




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 2020

Customer Wait Times in Development Assistance Center




Zoning/Site Plan Consultation



NO DATA because no in-person services

Goal: 90% of customers seen within 25 minutes.

Environmental Review Consultation




NO DATA because no in-person services

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

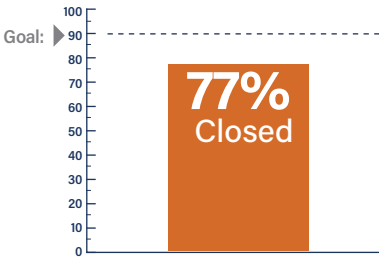


DATA irrelevant because no appointments

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff

3-1 Service Requests



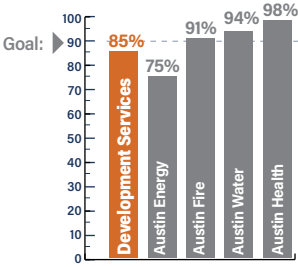
Goal: 90%

77% Closed

Percent of 3-1 service requests assigned to DSD closed within 5 business days

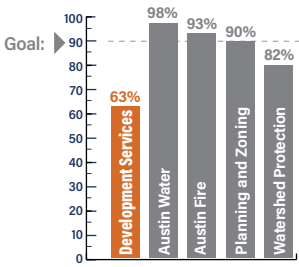
Plan Reviews Completed On-Time

Commercial



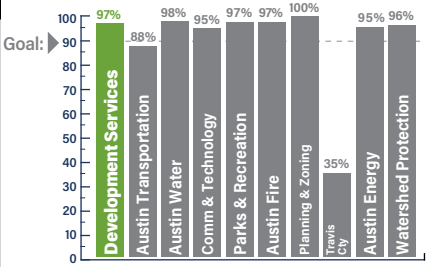
Department	Percentage
Development Services	85%
Austin Energy	75%
Austin Fire	91%
Austin Water	94%
Austin Health	98%

Residential



Department	Percentage
Development Services	63%
Austin Water	98%
Austin Fire	93%
Planning and Zoning	90%
Watershed Protection	82%

Site & Subdivision



Department	Percentage
Development Services	97%
Austin Transportation	88%
Austin Water	98%
Comm & Technology	95%
Parks & Recreation	97%
Austin Fire	97%
Planning & Zoning	100%
Travis City	35%
Austin Energy	95%
Watershed Protection	96%

*Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process
 Data only reflect those departments currently tracked in AMANDA.*

Color Key:

- Met Goal
- Did Not Meet Goal
- Partner Departments