CITY OF AUSTIN
Development
SERVICES DEPARTMENT
Building A Better Austin Together

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
December 2016

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

14 Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation

22 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.
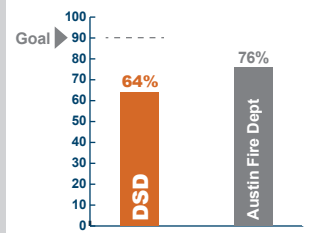
Calls Answered by Representative
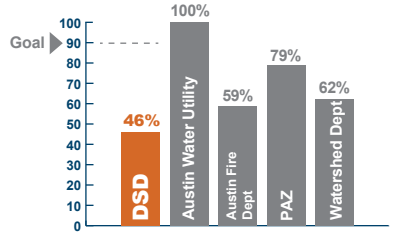
71%

Goal: 75%

Percent incoming calls to main operator line answered by Customer Service Representatives, not voicemail.
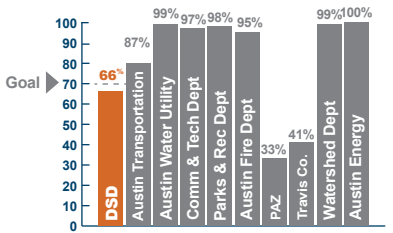
Plan Reviews Completed On-Time

Commercial

Goal: 90

Department	%
DSD	64%
Austin Fire Dept	76%

Residential

Goal: 90

Department	%
DSD	46%
Austin Water Utility	100%
Austin Fire Dept	59%
PAZ	79%
Watershed Dept	62%

Site & Subdivision

Goal: 70

Department	%
DSD	66%
Austin Transportation	87%
Austin Water Utility	99%
Comm & Tech Dept	97%
Parks & Rec Dept	98%
Austin Fire Dept	95%
PAZ	33%
Travis Co.	41%
Watershed Dept	99%
Austin Energy	100%

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, QLESS