



## Business Performance

The Business Performance Department is responsible for budget, finance, accounting, acquisition management, contracting, grants & agreements, property, human resources, staff hiring actions, strategic management planning, and Land Between the Lakes Protection Act & Demonstration Authority implementation.

**Business Planning and Performance:** Due to the Land Between the Lakes Protection Act of 1998, LBL is required to conduct business much different than other Forests within the US Forest Service. Per the Protection Act, all revenues remain on property for use towards the operations and improvements of LBL. At the time of transfer from TVA, LBL operated on approximately 30% revenues and 70% appropriated dollars. In recent years, LBL has had to rely more and more on revenues (60%) for operations as appropriated dollars have decreased requiring the unit to focus more on cost recovery, methods to increase visitation and strategic business practices. LBL’s unique Demonstration Authority is utilized regularly to explore, establish and implement new ways of strategic business planning across the unit.

**Budget & Financial Management:** The Business Performance Department prepares and manages LBL’s budget annually through an agency wide software program called WorkPlan. Each program at LBL is provided its own unique budget giving program managers the authority and flexibility to manage their programs as fiscally responsible as possible.

**Personnel Resource Management:** Staff within the department serve as the “1st stop” at LBL for many administrative tasks such as human resources management, employee relations, new employee hiring actions, recruiting interns & apprentices, civil rights issues, pay & leave, etc.

**Point-of-Sale & Reservation System:** Established through our Demonstration Authority, LBL manages the only unique stand-alone point-of-sale and reservation system within the agency. The point-of-sale system allows for “real-time” management of revenues and troubleshooting. The reservation system is not only a revenue producer but also provides superior customer service by having a call center that is on-site and understands the specifics of each campground.

**Principle Goal**  
To assure that a spirit of creativity and innovation is nurtured at Land Between the Lakes National Recreation Area ensuring changes that will improve customer service, cost-effectiveness and operational efficiency.

**Strategy & Vision**  
Provide strategic and unique business strategies to program managers which promotes a sense of enthusiasm, pride and value in exploring new ways of doing business and reducing bureaucracy while improving agency processes and procedures.