

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

January 2018

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



9
Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation



18
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



2
Days

Goal: 2 Days

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

Calls Answered by Representative



73%

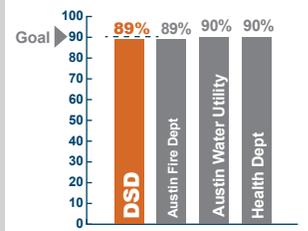
Goal: 75%

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



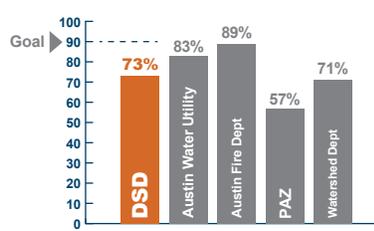
Plan Reviews Completed On-Time

Commercial



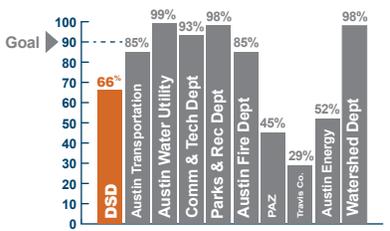
Department	Percentage
DSD	89%
Austin Fire Dept	89%
Austin Water Utility	90%
Health Dept	90%

Residential



Department	Percentage
DSD	73%
Austin Water Utility	83%
Austin Fire Dept	89%
PAZ	57%
Watershed Dept	71%

Site & Subdivision



Department	Percentage
DSD	66%
Austin Transportation	85%
Austin Water Utility	99%
Comm & Tech Dept	93%
Parks & Rec Dept	98%
Austin Fire Dept	85%
PAZ	45%
Texas Co.	29%
Austin Energy	52%
Watershed Dept	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

Data Source: AMANDA, AVAYA, QLESS

