



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 2019

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

11 Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

10 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.

Calls Answered by Representative

65%

Percent of 3-1-1 service requests assigned to DSD closed within 2 business days.

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	94%
Austin Fire Dept	89%
Austin Water Utility	86%
Health Dept	77%

Residential

Department	Percentage
DSD	93%
Austin Water Utility	85%
Austin Fire Dept	69%
PAZ	88%
Watershed Dept	57%

Site & Subdivision

Department	Percentage
DSD	86%
Austin Transportation	80%
Austin Water Utility	99%
Comm & Tech Dept	71%
Parks & Rec Dept	96%
Austin Fire Dept	82%
PAZ	81%
Travis County	23%
AE	80%
Watershed Dept	93%

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

