


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

March 2018

**Customer Wait Times in Development Assistance Center**




**Zoning/Site Plan Consultation**



**11**  
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 (excludes customers who entered the queue remotely).

**Site and Subdivision Application Intake Meeting**



**2**  
Days

Goal: 2 Days

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

**Calls Answered by Representative**



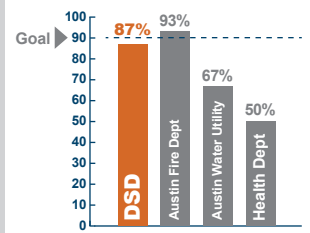
**76%**

Goal: 75%

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

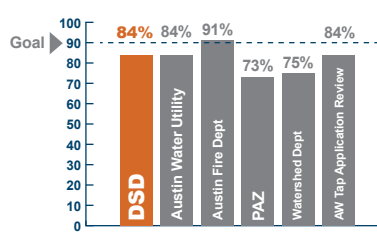
**Plan Reviews Completed On-Time**

**Commercial**



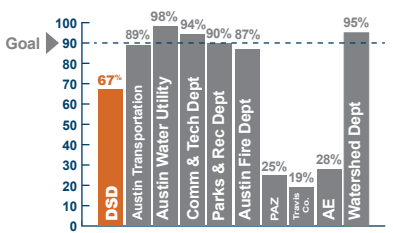
Department	Percentage
DSD	87%
Austin Fire Dept	93%
Austin Water Utility	67%
Health Dept	50%

**Residential**



Department	Percentage
DSD	84%
Austin Water Utility	84%
Austin Fire Dept	91%
PAZ	73%
Watershed Dept	75%
AW Tap Application Review	84%

**Site & Subdivision**



Department	Percentage
DSD	67%
Austin Transportation	89%
Austin Water Utility	98%
Comm & Tech Dept	94%
Parks & Rec Dept	90%
Austin Fire Dept	87%
PAZ	25%
Triples Dept	19%
AE	28%
Watershed Dept	95%

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

