


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 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



15
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



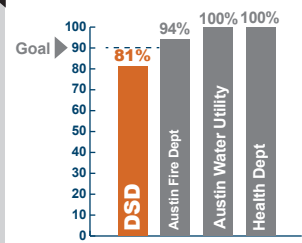
75%

Goal: 75%

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

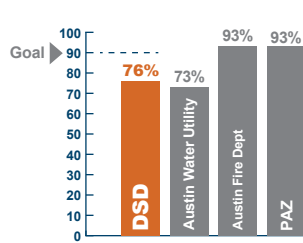
 **Plan Reviews Completed On-Time**

Commercial



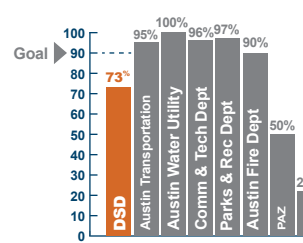
Department	Percentage
DSD	81%
Austin Fire Dept	94%
Austin Water Utility	100%
Health Dept	100%

Residential



Department	Percentage
DSD	76%
Austin Water Utility	73%
Austin Fire Dept	93%
PAZ	93%
Watershed Dept	78%

Site & Subdivision



Department	Percentage
DSD	73%
Austin Transportation	95%
Austin Water Utility	100%
Comm & Tech Dept	96%
Parks & Rec Dept	97%
Austin Fire Dept	90%
PAZ	50%
THINK Co.	22%
Austin Energy	83%
Watershed Dept	99%

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**

