



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 2019

### Customer Wait Times in Development Assistance Center

#### Zoning/Site Plan Consultation

**11 Minutes**

Goal: 90% of customers seen within 25 minutes

#### Environmental Review Consultation

**11 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%

**63%**

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

### Plan Reviews Completed On-Time

#### Commercial

Department	Percentage
DSD	95%
Austin Fire Dept	88%
Austin Water Utility	91%
Health Dept	97%

#### Residential

Department	Percentage
DSD	87%
Austin Water Utility	80%
Austin Fire Dept	82%
PAZ	80%
Watershed Dept	82%

#### Site & Subdivision

Department	Percentage
DSD	72%
Austin Transportation	94%
Austin Water Utility	98%
Comm & Tech Dept	97%
Parks & Rec Dept	97%
Austin Fire Dept	89%
PAZ	55%
Travis County	16%
AE	60%
Watershed Dept	96%

*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

