



Key Success Metrics April 2017

Customer Wait Times in Development Assistance Center




Zoning/Site Plan Consultation



10
Minutes

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation



22
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

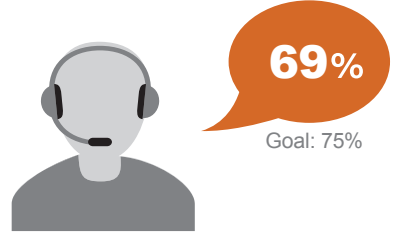


2
Days

Goal: 2 Days

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

Calls Answered by Representative



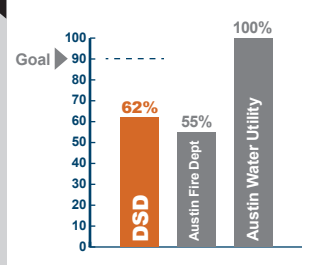
69%

Goal: 75%

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

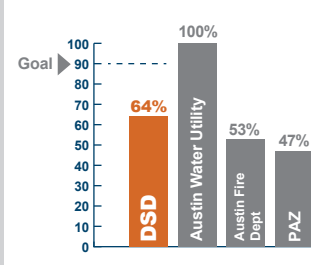
Plan Reviews Completed On-Time

Commercial



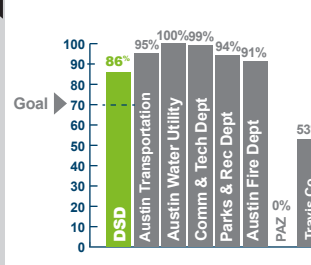
Department	Percentage
DSD	62%
Austin Fire Dept	55%
Austin Water Utility	100%

Residential



Department	Percentage
DSD	64%
Austin Water Utility	100%
Austin Fire Dept	53%
PAZ	47%
Watershed Dept	56%

Site & Subdivision



Department	Percentage
DSD	86%
Austin Transportation	95%
Austin Water Utility	100%
Comm & Tech Dept	99%
Parks & Rec Dept	94%
Austin Fire Dept	91%
PAZ	0%
Travis Co.	53%
Austin Energy	97%
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

