



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 November 2019

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

14
Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

7
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%

96%
Closed

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

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	94%
Austin Fire Department	87%
Austin Water Utility	91%
Health Department	95%

Residential

Department	Percentage
DSD	94%
Austin Water Utility	93%
Austin Fire Department	88%
Planning and Zoning	90%
Watershed Department	81%

Site & Subdivision

Department	Percentage
DSD	86%
Austin Transportation	74%
Austin Water Utility	99%
Comm & Tech Department	82%
Parks & Recreation	64%
Austin Fire Department	91%
Planning and Zoning	100%
Travis City	13%
Austin Energy	44%
Watershed Department	94%

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

Data Source: AMANDA, AVAYA, QLESS