



The Success Metrics document identifies key performance measures and target goals for development-related processes for the Development Services Department. These metrics gauge performance in terms of processing times in several key areas of service delivery.

### 3-1-1 Service request

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



### Plan Reviews Completed On-Time

#### Commercial

Development Services

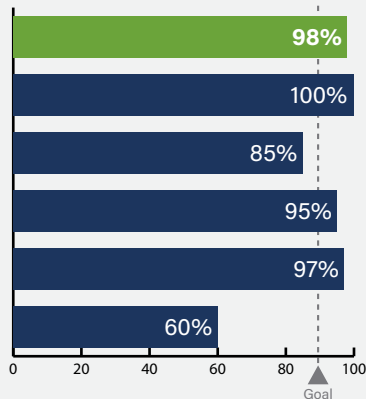
Austin Energy

Austin Fire

Austin Health

Austin Water

Planning



#### Residential

Development Services

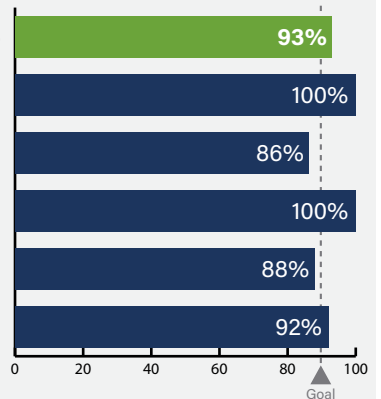
Austin Energy

Austin Fire

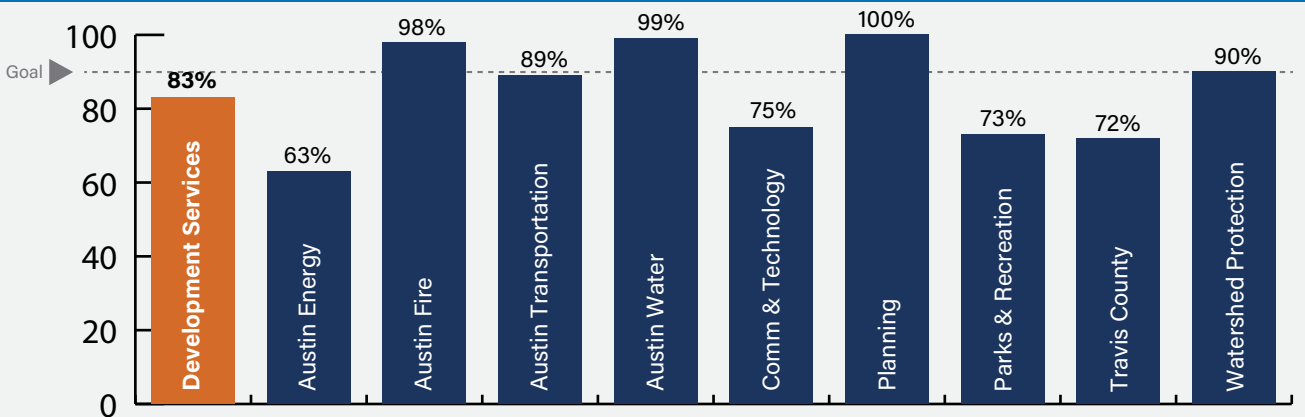
Austin Water

Planning

Watershed Protection



### Site & Subdivision



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