



Key Success Metrics

JULY 2016

Customer Wait Times in Development Assistance Center




Zoning/Site Plan Consultation



20
Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation



14
Minutes

Goal: 90% of customers seen within 19 Minutes

Time a customer waits for consultation with appropriate staff.

Site and Subdivision Application Intake Meeting




3

Days

Goal: 2 Days

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

Calls Answered by Representative



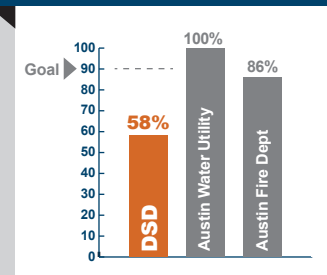
61%

Goal: 75%

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

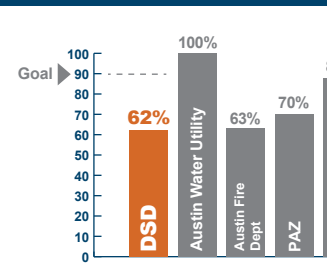
Plan Reviews Completed On-Time

Commercial



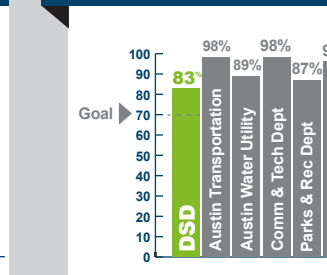
Department	Percentage
DSD	58%
Austin Water Utility	100%
Austin Fire Dept	86%

Residential



Department	Percentage
DSD	62%
Austin Water Utility	100%
Austin Fire Dept	63%
PAZ	70%
Watershed Dept	88%

Site & Subdivision



Department	Percentage
DSD	83%
Austin Transportation	98%
Austin Water Utility	89%
Comm & Tech Dept	98%
Parks & Rec Dept	87%
Austin Fire Dept	96%
PAZ	0%
Travis County	28%
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

Data Source: AMANDA, AVAYA

