

Office of the Mayor – Municipality B

Date: 03.01.2011

Subject: 2011 New Year Message and Organizational Highlights

Dear colleagues,

As we begin the new year, I want to thank all of you for your continued dedication to excellent public service. In 2010, we successfully launched the pilot online appointment system, processed a record number of permit applications, and maintained exceptional citizen satisfaction ratings in our quarterly surveys.

Looking ahead to 2011, we will focus on internal development:

- Launching a peer mentoring program for junior staff
- Hosting monthly brown-bag sessions on planning law updates
- Revamping our public outreach strategy

I encourage you all to share ideas, stay engaged, and make the most of the year ahead. This message does **not include process changes** or new legal directives.