



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.

July 2021

**Customer Wait Times in Development Assistance Center**



**Zoning/Site Plan Consultation**



**NO DATA**  
because no  
**in-person**  
**services**

Goal: 90% of customers seen within 25 minutes.

**Environmental Review Consultation**

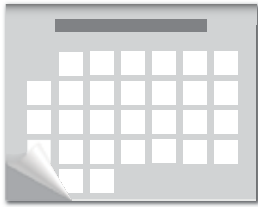


**NO DATA**  
because no  
**in-person**  
**services**

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**

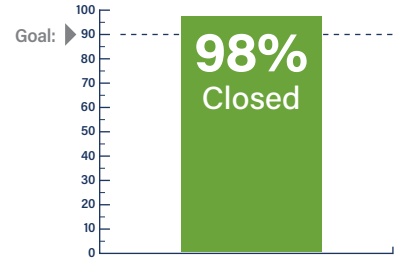


**DATA irrelevant**  
because no  
**appointments**

Goal: 2 Days

*Approximate delay, in days, for appointment with intake staff*

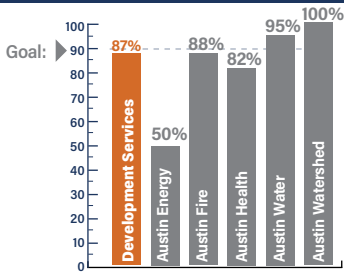
**3-1-1 Service Requests**



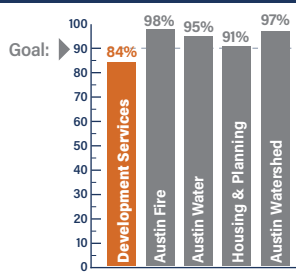
*Percent of 3-1-1 service requests assigned to DSD closed within 5 business days*

**Plan Reviews Completed On-Time**

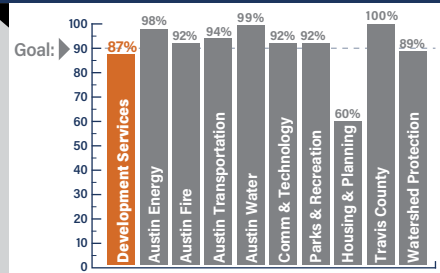
**Commercial**



**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