



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 May 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%

91% 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	77%
Austin Energy	0%
Austin Fire	85%
Austin Water	87%
Health	88%

Residential

Department	Percentage
Development Services	97%
Austin Water	98%
Austin Fire	98%
Planning and Zoning	98%
Watershed Protection	98%

Site & Subdivision

Department	Percentage
Development Services	97%
Austin Transportation	78%
Austin Water	99%
Comm & Technology	72%
Parks & Recreation	92%
Austin Fire	91%
Planning and Zoning	100%
Travis City	25%
Austin Energy	96%
Watershed Protection	92%

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

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Data Source: AMANDA, AVAYA, QLESS