



OUR MISSION:

To maximize visitation to the Adirondack region by operating our venues (Olympic Center, Olympic Sports Complex, Olympic Jumping Complex, Whiteface Mountain, Gore Mountain) in a fiscally responsible manner while at the same time promoting environmental awareness, safety, fun, and the Olympic spirit.

PERFORMANCE MEASURES

ORDA's performance goals are embodied in its Mission. Consequently, ORDA evaluates its performance on a myriad of factors and recognizes that no single measure of performance defines its success. It further recognizes that no piece of statistical data can be isolated in time as a measure of success because there are dynamic factors that influence the true value and meaning of each metric. Many of these factors are beyond ORDA's control and include, but are not limited to, the state of the economy, rate of inflation, anomalies (i.e. weather), and job market. Accordingly, ORDA strives to mitigate these factors by utilizing pertinent data, recognizing trends, and scrutinizing the decision-making process. ORDA also believes that success is derived from much more than mere numbers; success is a fluid concept that must recognize an organization's viability depends upon satisfying stakeholders and ensuring that their demands are met. As such, ORDA considers the following as it pertains to accomplishing its mission.

To maximize visitation to the Adirondack region

- Bed tax
- Economic Impact Study
- ORDA visits
- Festivals; concerts; retreats; conferences held in the Adirondack region
- Steps ORDA is taking to improve visitation (modernization, experiences, infrastructure, etc)

by operating our venues (Olympic Center, Olympic Sports Complex, Olympic Jumping Complex, Whiteface Mountain, Gore Mountain) in a fiscally responsible manner

- Personnel costs comparisons
- NPS spending comparisons
- State of economy (CPI, recognized factors)
- Revenue generation
- Initiatives implemented to increase revenue/reduce spending
- X factors: state funding / sponsorships (overall economic climate)
- Cost/benefit analyses
- Adherence to procurement policies
- Audit

while at the same time promoting environmental awareness, safety, fun, and the Olympic spirit

- Initiatives taken to be Green/more energy efficient, safe, fun
- Initiatives encouraging customers/visitors to be green, safe, fun
- Injuries/ WC claims
- Olympic initiatives
- International competitions
- Events
- Athlete Development (partners, programs)
- Use as training facilities
- Customer/client satisfaction
- Stakeholder perception
- Product quality