



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 January 2019

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

9
Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

13
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

59%
Closed

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

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	90%
Austin Fire Dept	75%
Austin Water Utility	81%
Health Dept	75%

Residential

Department	Percentage
DSD	90%
Austin Water Utility	89%
Austin Fire Dept	55%
PAZ	86%
Watershed Dept	60%

Site & Subdivision

Department	Percentage
DSD	72%
Austin Transportation	78%
Austin Water Utility	98%
Comm & Tech Dept	90%
Parks & Rec Dept	88%
Austin Fire Dept	72%
PAZ	65%
Travis County	21%
AE	63%
Watershed Dept	96%

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

