

Key Success Metrics

March 2017

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



12
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



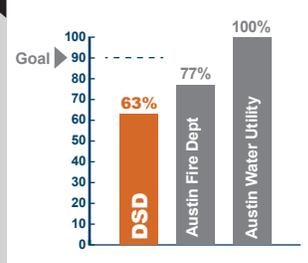
79%

Goal: 75%

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

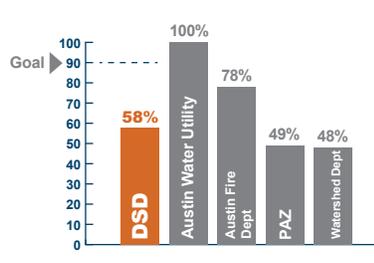
Plan Reviews Completed On-Time

Commercial



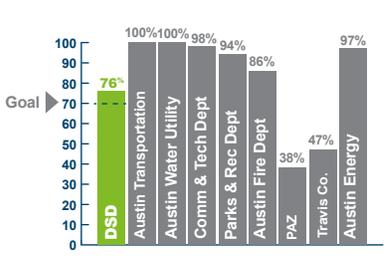
Department	Percentage
DSD	63%
Austin Fire Dept	77%
Austin Water Utility	100%

Residential



Department	Percentage
DSD	58%
Austin Water Utility	100%
Austin Fire Dept	78%
PAZ	49%
Watershed Dept	48%

Site & Subdivision



Department	Percentage
DSD	76%
Austin Transportation	100%
Austin Water Utility	100%
Comm & Tech Dept	98%
Parks & Rec Dept	94%
Austin Fire Dept	86%
PAZ	38%
Travis Co.	47%
Austin Energy	97%

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
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