

## Authority Mission Statement and Performance Measurements

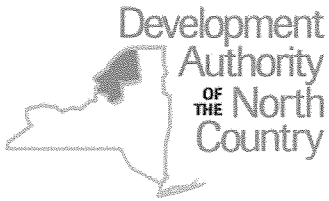
**Name of Public Authority:** Development Authority of the North Country

**Public Authority's Mission Statement:** See Attached

**Date Adopted:** March 25, 2010

**List of Performance Goals (If additional space is needed, please attach):**

- See Attached



## **Mission, Vision, and Principles Statement**

### **Our Mission**

The mission of the Development Authority of the North Country is to serve the common interests of Jefferson, Lewis and St. Lawrence Counties by providing technical services and infrastructure, which will enhance economic opportunities in the region and promote the health and well being of its communities.

### **Performance Measurements**

- Meet or exceed Federal, State and local regulatory requirements.
- Meet or exceed Federal, State and local safety requirements.
- Operate transparently and with accountability to partners and general public.
- Practice environmental stewardship throughout all operations.
- Provide value-added services to communities through competitive rate structures.
- Manage the Authority's assets in a prudent and fiscally responsible manner.
- Lead in application of technology in the operation of our infrastructure.

### **Our Principles**

We will measure our achievements against these standards in all our activities.

#### **Integrity**

We will be honest and responsible in dealing with customers, suppliers, partners and coworkers.

#### **Environment**

We will strive to protect, conserve and enhance the health and well being of our region, for current and future generations.

#### **Quality and Excellence**

We will provide services that meet or exceed the needs and expectations of our customers. We will listen to our customers and pursue improvement and innovation in all our operations.

#### **People**

People are the key to our success and our most important resource. Our employees will have equal opportunity in an environment that fosters communications and continuous improvement through employee involvement. We will treat our employees the way we expect them to treat our customers.

#### **Leadership and Accountability**

We will identify opportunities that will benefit our customers and partners, and will focus our resources to take advantage of those opportunities. We will be accountable and responsible — individually and as an organization — for our actions and results.

#### **Partnership**

We will work collectively and cooperatively with our coworkers and customers to achieve together what we could not achieve alone.

#### **Stewardship**

We will maintain the highest level of fiscal responsibility and trust in our dealings.