


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 2017

Customer Wait Times in Development Assistance Center




Zoning/Site Plan Consultation



9
Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation



15
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

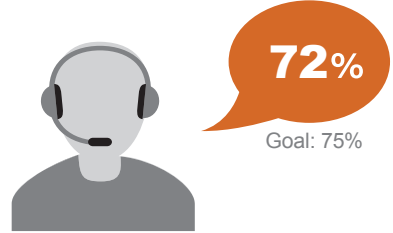


2
Days

Goal: 2 Days

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

Calls Answered by Representative



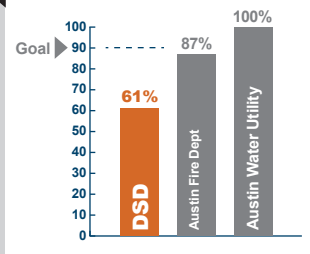
72%

Goal: 75%

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

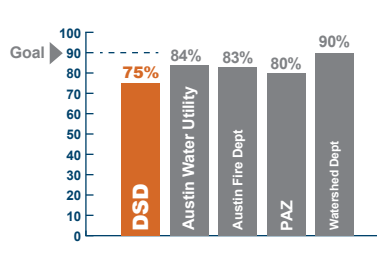
Plan Reviews Completed On-Time

Commercial



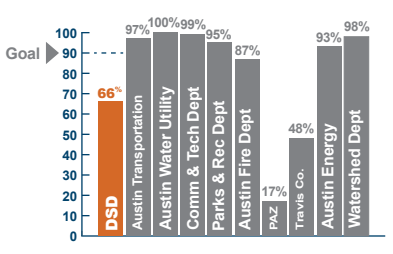
Department	Percentage
DSD	61%
Austin Fire Dept	87%
Austin Water Utility	100%

Residential



Department	Percentage
DSD	75%
Austin Water Utility	84%
Austin Fire Dept	83%
PAZ	80%
Watershed Dept	90%

Site & Subdivision



Department	Percentage
DSD	66%
Austin Transportation	97%
Austin Water Utility	100%
Comm & Tech Dept	99%
Parks & Rec Dept	95%
Austin Fire Dept	87%
PAZ	17%
Travis Co.	48%
Austin Energy	93%
Watershed Dept	98%

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

