



# Key Success Metrics

APRIL 2016

**Customer Wait Times in Development Assistance Center**




**Zoning/Site Plan Consultation**



**36**  
Minutes

Goal: 90% of customers seen within 25 Minutes

**Environmental Review Consultation**



**21**  
Minutes

Goal: 90% of customers seen within 19 Minutes

Time a customer waits for consultation with appropriate staff.

**Site and Subdivision Application Intake Meeting**




**5**  
Days

Goal: 2 Days

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

**Calls Answered by Representative**



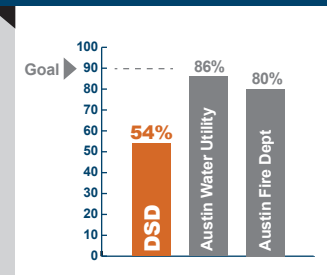
**59%**

Goal: 75%

Percent incoming calls to main operator line answered by Customer Service Representatives, not voicemail.

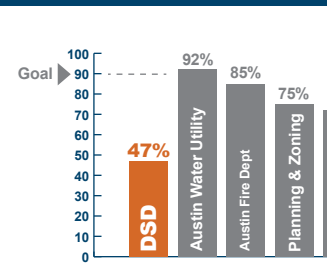
**Plan Reviews Completed On-Time**

**Commercial**



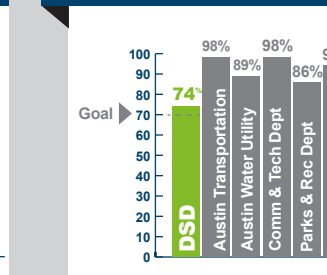
Department	Percentage
DSD	54%
Austin Water Utility	86%
Austin Fire Dept	80%

**Residential**



Department	Percentage
DSD	47%
Austin Water Utility	92%
Austin Fire Dept	85%
Planning & Zoning	75%
Watershed Dept	72%

**Site & Subdivision**



Department	Percentage
DSD	74%
Austin Transportation	98%
Austin Water Utility	89%
Comm & Tech Dept	98%
Parks & Rec Dept	86%
Austin Fire Dept	94%
PAZ	75%
Travis County	41%
Watershed Dept	99%

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**

Data Source: AMANDA, AVAYA

