

Development Services Department

Performance Goals ► Success Metrics ► Target Dates ► 2 year Implementation Plan

FY 15-16 Staff Positions Hired

Goals and Related Activity	Metric	Fiscal Year 2015-2016												Fiscal Year 2016-2017											
WAIT TIME		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
Trade Permits sent via fax converted to online – Permit Center [Basic Building, Electrical, Mechanical, and Plumbing permits submitted online by customers]	Complete by January 2016																								
Zoning/Site Plan Consultation – Development Assistance Center [Average time a customer waits to see staff to consult on zoning and site plan matters]	Wait time @ 25 minutes [Baseline: 35 minutes]																								
Environmental Review Consultation – Development Assistance Center [Average time a customer waits to see staff to consult on environmental review matters]	Wait time @ 19 minutes [Baseline: 28 minutes]																								
Commercial Plan Review [Percentage of commercial plans that are reviewed on time**]	On-time review @ 90% [Baseline: 35%]																								
Residential Plan Review [Percentage of residential plans that are reviewed on time**]	On-time review @ 90% [Baseline: 38%]																								
Answer Rate for Department Call Center [Average percentage of all incoming calls to the main line that are answered live by a Customer Service Representatives and not voicemail.]	Answer Rate 75% [Baseline: 47%]																								
Site and Subdivision Application Intake – Land Use Review [Average delay in days for meeting with intake staff]	2 business days [Baseline: 7 days]																								
Site and Subdivision Plan Reviews – Land Use Review [Percentage of all site and subdivision plans that are reviewed on time**]	On-time review @ 90% [Baseline: 60%]																								
QUALITY REVIEWS																									
Codes and policies are applied by department staff in a fair and practical manner*	90% positive or neutral [Baseline: 40%]																								
Department staff anticipates obstacles and provides options when they were available*	90% positive or neutral [Baseline: 30%]																								
The processing of my projects is not delayed over minor issues*	90% positive or neutral [Baseline: 19%]																								
The approval or plan review corrections applied to my project are reasonable and justified*	90% positive or neutral [Baseline: 47%]																								
Inspectors rarely found errors in the field during construction that should have been caught during the plan reviewing process*	90% positive or neutral [Baseline: 60%]																								
COORDINATED REVIEWS w/ 12 DEPARTMENTS																									
Develop Memos of Understanding	Complete by March 2016																								
Customer understands the City’s development review and plan review processes*	90% positive or neutral [Baseline: 67%]																								
Customer understands the department structure and role of external review departments*	90% positive or neutral [Baseline: 60%]																								
INVESTMENT IN EMPLOYEES																									
There is a strong emphasis on training*	95% positive or neutral																								
Employee retention rate, excluding retirements or internal promotions within the City	95% retention [Baseline: 96%]																								
The training provided is effective* [Training coursework includes but is not limited to customer service, technical, safety, quality assurance, CodeNEXT]	95% positive or neutral																								
CUSTOMER SERVICE																									
The department staff provides good customer service*	95% positive or neutral [Baseline: 50%]																								
Review services are completed by the date promised*	90% positive or neutral [Baseline: 38%]																								
Department staff is easily accessible when assistance was needed to resolve problems*	90% positive or neutral [Baseline: 31%]																								
TECHNOLOGY																									
Electronic Plan Review [general permit; site, subdivision, commercial and residential plans]	Complete by September 2016																								
Dashboards to monitor select performance metrics [Dashboards gather large amounts of data into a visual display typically shown as charts and graphs]	Complete by December 2016																								
Percent of plan review and permit applications available online	90%																								

*Metric(s) measured against Survey Results
** Based on business days to be stated in administrative policy

Planning and Zoning Department

Performance Goals ► Success Metrics ► Target Dates

Goals and Related Activity	Metric	Fiscal Year 2015-2016												Fiscal Year 2016-2017											
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
COMPREHENSIVE PLANNING/URBAN DESIGN																									
Create weighted matrix to prioritize planning areas	Complete by January 2016																								
Emphasize Imagine Austin growth areas	Complete by June 2016																								
Research best neighborhood practices from other cities	Complete by March 2016																								
CURRENT PLANNING																									
Create training schedule	Complete by October 2015																								
Update zoning manual	Complete by January 2016																								
Create new manuals for annexation, historic preservation and code areas	Complete by January 2016																								
CodeNEXT																									
Mapping of new code and electric code – Phase I	Complete by September 2016																								