritten to the side)	6/15/2024 12:37 PM
14	Explain the impact pro and con of certain items being reported on. Tone from the county at time sounds very defeatist and governmental. As in, there is nothing we can do.	6/12/2024 6:42 PM
15	Website still has Bill Berg as commissioner	6/12/2024 5:27 PM
16	Create a notification email list	6/12/2024 3:53 PM
17	Email blasts/texts	6/12/2024 3:12 PM
18	Timely information	6/11/2024 4:58 PM
19	Let people know how to get info on multiple platforms (ie how to sign up	6/11/2024 6:39 AM
20	Update the website to make it user friendly	6/11/2024 5:50 AM
21	Make more information available on website, e.g., monthly budget and road reports	6/9/2024 10:09 AM
22	DO NOT RELY ON SOCIAL MEDIA OR ENTERPRISE NEWSPAPER	6/7/2024 1:22 PM
23	I find the county website difficult to find information on, I think it could be improved significantly.	6/7/2024 11:22 AM

Q9 Which aspects of County government are you most interested in receiving updates or information about via County communication channels (Park County Newsletter, Park County website, social media, email lists, etc.)? Check all that apply.

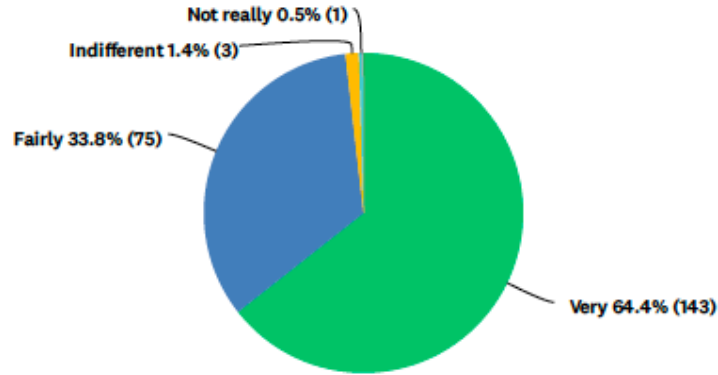
Answered: 221 Skipped: 2

ANSWER CHOICES	RESPONSES
Budget and Finance	44.8% 99
County Commissioners	62.0% 137
Courts	17.2% 38
Economic and Community Development	52.5% 116
Elections and Voting	61.1% 135
Emergency Preparedness	49.3% 109
Events	58.4% 129
Fairgrounds & Parks	33.9% 75
GIS & Rural addressing	12.7% 28
Grants & Special Projects	29.0% 64
Health Department offerings (vaccine clinics, family health services, etc.)	39.8% 88
Job openings	14.9% 33
Motor vehicle registration	14.5% 32
Museum	19.0% 42
Permitting (septic, food service, bum)	18.6% 41
Planning (subdivision review, growth policy, Planning Board)	53.8% 119
Property taxes	55.2% 122
Public meetings	52.0% 115
Public safety (Sheriff's Office, ambulance, fire, search & rescue)	55.2% 122
Public Works (roads & bridges, refuse/solid waste, noxious weed control)	63.3% 140
Records (marriage, court filings, birth and death certificates, land-related records)	8.6% 19
Transit (Windrider, Angel Line)	10.9% 24
Total Respondents: 221	

#	OTHER (PLEASE SPECIFY)	DATE
1	Airport	6/23/2024 6:36 PM
2	all of it	6/18/2024 2:21 PM
3	Dumb criminal spotlight for fun and deterrent of crime	6/18/2024 10:31 AM
4	I absolutely want to know about growth policy, but also specific development projects in Paradise Valley	6/17/2024 3:24 PM
5	Community Happenings	6/17/2024 12:40 PM
6	Roads and maintenance schedule	6/12/2024 5:27 PM
7	Host planning meetings live on zoom. Allow for public review of pre-recorded meetings post meeting and for longer comment & review feedback deadline with recorded meetings	6/7/2024 1:22 PM

Q10 How important is it to you to be well informed about the County and its programs, services, and projects?

