

Office of the Acting Associate Director

Business Operations and Service Excellence

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1 November 2018

Steve Shaw

Executive Officer

Facilities and Planning

Dear Steve Shaw:

During the 2018-2019 school year, I would ask you to focus on the following key areas while fulfilling all of the duties of your position:

* Lead and model shared leadership, while developing relationships built on trust, in order to support and advance service excellence within the department.
* Support the work of the Multi Year Strategic Plan – Action Plans:
  + Ensure the equitable distribution of facility resources to ensure that schools in all areas of the city are well served. This review will include both financial and human resources; and
  + Undertake a review of the accommodation drivers of the Long-Term Program and Accommodation Strategy (LTPAS) to ensure that they reflect our commitment to human rights, equity, accessibility and inclusion.
* Continue with ongoing efforts to improve service levels by leveraging technology, and engaging staff in Service Excellence initiatives designed to increase client satisfaction and improve service levels.
* Support the transition of real estate and land use planning functions to the Toronto Lands Corporation.
* Ensure that policies and procedures related to Health and Safety are reviewed/ updated to provide support for safe learning environments for staff and students.
* Initiate a review of Board administrative space with a view to creating effective relationships and improving utilization of all of our administrative sites.

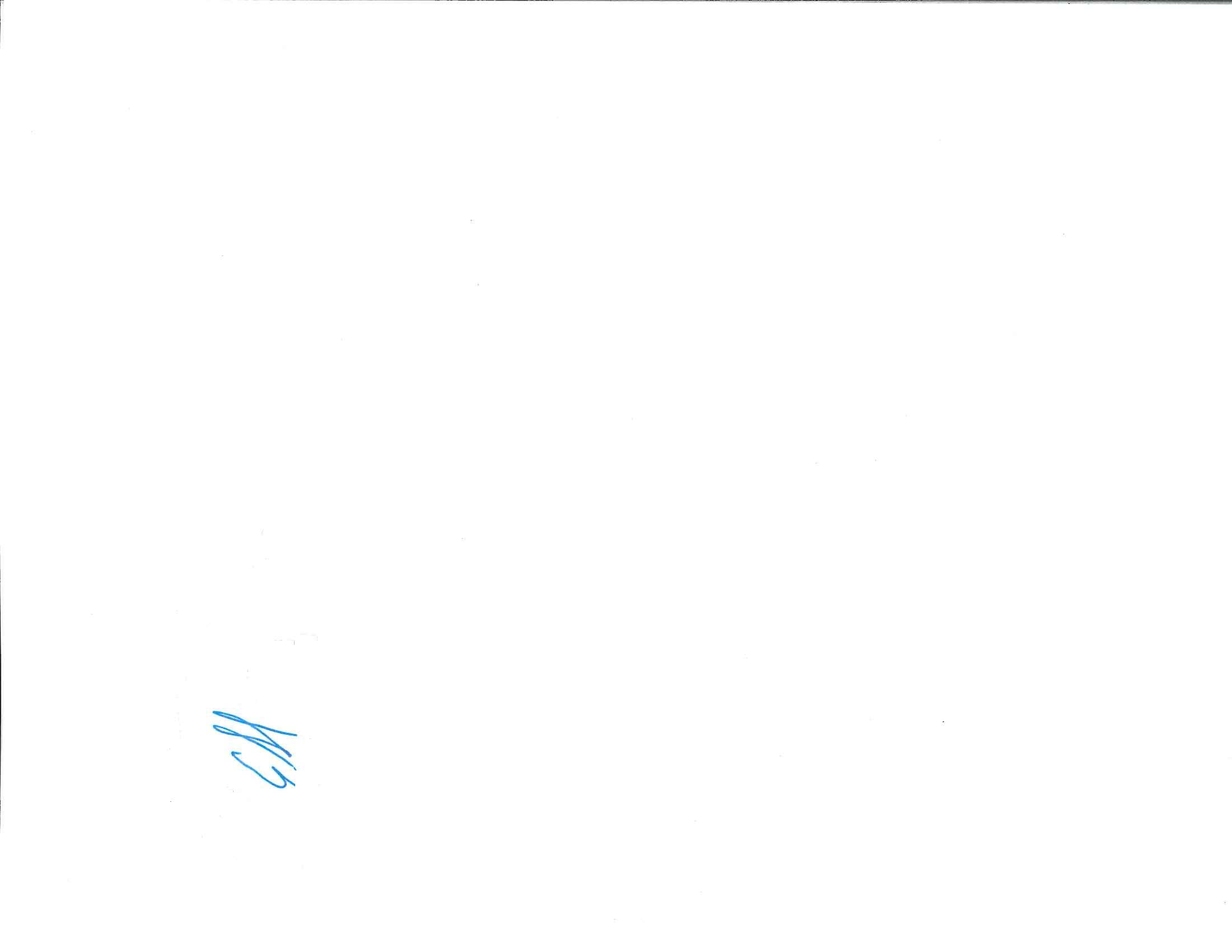
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During the course of the year, I ask that you collaborate intentionally and strategically with the following colleagues on issues related to their portfolios:

* Faris Mansur, System Facility Officer;
* Andrew Gowdy, System Planning Officer;
* John Long, Senior Manager Plant Operations and Community Use; and
* Patrick Mohammed, Acting Manager, Health and Safety.

In addition, please work with Peter Singh, Executive Officer, Information Technology and Information Management on improving department technology to drive productivity and the four Learning Centre Executive Superintendents to identify opportunities to support schools and students.

Please develop an action plan with deliverables, measurements and budget and the date when various aspects of the plan will be completed.



Sincerely,

Craig Snider

Acting Associate Director

Business Operations and Service Excellence