



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 November 2018

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

10 Minutes

Goal: 90% of customers seen within 25 minutes

Environmental Review Consultation

14 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

*Data for **November** unavailable due to 3-1-1 transition

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

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	88%
Austin Fire Dept	70%
Austin Water Utility	76%
Health Dept	83%

Residential

Department	Percentage
DSD	68%
Austin Water Utility	90%
Austin Fire Dept	88%
PAZ	76%
Watershed Dept	71%

Site & Subdivision

Department	Percentage
DSD	80%
Austin Transportation	92%
Austin Water Utility	99%
Comm & Tech Dept	87%
Parks & Rec Dept	99%
Austin Fire Dept	61%
PAZ	27%
Travis County	2%
AE	65%
Watershed Dept	99%

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	Did Not Meet Goal
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