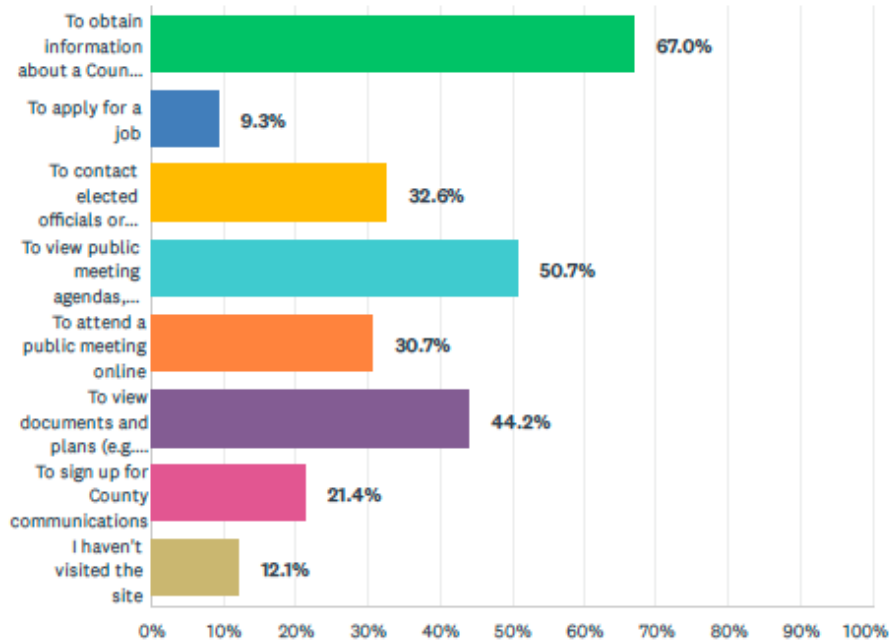
Answered: 222 Skipped: 1



	VERY	FAIRLY	INDIFFERENT	NOT REALLY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
(no label)	64.4%	33.8%	1.4%	0.5%	0.0%	222	1.62
	143	75	3	1	0		

Q11 For which of the following reasons have you visited the County's website www.parkcounty.org? Check all that apply.

Answered: 215 Skipped: 8

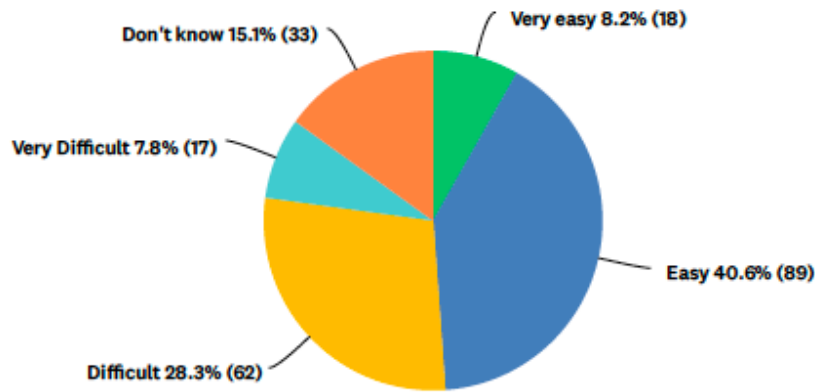


ANSWER CHOICES	RESPONSES	
To obtain information about a County Department (e.g. Public Works, Health Department, Treasurer)	67.0%	144
To apply for a job	9.3%	20
To contact elected officials or staff	32.6%	70
To view public meeting agendas, minutes, and recordings	50.7%	109
To attend a public meeting online	30.7%	66
To view documents and plans (e.g. Budget, Growth Policy, Tax Bill)	44.2%	95
To sign up for County communications	21.4%	46
I haven't visited the site	12.1%	26
Total Respondents: 215		

