The Success Metric Document identifies key performance measures and target goals for Austin Water’s land development review processes. These metrics gauge the performance of monthly volume, service extension cycle time and backlog reduction, and plan review timeliness and review cycles.

**Key Success Metrics**

**Service Extension Request**

- **Total SER Applications Received**: 129 YTD
- **Total SERs Approved**: 117 YTD
- **Cycle Time**:
  - 0 days
  - 65 days
  - 130 days

**Utility Coordination Review**

- **Total Number of Reviews**: 1523 YTD
- **On Time Reviews**:
  - February: 89%
  - March: 76%
  - April: 85%
  - YTD: 87%
- **Reviews with 3 or less updates**:
  - February: N/A
  - March: N/A
  - April: N/A
  - YTD: 72%

**Tap Plan Review**

- **Total Number of Reviews**: 743 YTD
- **On Time Reviews**:
  - February: 100%
  - March: 100%
  - April: 100%
  - YTD: 100%
- **Reviews with 3 or less updates**:
  - February: 100%
  - March: 99%
  - April: 100%
  - YTD: 99.9%

**Site & Subdivision Plan Review**

- **Total Number of Reviews**: 1045 YTD
- **On Time Reviews**:
  - February: 96%
  - March: 90%
  - April: 85%
  - YTD: 95%
- **Reviews with 3 or less updates**:
  - February: 88%
  - March: 79%
  - April: 100%
  - YTD: 86%