

**D**uring the past few years, the Commission has been working to improve the way it does business. The Commission's new Strategic Plan, adopted in 2011, sets out a vision for the Commission's future and identifies key areas for improvement. The Commission is committed to transparency, accountability, and efficiency. The Commission's new website, launched in 2012, provides a central hub for all Commission information. The Commission is also committed to providing high-quality customer service. The Commission's new Customer Service Strategy, adopted in 2013, sets out a vision for the Commission's customer service and identifies key areas for improvement. The Commission is committed to providing high-quality customer service to all stakeholders.

Area	Current State	Target State
Transparency	Low	High
Accountability	Medium	High
Efficiency	Low	High
Customer Service	Medium	High

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## Is serial-killer in Vancouver?

**I**n Vancouver, British Columbia, Canada, a serial killer has been active for several years. The killer has been responsible for the deaths of several people. The killer has been identified as a man in his late 20s or early 30s. The killer has been described as a white male with short, dark hair. The killer has been described as a man who is intelligent and charming. The killer has been described as a man who is a member of a religious group. The killer has been described as a man who is a member of a religious group. The killer has been described as a man who is a member of a religious group.

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