

Key Success Metrics

MAY 2016

Customer Wait Times in Development Assistance Center



Zoning/Site Plan Consultation



28
Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation

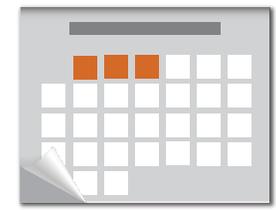


19
Minutes

Goal: 90% of customers seen within 19 Minutes

Time a customer waits for consultation with appropriate staff.

Site and Subdivision Application Intake Meeting



3
Days

Goal: 2 Days

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

Calls Answered by Representative



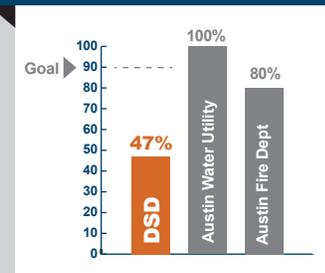
74%

Goal: 75%

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

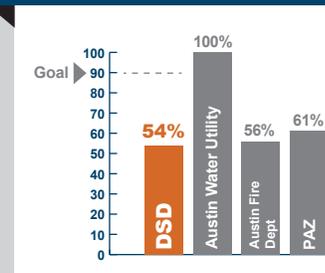
Plan Reviews Completed On-Time

Commercial



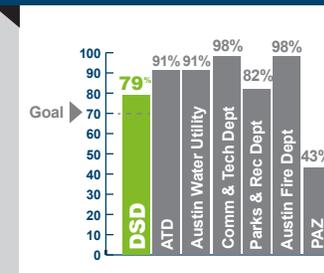
Department	Percentage
DSD	47%
Austin Water Utility	100%
Austin Fire Dept	80%

Residential



Department	Percentage
DSD	54%
Austin Water Utility	100%
Austin Fire Dept	56%
PAZ	61%
Watershed Dept	79%

Site & Subdivision



Department	Percentage
DSD	79%
ATD	91%
Austin Water Utility	91%
Comm & Tech Dept	98%
Parks & Rec Dept	82%
Austin Fire Dept	98%
PAZ	43%
Travis City	35%
Watershed Dept	100%

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

