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 — July 2018

Customer Wait Times in Development Assistance Center

Zoning/Site Plan Consultation

*Data for **July 2018** unavailable

Goal: 90% of customers seen within 25 Minutes

Environmental Review Consultation

*Data for **July 2018** unavailable

Goal: 90% of customers seen within 19 Minutes

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

The vendor responsible for collecting the data reported a software failure that impacted the retention of data for July.

Site and Subdivision Application Intake Meeting

1 Day
Goal: 2 Days

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

Calls Answered by Representative

68%
Goal: 75%

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

Plan Reviews Completed On-Time

Commercial

Department	%
DSD	93%
Austin Fire Dept	83%
Austin Water Utility	86%
Health Dept	91%

Goal: 90

Residential

Department	%
DSD	87%
Austin Water Utility	91%
Austin Fire Dept	80%
PAZ	53%
Watershed Dept	84%

Goal: 90

Site & Subdivision

Department	%
DSD	64%
Austin Transprtn	64%
Austin Water Utility	100%
Comm & Tech Dept	93%
Parks & Rec Dept	95%
Austin Fire Dept	68%
PAZ	50%
Travis Co.	5%
AE	67%
Watershed Dept	96%

Goal: 90
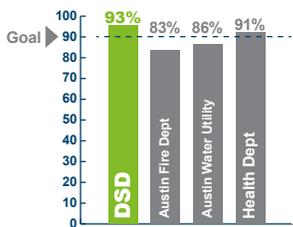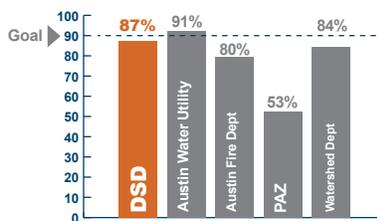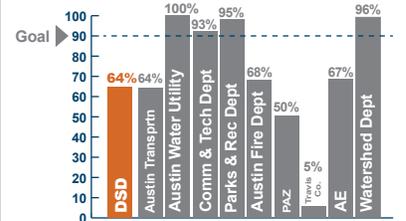
Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process. Data only reflects those departments currently tracked in AMANDA.

Color Key:
Met Goal | Did Not Meet Goal | Partner Departments

Data Source: AMANDA, AVAYA, QLESS