



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 April 2019

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

10 Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

12 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

Percent of 3-1-1 service requests assigned to DSD closed within 2 business days.

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	96%
Austin Fire Dept	88%
Austin Water Utility	91%
Health Dept	96%

Residential

Department	Percentage
DSD	90%
Austin Water Utility	90%
Austin Fire Dept	85%
PAZ	86%
Watershed Dept	78%

Site & Subdivision

Department	Percentage
DSD	80%
Austin Transportation	71%
Austin Water Utility	97%
Comm & Tech Dept	92%
Parks & Rec Dept	96%
Austin Fire Dept	93%
PAZ	86%
Travis County	32%
AE	85%
Watershed Dept	91%

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