#	OTHER (PLEASE SPECIFY)	DATE
1	Can't get it.	6/29/2024 3:26 PM
2	Park and Rec info	6/28/2024 10:42 AM
3	To find the correct phone number for a department.	6/26/2024 2:32 PM
4	Polling place hours	6/21/2024 9:12 AM
5	Did not know about this site	6/19/2024 2:44 PM
6	Trying to find information on elections	6/19/2024 9:36 AM
7	Inmates	6/18/2024 10:31 AM
8	To apply for permit to reserve Arch Park	6/17/2024 5:02 PM
9	look up my property tax billing	6/17/2024 4:55 PM
10	Website is overwhelming. It's a LOT of stuff. I'm not sure what I'm interested in.	6/17/2024 3:24 PM
11	Active Bum permit	6/17/2024 12:52 PM
12	Election Information	6/17/2024 12:12 PM
13	public library account access	6/15/2024 12:14 PM
14	I have visited a few times but cannot recall why...	6/13/2024 9:46 AM
15	Election results	6/12/2024 10:29 PM
16	Forms and applications	6/12/2024 6:42 PM
17	Septic permitting records	6/11/2024 6:39 AM
18	Roads and taxes	6/10/2024 12:25 PM

Q12 How easy or difficult do you feel it is to find the information you are looking for on the Park County website (www.parkcounty.org)?

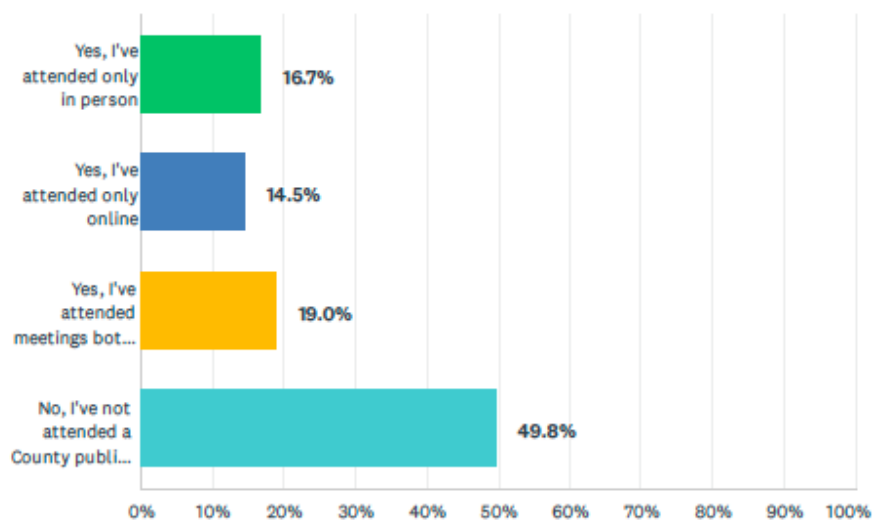
Answered: 219 Skipped: 4



	VERY EASY	EASY	DIFFICULT	VERY DIFFICULT	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
(no label)	8.2%	40.6%	28.3%	7.8%	15.1%	219	0.13
	18	89	62	17	33		

Q13 Have you attended a County public meeting in the last 12 months? (County Commission, Planning Board, Board of Health, etc.)

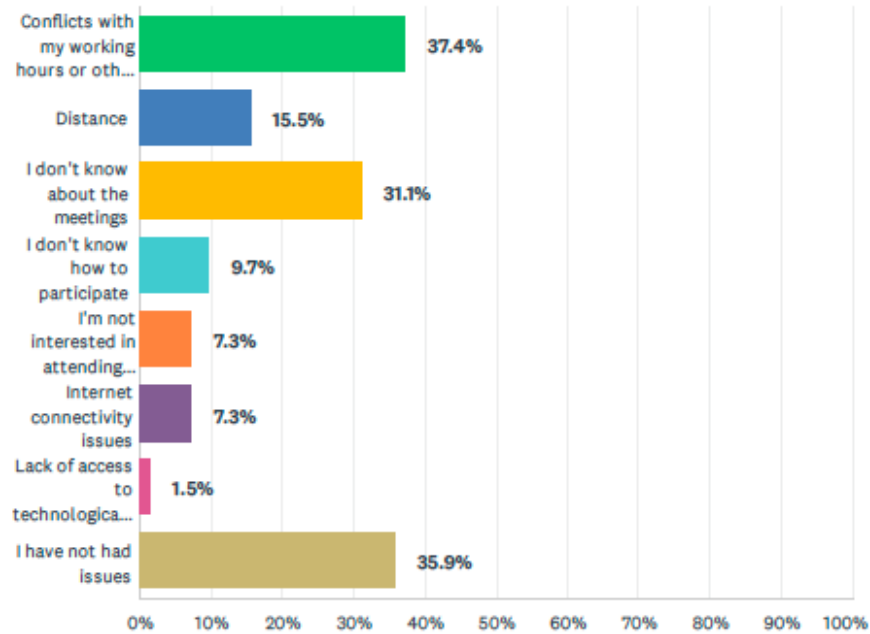
Answered: 221 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, I've attended only in person	16.7%	37
Yes, I've attended only online	14.5%	32
Yes, I've attended meetings both online and in person	19.0%	42
No, I've not attended a County public meeting	49.8%	110
TOTAL		221

Q14 Have you encountered barriers to participating in County public meetings? Check all that apply.

