

**City of Raleigh**  
**Benchmark Turnaround Times**  
**10/1/18 - 12/31/18**

	October 2018					November 2018					December 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	
<b>Total</b>	4,352 93.4%	198 4.2%	59 1.3%	51 1.1%	4,660	3,692 93.4%	141 3.6%	62 1.6%	58 1.5%	3,953	3,295 94.0%	151 4.3%	31 0.9%	30 0.9%	3,507	12,120
<b>BUILDING</b>	266 96.7%	5 1.8%	4 1.5%		275	211 94.6%	11 4.9%	1 0.4%		223	215 95.6%	6 2.7%	2 0.9%	2 0.9%	225	723
<b>CSC PLAN INTAKE PROC</b>	983 98.5%	5 0.5%	5 0.5%	5 0.5%	998	821 99.6%	1 0.1%	1 0.1%	1 0.1%	824	704 99.0%	5 0.7%		2 0.3%	711	2,533
<b>ELECTRICAL</b>	155 99.4%	1 0.6%			156	126				126	130 98.5%	2 1.5%			132	414
<b>FIRE ALARM</b>	126				126	134				134	124				124	384
<b>FIRE PROTECTION</b>	244 99.6%		1 0.4%		245	218				218	171				171	634
<b>MECHANICAL</b>	73				73	65				65	74				74	212
<b>PLANNING</b>	185 91.1%	13 6.4%	1 0.5%	4 2.0%	203	145 91.8%	8 5.1%	4 2.5%	1 0.6%	158	124 91.9%	8 5.9%	2 1.5%	1 0.7%	135	496
<b>PLUMBING</b>	64				64	56				56	62 96.9%	2 3.1%			64	184
<b>PUBLIC UTILITIES</b>	200 85.5%	32 13.7%	2 0.9%		234	176 84.6%	20 9.6%	8 3.8%	4 1.9%	208	153 86.0%	19 10.7%	3 1.7%	3 1.7%	178	620
<b>RW SERVICES</b>	56 68.3%	14 17.1%	5 6.1%	7 8.5%	82	51 76.1%	7 10.4%	2 3.0%	7 10.4%	67	54 76.1%	8 11.3%	3 4.2%	6 8.5%	71	220
<b>STORMWATER</b>	747 92.5%	38 4.7%	17 2.1%	6 0.7%	808	599 88.1%	34 5.0%	28 4.1%	19 2.8%	680	552 93.9%	31 5.3%	5 0.9%		588	2,076
<b>TRANSIT</b>	2 9.1%		1 4.5%	19 86.4%	22	3 15.8%		2 10.5%	14 73.7%	19		2 15.4%	1 7.7%	10 76.9%	13	54
<b>TRANSPORTATION</b>	262 76.2%	56 16.3%	18 5.2%	8 2.3%	344	228 82.0%	26 9.4%	14 5.0%	10 3.6%	278	200 78.1%	43 16.8%	10 3.9%	3 1.2%	256	878
<b>URBAN FORESTRY</b>	265 98.5%	4 1.5%			269	233 97.5%	3 1.3%	2 0.8%	1 0.4%	239	200 99.0%	1 0.5%		1 0.5%	202	710
<b>ZONING (SITE REVIEW)</b>	724 95.1%	30 3.9%	5 0.7%	2 0.3%	761	626 95.1%	31 4.7%		1 0.2%	658	532 94.5%	24 4.3%	5 0.9%	2 0.4%	563	1,982