





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 March 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



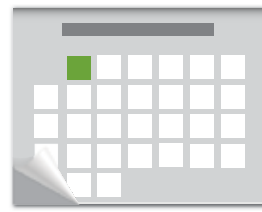
19

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



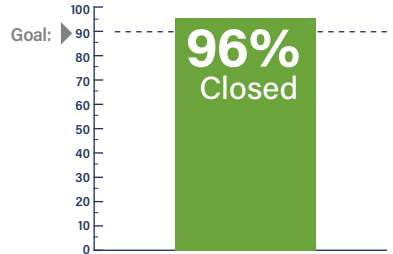
1

Day

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff

3-1 Service Requests

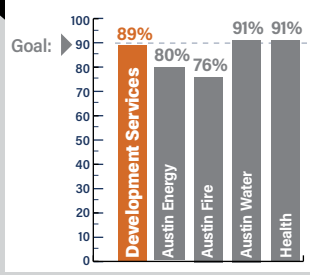


Goal: 90%

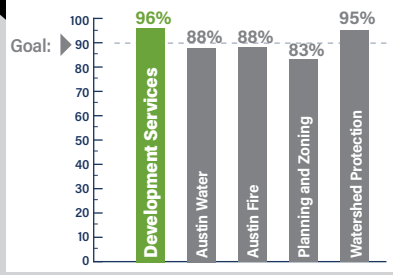
Percent of 3-1 service requests assigned to DSD closed within 5 business days

Plan Reviews Completed On-Time

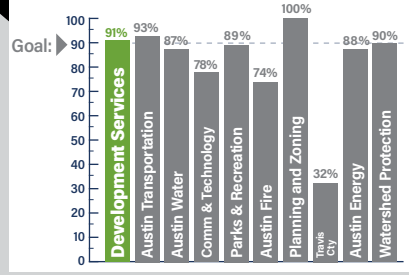
Commercial



Residential



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