Answered: 206 Skipped: 17

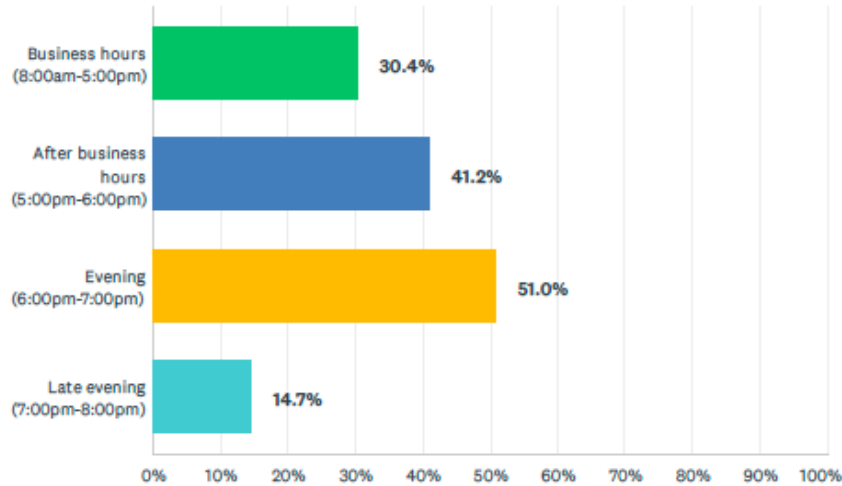


ANSWER CHOICES	RESPONSES	
Conflicts with my working hours or other obligations	37.4%	77
Distance	15.5%	32
I don't know about the meetings	31.1%	64
I don't know how to participate	9.7%	20
I'm not interested in attending meetings	7.3%	15
Internet connectivity issues	7.3%	15
Lack of access to technological device(s) (computer, mobile phone, tablet, etc.)	1.5%	3
I have not had issues	35.9%	74
Total Respondents: 206		

#	OTHER (PLEASE SPECIFY)	DATE
1	meetings scheduled when people work	6/29/2024 3:19 PM
2	Have multiple kids. Recorded meeting to watch after the fact and an option to ask questions or comment	6/28/2024 10:42 AM
3	Sound is not always good, everyone should use a microphone	6/27/2024 5:30 PM
4	the Granite system is terrible--when I try to connect online, I get booted off every 5-10 minutes and have to reconnect. We have strong wifi and never, ever have a problem with Zoom.	6/23/2024 6:36 PM
5	Signed up for e-mail list and did not receive notifications.	6/21/2024 1:31 PM
6	Lack of seating in commission chambers	6/17/2024 10:06 PM
7	Poor sound quality or difficult to watch with camera moving so much	6/17/2024 2:15 PM
8	It seems like you have to know about the meetings...to know about a meeting..Agendas do not seem to be widely published.	6/17/2024 12:40 PM
9	allowed the city to annex my subdivision	6/12/2024 8:32 PM
10	Haven't felt the need to attend.	6/12/2024 6:42 PM
11	The Board often changes their meeting times at the last moment making it hard to attend.	6/11/2024 5:50 AM
12	Comments only no answers	6/10/2024 12:25 PM
13	Road conditions	6/9/2024 10:09 AM
14	Some county committees or boards (like parks and fairgrounds are terrible on posting meetings, having online dial ins, and posting minutes that identify participants.	6/7/2024 3:08 PM

Q15 What time(s) of day would you prefer to attend public meetings and/or community engagement sessions? Check all that apply.

