

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 2018

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



11
Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation



14
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



2
Days

Goal: 2 Days

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

Calls Answered by Representative



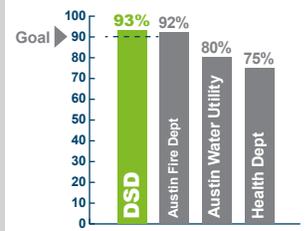
62%

Goal: 75%

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

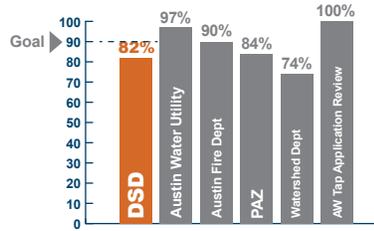
Plan Reviews Completed On-Time

Commercial



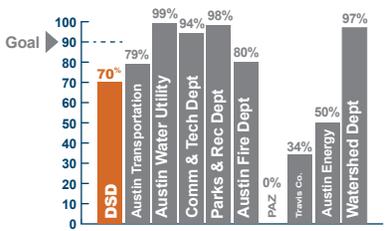
Department	Percentage
DSD	93%
Austin Fire Dept	92%
Austin Water Utility	80%
Health Dept	75%

Residential



Department	Percentage
DSD	82%
Austin Water Utility	97%
Austin Fire Dept	90%
PAZ	84%
Watershed Dept	74%
AW Tap Application Review	100%

Site & Subdivision



Department	Percentage
DSD	70%
Austin Transportation	79%
Austin Water Utility	99%
Comm & Tech Dept	94%
Parks & Rec Dept	98%
Austin Fire Dept	80%
PAZ	0%
Trends Co.	34%
Austin Energy	50%
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

