



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

October 2019

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



15
Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

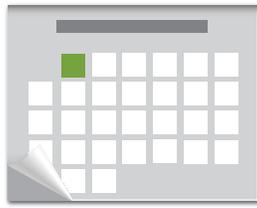


7
Minutes

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

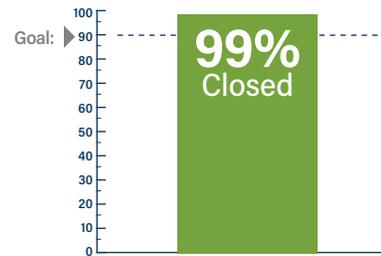


1
Day

Goal: 2 Days

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

Calls Answered by Representative

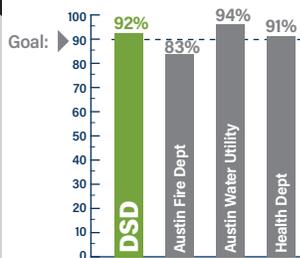


Percent of 3-1-1 service requests assigned to DSD closed within 5 business days.

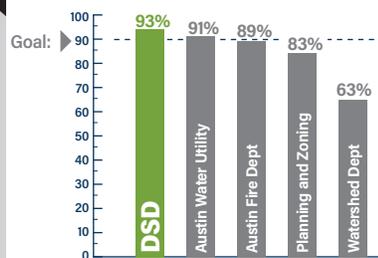


Plan Reviews Completed On-Time

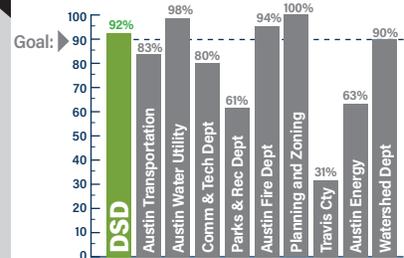
Commercial



Residential



Site & Subdivision



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

