



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 February 2019

### Customer Wait Times in Development Assistance Center

#### Zoning/Site Plan Consultation

**10 Minutes**

Goal: 90% of customers seen within 25 minutes

#### Environmental Review Consultation

**8 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

Goal: 90%

**64%**

Percent of 3-1-1 service requests assigned to DSD closed within 2 business days.

### Plan Reviews Completed On-Time

#### Commercial

Department	Percentage
DSD	92%
Austin Fire Dept	58%
Austin Water Utility	88%
Health Dept	82%

#### Residential

Department	Percentage
DSD	92%
Austin Water Utility	90%
Austin Fire Dept	69%
PAZ	91%
Watershed Dept	64%

#### Site & Subdivision

Department	Percentage
DSD	84%
Austin Transportation	83%
Austin Water Utility	99%
Comm & Tech Dept	96%
Parks & Rec Dept	97%
Austin Fire Dept	68%
PAZ	50%
Travis County	27%
AE	81%
Watershed Dept	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

