




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

January 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

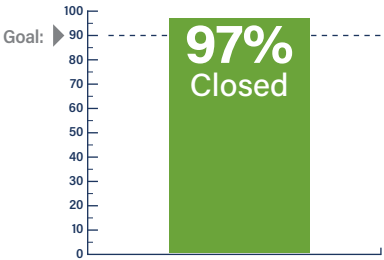


DATA irrelevant
because no
appointments

Goal: 2 Days


Approximate delay, in days, for appointment with intake staff

3-1 Service Requests



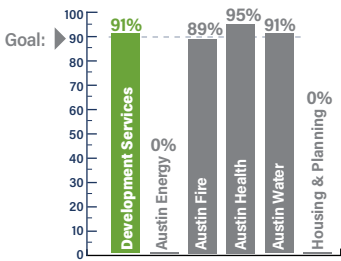
97%
Closed

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



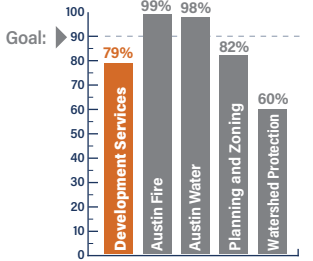
Plan Reviews Completed On-Time

Commercial



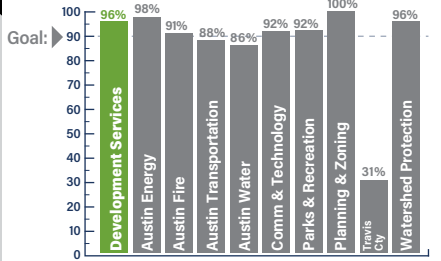
Department	Percentage
Development Services	91%
Austin Energy	0%
Austin Fire	89%
Austin Health	95%
Austin Water	91%
Housing & Planning	0%

Residential



Department	Percentage
Development Services	79%
Austin Fire	99%
Austin Water	98%
Planning and Zoning	82%
Watershed Protection	60%

Site & Subdivision



Department	Percentage
Development Services	96%
Austin Energy	98%
Austin Fire	91%
Austin Transportation	88%
Austin Water	86%
Comm & Technology	92%
Parks & Recreation	92%
Planning & Zoning	100%
Travis City	31%
Watershed Protection	96%

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