



# Key Success Metrics

JUNE 2016

**Customer Wait Times in Development Assistance Center**




**Zoning/Site Plan Consultation**



**22**  
Minutes

Goal: 90% of customers seen within 25 Minutes

**Environmental Review Consultation**



**19**  
Minutes

Goal: 90% of customers seen within 19 Minutes

*Time a customer waits for consultation with appropriate staff.*

**Site and Subdivision Application Intake Meeting**



**2**  
Days

Goal: 2 Days

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

**Calls Answered by Representative**



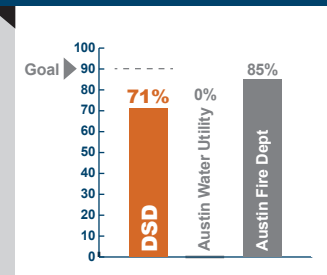
67%

Goal: 75%

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

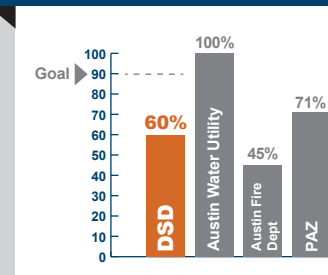
**Plan Reviews Completed On-Time**

**Commercial**



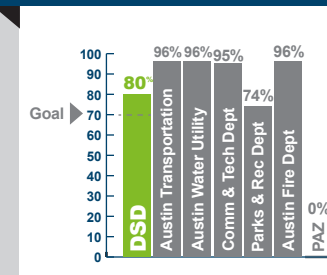
Department	Percentage
DSD	71%
Austin Water Utility	0%
Austin Fire Dept	85%

**Residential**



Department	Percentage
DSD	60%
Austin Water Utility	100%
Austin Fire Dept	45%
PAZ	71%
Watershed Dept	81%

**Site & Subdivision**



Department	Percentage
DSD	80%
Austin Transportation	96%
Austin Water Utility	96%
Comm & Tech Dept	95%
Parks & Rec Dept	74%
Austin Fire Dept	96%
PAZ	0%
Travis County	22%
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**

