



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

August 2020

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



NO DATA
because no in-person services

Goal: 90% of customers seen within 25 minutes.

Environmental Review Consultation

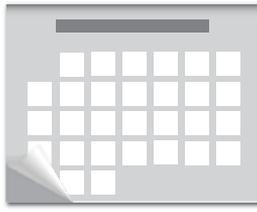


NO DATA
because no in-person services

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

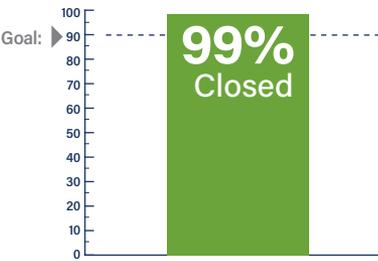


DATA irrelevant
because no appointments

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff

3-1 Service Requests



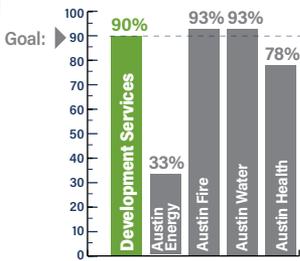
99% Closed

Percent of 3-1 service requests assigned to DSD closed within 5 business days



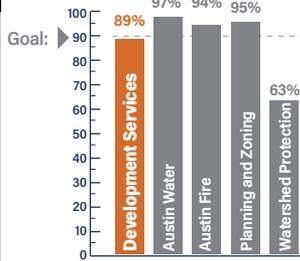
Plan Reviews Completed On-Time

Commercial



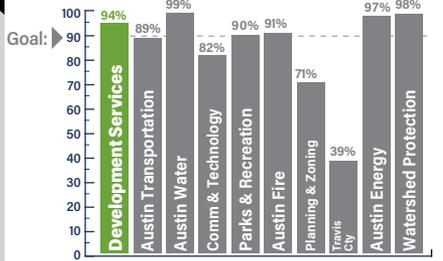
Department	On-Time %
Development Services	90%
Austin Energy	33%
Austin Fire	93%
Austin Water	93%
Austin Health	78%

Residential



Department	On-Time %
Development Services	89%
Austin Water	97%
Austin Fire	94%
Planning and Zoning	95%
Watershed Protection	63%

Site & Subdivision



Department	On-Time %
Development Services	94%
Austin Transportation	89%
Austin Water	99%
Comm & Technology	82%
Parks & Recreation	90%
Austin Fire	91%
Planning & Zoning	71%
Travis City	39%
Austin Energy	97%
Watershed Protection	98%

Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process. Data only reflect those departments currently tracked in AMANDA.

Color Key:

Met Goal

Did Not Meet Goal

Partner Departments