Answered: 204 Skipped: 19

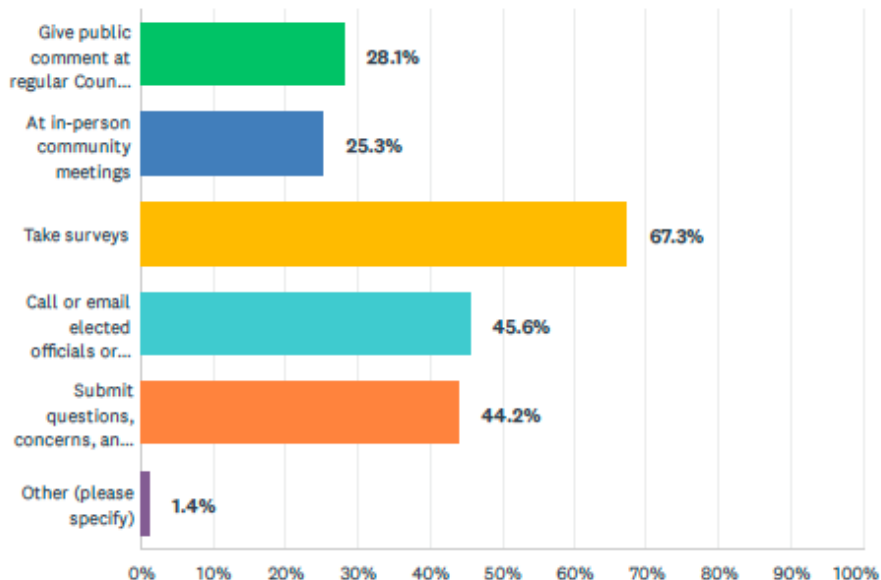


ANSWER CHOICES	RESPONSES
Business hours (8:00am-5:00pm)	30.4% 62
After business hours (5:00pm-6:00pm)	41.2% 84
Evening (6:00pm-7:00pm)	51.0% 104
Late evening (7:00pm-8:00pm)	14.7% 30
Total Respondents: 204	

#	OTHER (PLEASE SPECIFY)	DATE
1	Recorded options with a comment/question platform set up for 3-5 days	6/28/2024 10:42 AM
2	n/a	6/21/2024 3:59 PM
3	Sunday	6/18/2024 8:48 AM
4	Personally no preference	6/17/2024 12:40 PM
5	Too old, and live too far away to attend	6/16/2024 11:22 AM
6	Noontime	6/11/2024 6:39 AM
7	Sunday	6/10/2024 12:25 PM

Q16 What is your preferred way to provide input on County programs, services, and/or projects? Check all that apply.

Answered: 217 Skipped: 6



ANSWER CHOICES	RESPONSES	
Give public comment at regular County Commission and/or board meetings	28.1%	61
At in-person community meetings	25.3%	55
Take surveys	67.3%	146
Call or email elected officials or staff directly	45.6%	99
Submit questions, concerns, and feedback on the Park County website	44.2%	96
Other (please specify)	1.4%	3
Total Respondents: 217		

#	OTHER (PLEASE SPECIFY)	DATE
1	meeting held not only in Livingston	6/29/2024 3:19 PM
2	Online submission of comments with complete public disclosure and tally of comments	6/7/2024 1:22 PM
3	Dont feel the elected officials care to hear from their employers	6/7/2024 8:32 AM

Q17 Please share any suggestions you have to improve Park County communication and engagement.

