

City of Raleigh
Benchmark Turnaround Times
4/1/18 - 6/30/18

	April 2018					May 2018					June 2018					Total Plans Reviewed
	Goal Met	1-2 Days Late	3-4 Days Late	5+ Days Late	Total	Goal Met	1-2 Days Late	3-4 Days Late	5+ Days Late	Total	Goal Met	1-2 Days Late	3-4 Days Late	5+ Days Late	Total	
Total	4,079 85.2%	224 4.7%	153 3.2%	330 6.9%	4,786	4,489 89.4%	297 5.9%	97 1.9%	138 2.7%	5,021	4,443 89.6%	294 5.9%	149 3.0%	70 1.4%	4,956	14,763
BUILDING	308 94.5%	13 4.0%	4 1.2%	1 0.3%	326	318 95.2%	15 4.5%		1 0.3%	334	350 97.8%	4 1.1%	4 1.1%		358	1,018
CSC PLAN INTAKE PROC	940 98.3%	10 1.0%	3 0.3%	3 0.3%	956	1,006 98.2%	11 1.1%	3 0.3%	4 0.4%	1,024	958 98.3%	4 0.4%	10 1.0%	3 0.3%	975	2,955
ELECTRICAL	172				172	163 98.8%			2 1.2%	165	127 99.2%	1 0.8%			128	465
FIRE ALARM	122				122	124				124	129				129	375
FIRE PROTECTION	231 98.7%	2 0.9%		1 0.4%	234	222 98.7%	3 1.3%			225	227				227	686
MECHANICAL	94				94	75				75	66				66	235
PLANNING	162 83.9%	16 8.3%	5 2.6%	10 5.2%	193	152 78.8%	24 12.4%	4 2.1%	13 6.7%	193	153 81.8%	14 7.5%	5 2.7%	15 8.0%	187	573
PLUMBING	85				85	73				73	58 98.3%	1 1.7%			59	217
PUBLIC UTILITIES	205 95.3%	4 1.9%	3 1.4%	3 1.4%	215	224 94.1%	13 5.5%	1 0.4%		238	230 95.0%	9 3.7%	3 1.2%		242	695
RW SERVICES	81 86.2%	9 9.6%	3 3.2%	1 1.1%	94	90 81.1%	18 16.2%		3 2.7%	111	85 75.9%	21 18.8%	5 4.5%	1 0.9%	112	317
STORMWATER	750 91.1%	55 6.7%	17 2.1%	1 0.1%	823	790 91.5%	60 7.0%	10 1.2%	3 0.3%	863	772 92.5%	47 5.6%	12 1.4%	4 0.5%	835	2,521
TRANSIT	17 89.5%	1 5.3%	1 5.3%		19	11 55.0%	4 20.0%		5 25.0%	20	12 38.7%	8 25.8%	6 19.4%	5 16.1%	31	70

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TRANSPORTATION	238 61.7%	64 16.6%	39 10.1%	45 11.7%	386	277 69.3%	72 18.0%	23 5.8%	28 7.0%	400	213 50.0%	87 20.4%	85 20.0%	41 9.6%	426	1,212
URBAN FORESTRY	182 99.5%	1 0.5%			183	257 98.5%	4 1.5%			261	314 97.2%	6 1.9%	2 0.6%	1 0.3%	323	767
ZONING (SITE REVIEW)	492 55.7%	49 5.5%	78 8.8%	265 30.0%	884	707 77.3%	73 8.0%	56 6.1%	79 8.6%	915	749 87.3%	92 10.7%	17 2.0%		858	2,657