

# Key Success Metrics

February 2017

**Customer Wait Times in Development Assistance Center**



**Zoning/Site Plan Consultation**



**13 Minutes**

Goal: 90% of customers seen within 25 Minutes

**Environmental Review Consultation**



**24 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**

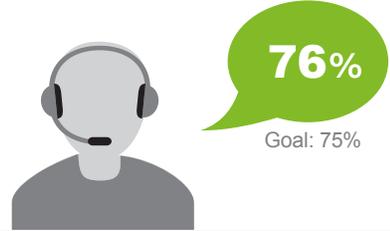


**1 Day**

Goal: 2 Days

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

**Calls Answered by Representative**



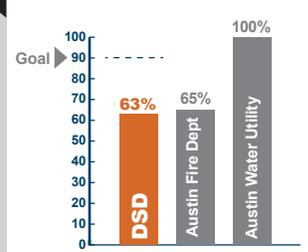
**76%**

Goal: 75%

Percent incoming calls to main operator line answered by Customer Service Representatives, not voicemail.

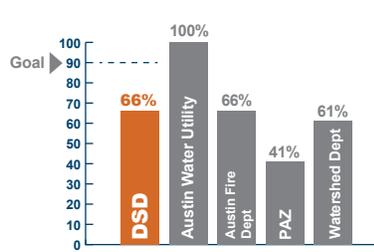
**Plan Reviews Completed On-Time**

**Commercial**



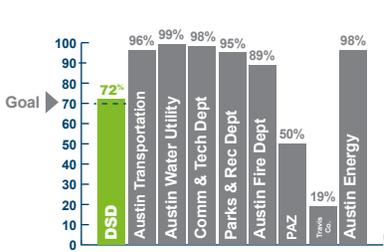
Department	Percentage
DSD	63%
Austin Fire Dept	65%
Austin Water Utility	100%

**Residential**



Department	Percentage
DSD	66%
Austin Water Utility	100%
Austin Fire Dept	66%
PAZ	41%
Watershed Dept	61%

**Site & Subdivision**



Department	Percentage
DSD	72%
Austin Transportation	96%
Austin Water Utility	99%
Comm & Tech Dept	98%
Parks & Rec Dept	95%
Austin Fire Dept	89%
PAZ	50%
Travis Co.	19%
Austin Energy	98%

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
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