Answered: 51 Skipped: 172

#	RESPONSES	DATE
1	Park County does not end at the Interstate. Shields Valley is neglected or forgotten.	6/29/2024 3:45 PM
2	Receive communications directly, not through third party. Thank you!	6/29/2024 3:33 PM
3	Newsletter by mail	6/29/2024 3:30 PM
4	Newsletter by mail. Like to meet Commissioners in Clyde Park.	6/29/2024 3:26 PM
5	Park county needs to remember that there is a community it serves to the North. The roads are absolutely atrocious, including bus routes, issues that need to be addressed in Northern Park Co. are grossly neglected and ignored, and meeting times need to be scheduled to accommodate ALL Park Co. residents. Meetings do not always need to be held in Livingston and there is a severe lack of transparency.	6/29/2024 3:19 PM
6	County manager returning messages or following through with anything would be a great start.	6/27/2024 7:48 PM
7	We feel like we don't get enough input. We tend to find about about things after it's too late to have an opinion.	6/27/2024 7:44 PM
8	Be more clear on the agendas about what you will be talking about, so the community understands what you will actually be talking about All departments take all community comments into account so that they might keep attending and participating Have a road department board, so more public input and ideas and participation on fixing the problem, instead of everyone against the road department. More understanding of the real problems they deal with More explanation of why decisions made, instead if just pass or no pass. People need more knowledge of our local government	6/27/2024 6:06 PM
9	Please don't rely solely on social media - I'd like to spend less time on it and I don't always see posts for events in a timely manner.	6/27/2024 5:45 PM
10	1- We need a Park County Department Store! Bozeman is too far 2- No local affordable housing of any type. Junk mobile homes are renting for \$2k/month. Normal working families cannot afford to live here if they have a job 3- Unregulated building by wealthy restricting open access to public use lands by local populace 4- Over the air TV stations- Meyers, Chico, Livingston Translation Towers- no TV for older folks- CBS, NBC, FOX, PBS- all out or off more then on. Over the Air TV reception is Federally mandated	6/27/2024 3:24 PM
11	I have had emails to commissioners go unanswered, along with others I know, via the emails listed on the website, so improved electronic communication as everyone's schedules are very different.	6/27/2024 4:51 AM
12	Promote or initiate cell phone service in Cooke City/Silver Gate area. It would enhance safety, health, business (most young people use it exclusively for reservations & vacation services) and certainly communications	6/26/2024 2:58 PM
13	The more avenues the better for inclusivity and more voices, what about texts to a platform? Create more spaces for staff and commissioners to engage in friendly places rather than over BIG issues that can be divisive. How can we make local government more fun and personable?	6/24/2024 6:01 PM
14	Park County is a clown show. It is time to grow up and put your big boy pants on and start acting like a functional government.	6/24/2024 9:02 AM
15	I have written letters to the Commissioners that were completely ignored. Very frustrating--there is no point to writing letters--only in-person or online speaking up counts.	6/23/2024 6:36 PM
16	Perhaps revamp the Park County website to make it more user-friendly and streamline the information that the public would be interested in that they usually find out about elsewhere.	6/23/2024 1:19 AM
17	Overhaul the website so that the important information is within only 1 or 2 clicks	6/22/2024 6:47 AM
18	Distance is a massive barrier to those of us in Cooke City/Silver Gate. We feel like we don't matter at all to the rest of the county. It would be so wonderful to be able to transact some business without driving 2 hours.	6/21/2024 8:53 PM
19	Thank you! A great deal of information is already available. Citizens need to be willing to do some homework. Not all of it is easy to comprehend. That is, to some extent, the nature of local government. You can always do better but so can we.	6/19/2024 4:34 PM
20	The Commissioners need to actually have discussions of their opinions at meetings rather than just vote items up or down.	6/19/2024 1:49 PM
21	Stop taking our taxes and doing nothing to help us that are the Boulder River part of the county.	6/18/2024 2:21 PM
22	I want the staff to know that they should open all available communication channels both ways. Also, I want to know all commissioners and possible to review their work. Also, have Impeachment documents to be handy. Cause right now Clint Tinsly needs to go!	6/18/2024 10:31 AM

