



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

June 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**

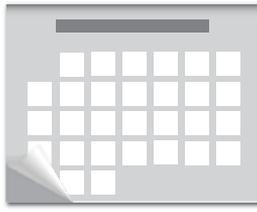


NO DATA  
because no  
in-person  
services

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**

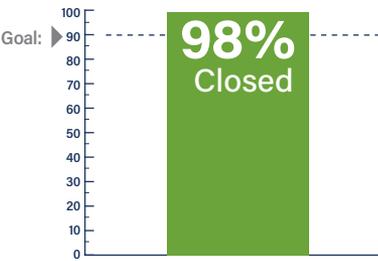


DATA  
irrelevant  
because no  
appointments

Goal: 2 Days

*Approximate delay, in days, for appointment with intake staff*

**3-1 Service Requests**



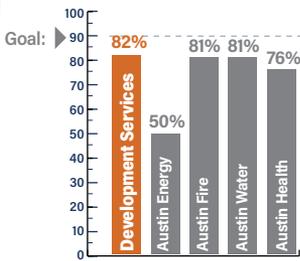
Goal: 90%

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



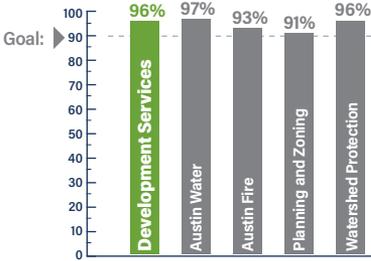
**Plan Reviews Completed On-Time**

Commercial



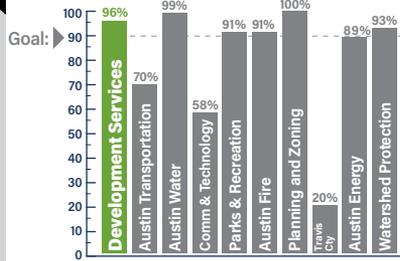
Department	Percentage
Development Services	82%
Austin Energy	50%
Austin Fire	81%
Austin Water	81%
Austin Health	76%

Residential



Department	Percentage
Development Services	96%
Austin Water	97%
Austin Fire	93%
Planning and Zoning	91%
Watershed Protection	96%

Site & Subdivision



Department	Percentage
Development Services	96%
Austin Transportation	70%
Austin Water	99%
Comm & Technology	58%
Parks & Recreation	91%
Austin Fire	91%
Planning and Zoning	100%
Transit City	20%
Austin Energy	89%
Watershed Protection	93%

*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