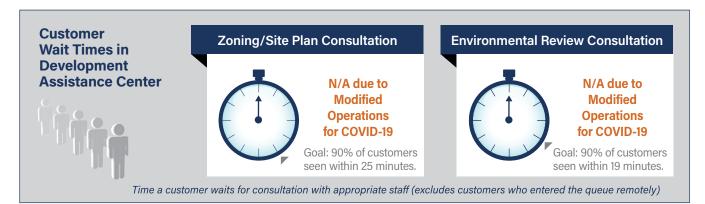


Building a Better and Safer Austin Together

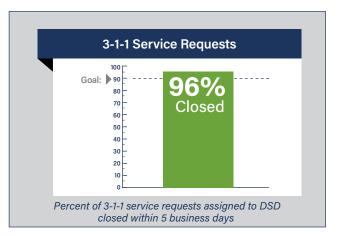
The Success Metric Document identifies key performance measures and target goals for the Development Services Department. These metrics gauge the performance of review times, wait times, employee investment, and technology to assess business processes and organizational efficiencies.

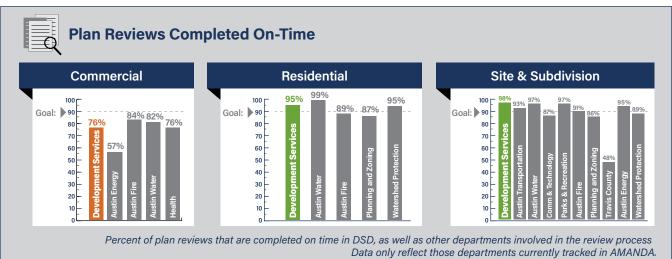
## **Key Success Metrics**

April 2020











Data Source: AMANDA, AVAYA, QLESS