

Building a Better and Safer Austin Together

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.

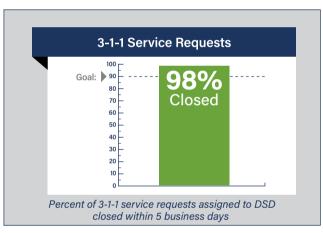
## February 2022





Time a customer waits for consultation with appropriate staff (excludes customers who entered the queue remotely)





Data only reflect those departments currently tracked in AMANDA.



Color Key:

Met Goal

Did Not Meet Goal

Partner Departments