CITY OF AUSTIN
Development SERVICES DEPARTMENT

Building a Better and Safer Austin Together

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 2020

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

NO DATA because no in-person services

Goal: 90% of customers seen within 25 minutes.

Environmental Review Consultation

NO DATA because no in-person services

Goal: 90% of customers seen within 19 minutes.

Time a customer waits for consultation with appropriate staff (excludes customers who entered the queue remotely)

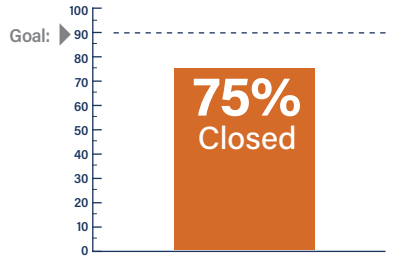
Site and Subdivision Application Intake Meeting

DATA irrelevant because no appointments

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff

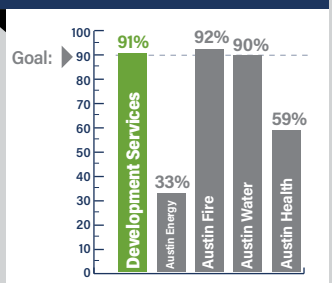
3-1-1 Service Requests



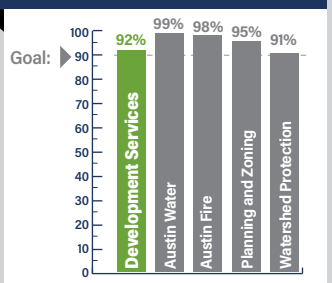
Percent of 3-1-1 service requests assigned to DSD closed within 5 business days

Plan Reviews Completed On-Time

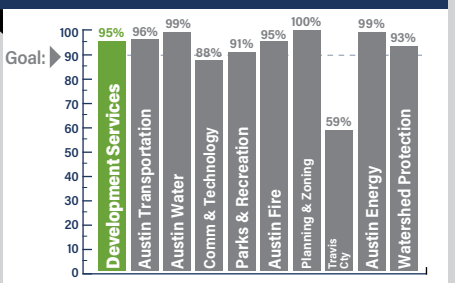
Commercial



Residential



Site & Subdivision



Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process
Data only reflect those departments currently tracked in AMANDA.

Color Key:

Met Goal | Did Not Meet Goal | Partner Departments

Data Source: AMANDA, AVAYA, QLESS