



# Key Success Metrics

November 2016

**Customer Wait Times in Development Assistance Center**




**Zoning/Site Plan Consultation**



**21**  
Minutes

Goal: 90% of customers seen within 25 Minutes

**Environmental Review Consultation**



**39**  
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**



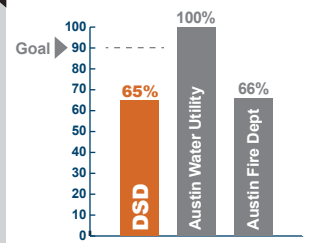
**72%**

Goal: 75%

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

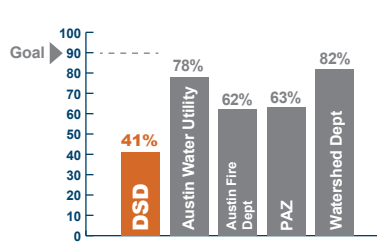
**Plan Reviews Completed On-Time**

**Commercial**



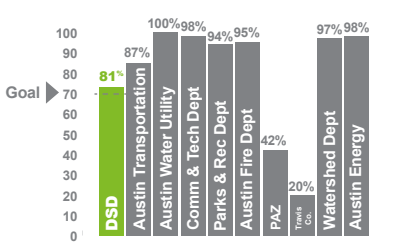
Department	Percentage
DSD	65%
Austin Water Utility	100%
Austin Fire Dept	66%

**Residential**



Department	Percentage
DSD	41%
Austin Water Utility	78%
Austin Fire Dept	62%
PAZ	63%
Watershed Dept	82%

**Site & Subdivision**



Department	Percentage
DSD	81%
Austin Transportation	87%
Austin Water Utility	100%
Comm & Tech Dept	98%
Parks & Rec Dept	94%
Austin Fire Dept	95%
PAZ	42%
Texas Co.	20%
Watershed Dept	97%
Austin Energy	98%

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