



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 June 2019

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

11 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

1 Day

Goal: 2 Days

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

Calls Answered by Representative

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

Plan Reviews Completed On-Time

Commercial

Department	Percentage
DSD	93%
Austin Fire Dept	88%
Austin Water Utility	87%
Health Dept	91%

Residential

Department	Percentage
DSD	87%
Austin Water Utility	87%
Austin Fire Dept	82%
PAZ	95%
Watershed Dept	68%

Site & Subdivision

Department	Percentage
DSD	72%
Austin Transportation	75%
Austin Water Utility	99%
Comm & Tech Dept	93%
Parks & Rec Dept	84%
Austin Fire Dept	93%
PAZ	44%
Trawls County	13%
AE	76%
Watershed Dept	92%

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