23	The website should have a place where it asks you questions and then recommends things for you, like videos or email lists. The newsletter is very good. It should be mailed to all residents. Or at least send a mailer to all residents one time and let them know about it. People used to get informed about things in a local newspaper, but now it's not profitable to print one. What replaces it? An emailed newsletter? But does it have the same reach as a newspaper once did? Farmers want to know if you're going to take their ability to farm certain land away. People want to know if a bunch of subdivisions are going to be built in their backyard. To many, progress and development is inherently evil. Give them lots of advanced notice.	6/17/2024 3:24 PM
24	No additional comments	6/17/2024 1:10 PM
25	Mostly just putting more information out there..not just the hot topics...just don't assume somethings not important...because it probably is to someone	6/17/2024 12:40 PM
26	Great job to the staff in such hard times! We can see the work you do over the naysayers!!!	6/17/2024 11:58 AM
27	I don't use Facebook but use to get info from the newspaper -- sadly -- it is no longer useful -- Wed and Sat issues usually come far to late to be useful.	6/16/2024 9:25 AM
28	Of high importance should be keeping the website current.	6/15/2024 12:12 PM
29	Remind citizens it's incumbent upon them to get educated and to get involved in the local government process.	6/13/2024 9:34 PM
30	I've never received an email from the county but would certainly like to be added. My email is [REDACTED] Thanks!	6/13/2024 1:12 PM
31	Less reliance on nonprofits and NGOs for information which sometimes conflicts with local government.	6/13/2024 12:29 PM
32	Email or text notifications and links to specific information	6/13/2024 7:34 AM
33	I really appreciate direct communications from the City Manager to the citizens of the county and the city of Livingston, especially during the period when we had hateful and homophobic pamphlets left on our sidewalks. It really helped to reinforce my personal feelings of hope and safety to know that our town is being run by tolerant, educated, kind people. When some of those among us are threatened, we all feel threatened. I love this town and treasure the safety I feel, and the kindness from the people here--literally everyone I know. Thank you.	6/12/2024 6:56 PM
34	Communications page in paper and on-line that provides info on what is happening within the county....this format should be a "one-stop" page so folks don't have to go from department to department page to find out what has happened, what is happening and what is being planned.	6/12/2024 5:34 PM
35	Just communicate. Especially roads. We never know when/ if out roads are being graded or improved. Last year was to pave Z hill, never heard any more, this year hears were going to do something to improve Jardine road, not sure what since it wasn't mentioned in latest county newsletter	6/12/2024 5:27 PM
36	Could there be more meetings in the communities of Park County? I live in Emigrant but work in Mammoth. very difficult to turn around an travel to Livingston. And the meetings are during my work hours. agendas and meeting notes would be helpful to know what will be discussed ahead of time.	6/12/2024 4:04 PM
37	I just signed up for the Newsletter because of this survey and read some of the past issues. Very helpful!	6/12/2024 3:12 PM
38	Specifically updating the refuse page to give correct times green boxes are open. It's a long way to go with trash to have it closed when the website says it's open.	6/12/2024 11:57 AM
39	The website really needs to be overhauled. I gather it works fine for the county staff who use it regularly and are familiar with how to navigate it. For those who do not work for the county, I think it is very extremely difficult to find the information you need.	6/12/2024 8:46 AM
40	It would be really nice if more meetings were held at the Cooke City/Silver Gate area.	6/12/2024 6:47 AM
41	Website could use an overhaul - make more user friendly - be able to find agendas and meeting links more easily	6/11/2024 6:39 AM
42	What news letter?	6/11/2024 6:30 AM
43	Stop collecting data about how people want to engage, and start engaging with people.	6/11/2024 5:50 AM
44	One thing I've noticed is that sometimes my husband gets a Nixle alert and I don't, and vice versa. Not sure why but it's concerning if we're not together.	6/10/2024 1:36 PM
45	Keep doing what you are - a process of continual improvement. Thank you.	6/9/2024 10:09 AM
46	Things are getting better! The Commissioners, with good intentions, are trying to get maximum active participation. There are some who would rather take "cheap shots" at whatever that do not like (often anonymously) rather than say "I'll volunteer or help."	6/7/2024 3:08 PM
47	I feel the county commission oversteps their bounds ridiculous regulations-do not really listen. By meeting time they have already decided before public comments.	6/7/2024 1:59 PM
48	Transparency. You need to notify property owners when something affects their property or atea.	6/7/2024 1:22 PM

49	Website is extremely hard to find what you are looking for including how to contact people/departments.	6/7/2024 11:59 AM
50	I appreciate this survey. Thank you to all of the Park County staff for what you do for the residents!	6/7/2024 10:02 AM
51	My one request is that county staff make more of an effort to contact affected landowners when taking actions that will significantly impact them. I'm thinking specifically about the Bruffey bridge closure, for which letters were mailed at the time of the closure to residents who do not receive mail at their Bruffey addresses. The county could easily take advantage of the fact that we are a small community (Park County, not just Bruffey Road) and even one or two phone calls - or texts - can often suffice to get basic, important information to a whole neighborhood. I know this may seem old-fashioned, but it works for certain things.	6/7/2024 8:54 AM



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Park County, Montana

414 EAST CALENDAR ST | LIVINGSTON, MONTANA