



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 July 2019

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

9
Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

13
Minutes

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

1
Day

Goal: 2 Days

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

Calls Answered by Representative

Goal: 90%

53%

Percent of 3-1-1 service requests assigned to DSD closed within 2 business days.

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	94%
Austin Fire Dept	87%
Austin Water Utility	80%
Health Dept	94%

Residential

Department	Percentage
DSD	87%
Austin Water Utility	88%
Austin Fire Dept	64%
PAZ	75%
Watershed Dept	84%

Site & Subdivision

Department	Percentage
DSD	68%
Austin Transportation	74%
Austin Water Utility	99%
Comm & Tech Dept	88%
Parks & Rec Dept	90%
Austin Fire Dept	84%
PAZ	75%
Travis County	21%
AE	79%
Watershed Dept	93%

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
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