



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 June 2017

Customer Wait Times in Development Assistance Center




Zoning/Site Plan Consultation



14 Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation




24 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).

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Site and Subdivision Application Intake Meeting



2 Days

Goal: 2 Days

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

Calls Answered by Representative



75%

Goal: 75%

Percent incoming calls to main operator line answered by Customer Service Representatives, not voicemail.

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	75%
Austin Fire Dept	88%
Austin Water Utility	100%

Residential

Department	Percentage
DSD	92%
Austin Water Utility	100%
Austin Fire Dept	86%
PAZ	88%
Watershed Dept	91%

Site & Subdivision

Department	Percentage
DSD	71%
Austin Transportation	88%
Austin Water Utility	100%
Comm & Tech Dept	96%
Parks & Rec Dept	99%
Austin Fire Dept	82%
PAZ	67%
Travis Co.	30%
Austin Energy	99%
Watershed Dept	99%

Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process. Data only reflects those departments currently tracked in AMANDA.

Color Key:

Met Goal

Did Not Meet Goal

Partner Departments

