



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 2018

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

9
Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

12
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

*Data for **October** unavailable due to 3-1-1 transition

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

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	93%
Austin Fire Dept	83%
Austin Water Utility	83%
Health Dept	84%

Residential

Department	Percentage
DSD	68%
Austin Water Utility	98%
Austin Fire Dept	83%
PAZ	73%
Watershed Dept	66%

Site & Subdivision

Department	Percentage
DSD	74%
Austin Transportation	74%
Austin Water Utility	99%
Comm & Tech Dept	87%
Parks & Rec Dept	94%
Austin Fire Dept	78%
PAZ	20%
Travis County	11%
AE	74%
Watershed Dept	81%

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	Did Not Meet Goal
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