



The Success Metric Document identifies key performance measures and target goals for the Development Services Department. These metrics gauge the performance of review times, wait times, employee investment, and technology to assess business processes and organizational efficiencies.

# Key Success Metrics December 2019

### Customer Wait Times in Development Assistance Center

#### Zoning/Site Plan Consultation

**12**  
Minutes

Goal: 90% of customers seen within 25 minutes

#### Environmental Review Consultation

**14**  
Minutes

Goal: 90% of customers seen within 19 minutes

Time a customer waits for consultation with appropriate staff (excludes customers who entered the queue remotely).

### Site and Subdivision Application Intake Meeting

**1**  
Day

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff.

### 3-1-1 Service Requests

**97%**  
Closed

Goal: 90%

Percent of 3-1-1 service requests assigned to DSD closed within 5 business days.

### Plan Reviews Completed On-Time

#### Commercial

Department	Percentage
Development Services	94%
Austin Fire	89%
Austin Water	97%
Health	92%

#### Residential

Department	Percentage
Development Services	94%
Austin Water	94%
Austin Fire	80%
Planning and Zoning	91%
Watershed Protection	84%

#### Site & Subdivision

Department	Percentage
Development Services	87%
Austin Transportation	86%
Austin Water	98%
Comm & Technology	74%
Parks & Recreation	71%
Austin Fire	97%
Planning and Zoning	100%
Travis City	16%
Austin Energy	77%
Watershed Protection	96%

Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process. Data only reflect those departments currently tracked in AMANDA

Color Key:

- Met Goal
- Did Not Meet Goal
- Partner Departments