

RESPONSE TO THE SHAREHOLDER’S LETTER OF EXPECTATIONS

The Shareholder’s Letter of Expectations affirms BC Assessment’s mandate to establish and maintain property assessments that are uniform throughout B.C., in accordance with the *Assessment Act*, and to support the achievement of government’s strategic priorities as articulated in the government’s strategic plan.

Table 1 highlights specific directions to the corporation and our responses to the 2009 Shareholder’s Letter of Expectations. More detailed information on the 2009 Shareholder’s Letter of Expectation is available at (http://www.bcaassessment.ca/pdf/about/2009Shareholders_letter_of_expectations.pdf) .

Table 1: BC Assessment’s response to the direction within the 2009 Shareholder’s Letter of Expectations

Shareholder’s Expectations	BC Assessment Alignment
Make the public sector carbon neutral by 2010.	<ul style="list-style-type: none"> • The Board established a new Climate Action Committee to ensure that this initiative is seen as a corporate priority. • BC Assessment is in the implementation phase of the three-year climate action plan that will specify ways to measure the corporation’s current greenhouse gas (GHG) emissions, actions to reduce GHG emissions, a performance measurement target for GHG emissions and the number of carbon credits that BC Assessment may need to purchase. • BC Assessment is moving its Head office into a Leadership Energy and Environmental Design (LEED) standard building. In the past year, BC Assessment has moved one of its Area offices into a LEED standard building. • The development and implementation of the 2009 multi-year strategic facility plan will include environmental criteria.
Encourage staff involvement in developing ideas and new solutions to meet climate change objectives.	Green teams in each office will hold meetings, have idea-generating sessions, host speakers and offer promotions.
Participate in the farm classification review process, and implement the interim recommendations from the Farm Assessment Review Panel (see http://www.farmassessmentreview.ca/index.htm) for the 2009 assessment year.	<ul style="list-style-type: none"> • A representative(s) of BC Assessment will act as a resource at all public consultation meetings held by the Farm Assessment Review Panel. • BC Assessment will provide data, information on current practices and other information as requested, to help the Farm Assessment Review Panel meet its mandate. • Responding to the recommendations from the Farm Assessment Review Panel is a 2009 priority within the 2009–2011 Corporate Operating Plan.
Encourage and improve relationships with stakeholders and partners to identify emerging issues and develop solutions.	<ul style="list-style-type: none"> • BC Assessment has finalized a relationship management strategy that includes an action plan. • BC Assessment has established a Taxing Jurisdiction Advisory Committee to focus on the information services and products that the corporation offers to local governments.

Shareholder's Expectations	BC Assessment Alignment
<p>Conduct business in an effective, efficient and environmentally responsible manner, including developing revenue sources independent of the tax levy.</p>	<ul style="list-style-type: none"> • As an initial step in determining an alternate revenue strategy, BC Assessment will be implementing the first phases of the multi-year information systems plan; these initial stages are designed to find technical solutions to increase the effectiveness and efficiency of selling data. • The 2009-2011 Corporate Operating Plan identifies a 2010 project to explore alternate sources of revenue.
<p>Develop an engaged workforce committed to high levels of customer service by ensuring a solid supply of qualified, engaged employees and establishing a learning culture.</p>	<ul style="list-style-type: none"> • BC Assessment has made People and Culture its number one priority strategic area of focus. • BC Assessment restructured the Executive Management Team to give one team member sole responsibility for the People and Culture goal and its associated strategies and performance targets.