



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 April 2020

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

N/A due to Modified Operations for COVID-19

Goal: 90% of customers seen within 25 minutes.

Environmental Review Consultation

N/A due to Modified Operations for COVID-19

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

N/A due to Modified Operations for COVID-19

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff

3-1 Service Requests

Goal: 90%

96% 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	76%
Austin Energy	57%
Austin Fire	84%
Austin Water	82%
Health	76%

Residential

Department	Percentage
Development Services	95%
Austin Water	99%
Austin Fire	89%
Planning and Zoning	87%
Watershed Protection	95%

Site & Subdivision

Department	Percentage
Development Services	98%
Austin Transportation	93%
Austin Water	97%
Comm & Technology	87%
Parks & Recreation	97%
Austin Fire	91%
Planning and Zoning	86%
Travis County	48%
Austin Energy	95%
Watershed Protection	89%

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