



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 December 2018

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

9 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

2 Day

Goal: 2 Days

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

Calls Answered by Representative

64% Closed

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

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	94%
Austin Fire Dept	66%
Austin Water Utility	91%
Health Dept	86%

Residential

Department	Percentage
DSD	92%
Austin Water Utility	88%
Austin Fire Dept	73%
PAZ	78%
Watershed Dept	77%

Site & Subdivision

Department	Percentage
DSD	76%
Austin Transportation	81%
Austin Water Utility	98%
Comm & Tech Dept	96%
Parks & Rec Dept	100%
Austin Fire Dept	56%
PAZ	42%
Travis County	9%
AE	62%
Watershed Dept	97%

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

