



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 August 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



20
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



2
Days

Goal: 2 Days

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

Calls Answered by Representative



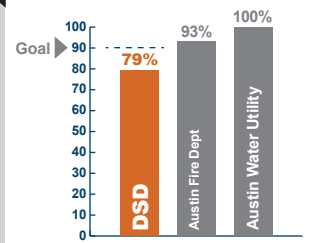
66%

Goal: 75%

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

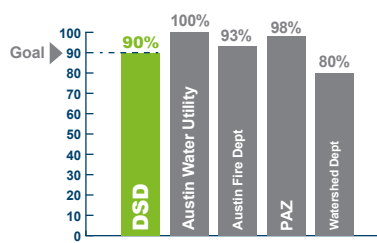
Plan Reviews Completed On-Time

Commercial



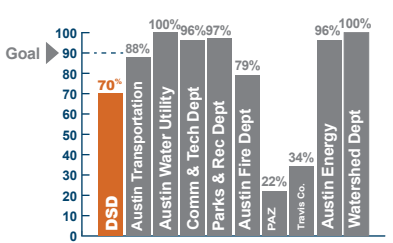
Department	Percentage
DSD	79%
Austin Fire Dept	93%
Austin Water Utility	100%

Residential



Department	Percentage
DSD	90%
Austin Water Utility	100%
Austin Fire Dept	93%
PAZ	98%
Watershed Dept	80%

Site & Subdivision



Department	Percentage
DSD	70%
Austin Transportation	88%
Austin Water Utility	100%
Comm & Tech Dept	96%
Parks & Rec Dept	97%
Austin Fire Dept	79%
PAZ	22%
Trevi Co.	34%
Austin Energy	96%
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

Data Source: AMANDA, AVAYA, QLESS

