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 October - December 2020

**Service Extension Request**

- **Total SER Applications Received**
  - OCT: 31, NOV: 24, DEC: 24, FY21, To Date: 79
- **Total SERs Approved**
  - OCT: 26, NOV: 31, DEC: 33, FY21, To Date: 90
- **Cycle Time**
  - OCT: 130 days, NOV: 80.8 days, DEC: 83.4 days, FY21TD: 84.2 days

**Utility Coordination Review**

- **Total Number of Reviews**
  - OCT: 193, NOV: 135, DEC: 138, FY21, To Date: 469
- **On Time Reviews**
  - OCT: 92, NOV: 97, DEC: 100, FY21TD: 96
- **Reviews with 3 or less updates**
  - OCT: N/A, NOV: N/A, DEC: N/A, FY21TD: 90.3%

**Tap Plan Review**

- **Total Number of Reviews**
  - OCT: 116, NOV: 117, DEC: 102, FY21, To Date: 335
- **On Time Reviews**
  - OCT: 100, NOV: 100, DEC: 100, FY21TD: 100
- **Reviews with 3 or less updates**
  - OCT: 100, NOV: 100, DEC: 98, FY21TD: 99

**Site & Subdivision Plan Review**

- **Total Number of Reviews**
  - OCT: 133, NOV: 106, DEC: 110, FY21, To Date: 349
- **On Time Reviews**
  - OCT: 93, NOV: 98, DEC: 93, FY21TD: 95
- **Reviews with 3 or less updates**
  - OCT: 85, NOV: 85, DEC: 100, FY21TD: 90

**Color Key:**

- **Met Goal**
- **Did Not Meet Goal**