



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 May 2018

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



13
Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation



19
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



67%

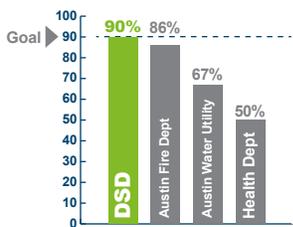
Goal: 75%

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

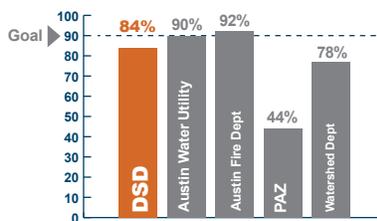


Plan Reviews Completed On-Time

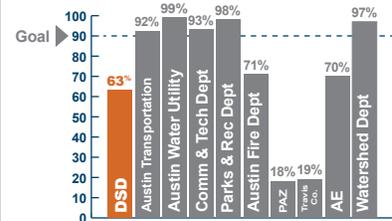
Commercial



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

