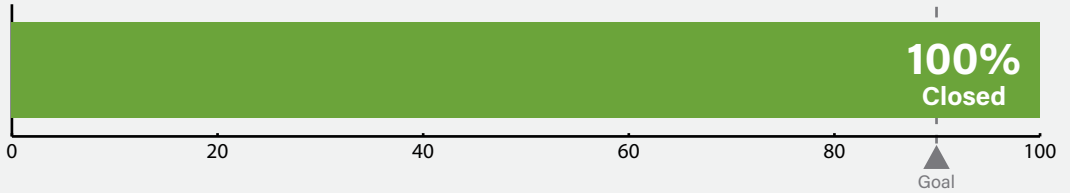




The Success Metrics document identifies key performance measures and target goals for development-related processes for the Development Services Department. These metrics gauge performance in terms of processing times in several key areas of service delivery.

3-1-1 Service request

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



Plan Reviews Completed On-Time

Commercial

Development Services

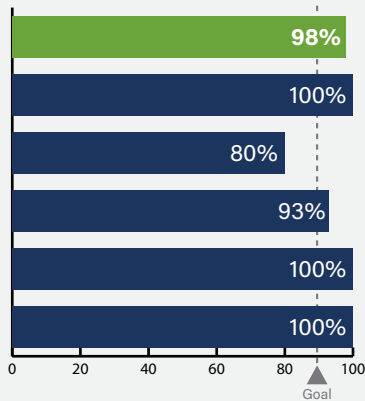
Austin Energy

Austin Fire

Austin Health

Austin Water

Planning



Residential

Development Services

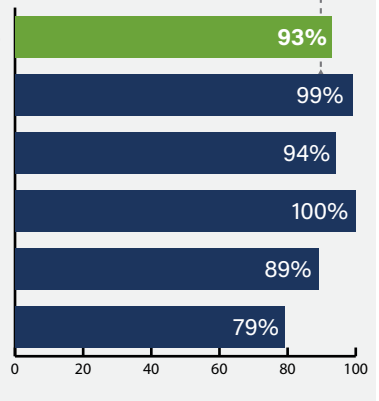
Austin Energy

Austin Fire

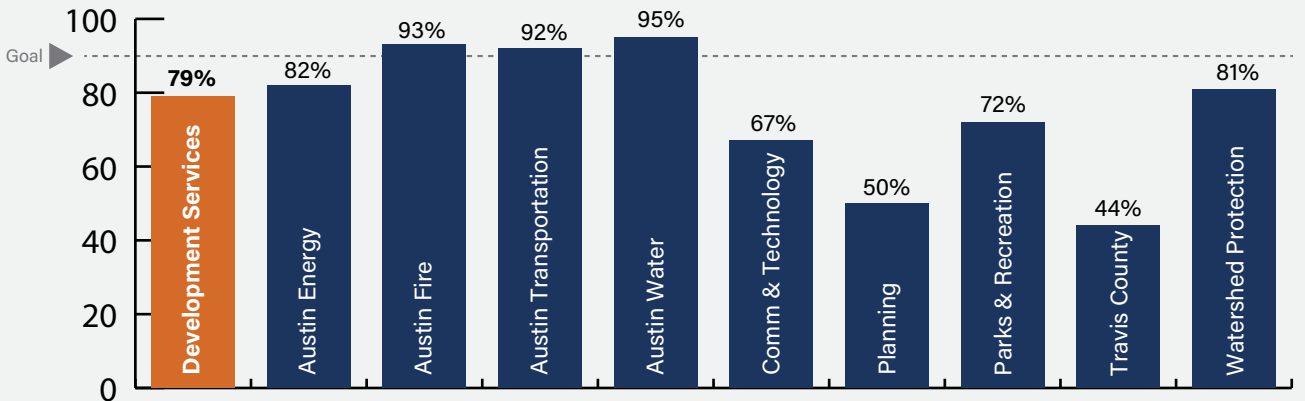
Austin Water

Planning

Watershed Protection



Site & Subdivision



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