CITY OF AUSTIN
Development
SERVICES DEPARTMENT
Building A Better 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   OCTOBER 2016

Customer Wait Times in Development Assistance Center

Time a customer waits for consultation with appropriate staff.

Zoning/Site Plan Consultation
Wait Time in Minutes

APR	MAY	JUN	JUL	AUG	SEP	OCT
36 mins	28 mins	22 mins	20 mins	20 mins	21 mins	*See Below

Goal:
90% of customers seen within 25 Minutes

Environmental Review Consultation
Wait Time in Minutes

APR	MAY	JUN	JUL	AUG	SEP	OCT
21 mins	19 mins	19 mins	14 mins	12 mins	13 mins	*See Below

Goal:
90% of customers seen within 19 Minutes

* In October, DSD launched QLESS, a queuing system, which allows customers to sign in for service from a remote location. Along with this new system, a new metric is under development and will roll out in the December publication.

Site and Subdivision Application Intake Meeting

1
Day Delay
Goal: 2 Days

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

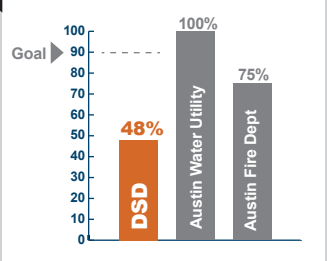## Calls Answered by Representative

64%
Goal: 75%

Percent incoming calls to main operator line answered by Customer Service Representatives, not voicemail.
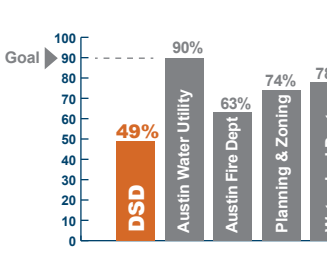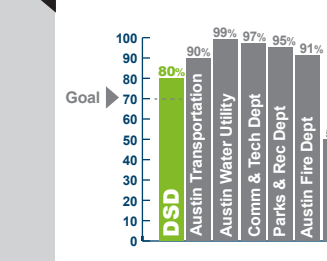
Plan Reviews Completed On-Time

Commercial

	Goal 90
DSD	48%
Austin Water Utility	100%
Austin Fire Dept	75%

Residential

	Goal 90
DSD	49%
Austin Water Utility	90%
Austin Fire Dept	63%
Planning & Zoning	74%
Watershed Dept	78%

Site & Subdivision

	Goal 70
DSD	80%
Austin Transportation	90%
Austin Water Utility	99%
Comm & Tech Dept	97%
Parks & Rec Dept	95%
Austin Fire Dept	91%
Planning & Zoning	50%
Travis County	30%
Watershed Dept	99%
Austin Energy	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

Data Source: AMANDA, AVAYA