




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 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

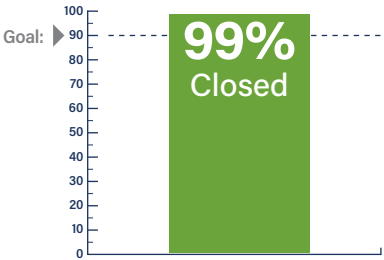


DATA irrelevant
because no appointments

Goal: 2 Days


Approximate delay, in days, for appointment with intake staff

3-1 Service Requests



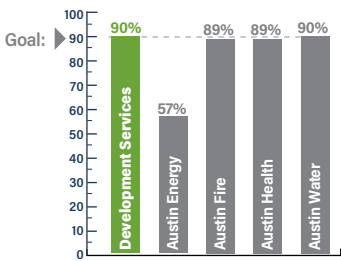
99% Closed

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



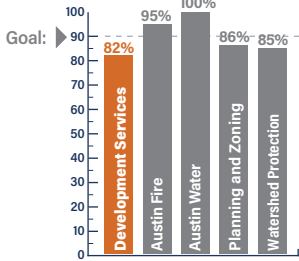
Plan Reviews Completed On-Time

Commercial



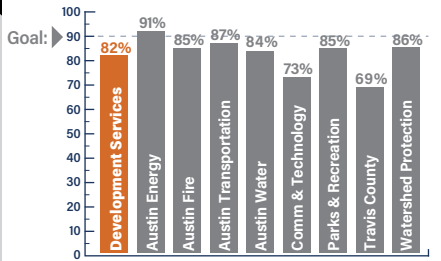
Department	Percentage
Development Services	90%
Austin Energy	57%
Austin Fire	89%
Austin Health	89%
Austin Water	90%

Residential



Department	Percentage
Development Services	82%
Austin Fire	95%
Austin Water	100%
Planning and Zoning	86%
Watershed Protection	85%

Site & Subdivision



Department	Percentage
Development Services	82%
Austin Energy	91%
Austin Fire	85%
Austin Transportation	87%
Austin Water	84%
Comm & Technology	73%
Parks & Recreation	85%
Travis County	69%
Watershed Protection	86%

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

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



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Environmental Review Consultation

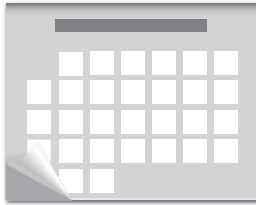


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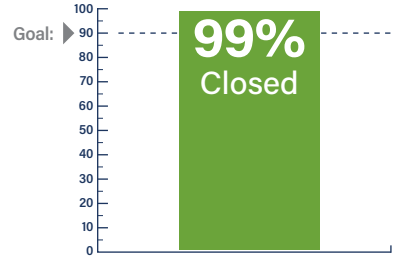


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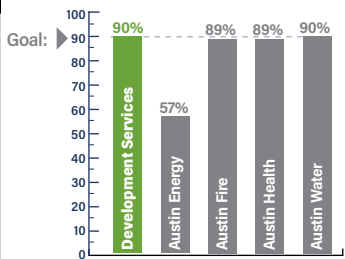
3-1 Service Requests



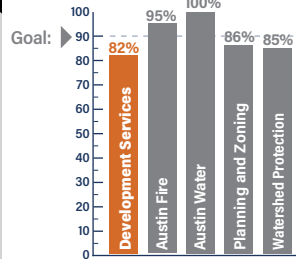
Percent of 3-1 service requests assigned to DSD closed within 5 business days

Plan Reviews Completed On-Time

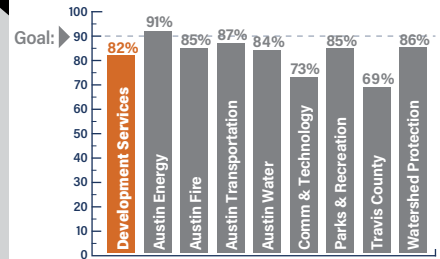
Commercial



Residential



Site & Subdivision



*Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process
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