



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 September 2019

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

12
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

Goal: 90%

99%
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	96%
Austin Fire Dept	94%
Austin Water Utility	93%
Health Dept	93%

Residential

Department	Percentage
DSD	95%
Austin Water Utility	93%
Austin Fire Dept	89%
Planning and Zoning	95%
Watershed Dept	93%

Site & Subdivision

Department	Percentage
DSD	89%
Austin Transportation	62%
Austin Water Utility	99%
Comm & Tech Dept	84%
Parks & Rec Dept	83%
Austin Fire Dept	96%
Planning and Zoning	75%
Travis County	40%
Austin Energy	84%
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

Data Source: AMANDA, AVAYA, QLESS