




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

January 2020

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation




12

Minutes

Goal: 90% of customers seen within 25 minutes.

Environmental Review Consultation



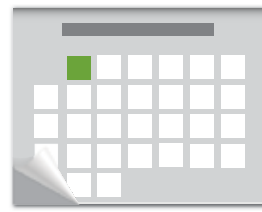
12

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



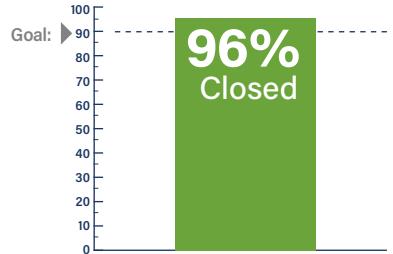
1

Day

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff

3-1 Service Requests



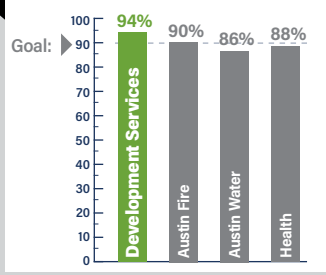
96%

Closed

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

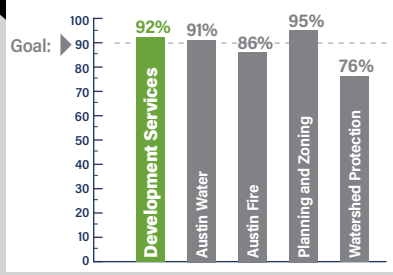
Plan Reviews Completed On-Time

Commercial



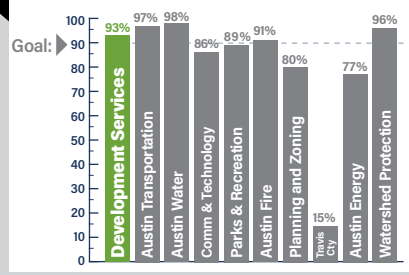
Department	Percentage
Development Services	94%
Austin Fire	90%
Austin Water	86%
Health	88%

Residential



Department	Percentage
Development Services	92%
Austin Water	91%
Austin Fire	86%
Planning and Zoning	95%
Watershed Protection	76%

Site & Subdivision



Department	Percentage
Development Services	93%
Austin Transportation	97%
Austin Water	98%
Comm & Technology	86%
Parks & Recreation	89%
Austin Fire	91%
Planning and Zoning	80%
Texas City	15%
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