

Office of Strategic Performance & Evaluation

Date: 07.01.2011

Subject: Invitation – Q1 Kickoff Review of Process Metrics and Team Performance

You are invited to participate in the first quarterly Process Performance Review, taking place on **January 14th**. The session will cover:

- Review of throughput time variance across permit types
- Assessment of backlog from December 2010
- Identification of high-frequency bottleneck transitions

Participants will receive summary dashboards prepared from last year's performance data. The session will be internal and diagnostic — **no policy changes or rule modifications** are planned for implementation.