



# Key Success Metrics January 2017

**Customer Wait Times in Development Assistance Center**




**Zoning/Site Plan Consultation**



**12 Minutes**

Goal: 90% of customers seen within 25 Minutes

**Environmental Review Consultation**



**25 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**



**77%**

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	74%
Austin Water Utility	100%

**Residential**

Department	Percentage
DSD	50%
Austin Water Utility	100%
Austin Fire Dept	51%
PAZ	54%
Watershed Dept	58%

**Site & Subdivision**

Department	Percentage
DSD	64%
Austin Transportation	82%
Austin Water Utility	100%
Comm & Tech Dept	98%
Parks & Rec Dept	97%
Austin Fire Dept	88%
PAZ	29%
Travis Co.	14%
Austin Energy	97%

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

