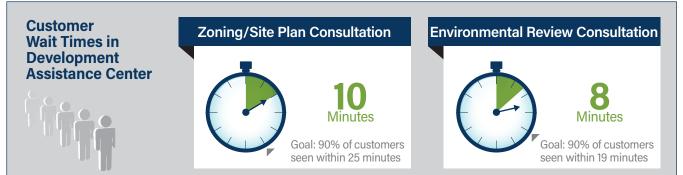


Building a Better and Safer Austin Together

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.

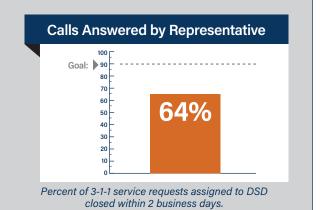
## **Key Success Metrics**

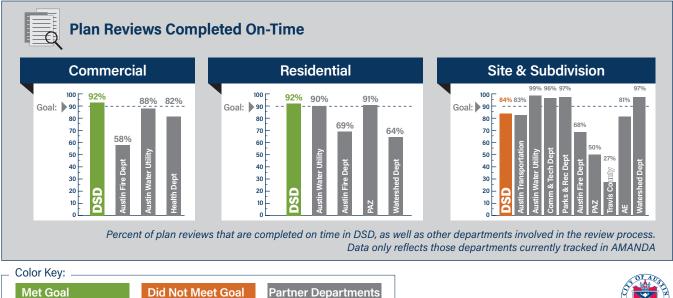
February 2019



Time a customer waits for consultation with appropriate staff (excludes customers who entered the queue remotely).







Data Source: AMANDA, AVAYA, QLESS