CITY OF AUSTIN Development SERVICES DEPARTMENT

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 — April 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

19 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

56%

Goal: 75%

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

Plan Reviews Completed On-Time

Commercial

Goal: 90
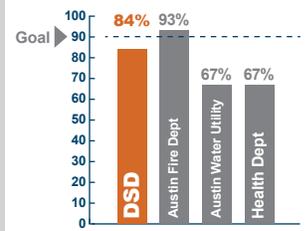
- DSD: 84%
- Austin Fire Dept: 93%
- Austin Water Utility: 67%
- Health Dept: 67%

Residential

Goal: 90
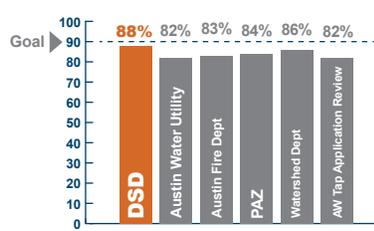
- DSD: 88%
- Austin Water Utility: 82%
- Austin Fire Dept: 83%
- PAZ: 84%
- Watershed Dept: 86%
- AW Tap Application Review: 82%

Site & Subdivision

Goal: 90
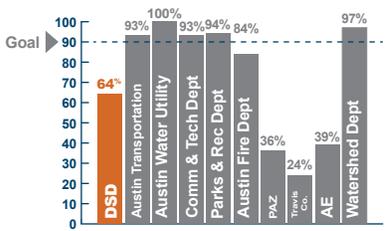
- DSD: 64%
- Austin Transportation: 93%
- Austin Water Utility: 100%
- Comm & Tech Dept: 93%
- Parks & Rec Dept: 94%
- Austin Fire Dept: 84%
- PAZ: 36%
- Travis Co.: 24%
- AE: 39%
- Watershed Dept: 97%

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

Data Source: AMANDA, AVAYA, QLESS