

**City of Raleigh**  
**Benchmark Turnaround Times**  
**1/1/19 - 3/31/19**

	January 2019					February 2019					March 2019					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>	4,317 91.2%	240 5.1%	84 1.8%	94 2.0%	4,735	3,596 93.0%	166 4.3%	63 1.6%	42 1.1%	3,867	4,464 92.8%	264 5.5%	54 1.1%	28 0.6%	4,810	13,412
<b>BUILDING</b>	308 95.4%	11 3.4%	4 1.2%		323	232 94.7%	13 5.3%			245	308 94.5%	16 4.9%	2 0.6%		326	894
<b>CSC PLAN INTAKE PROC</b>	822 91.3%	17 1.9%	18 2.0%	43 4.8%	900	785 98.4%	7 0.9%	2 0.3%	4 0.5%	798	978 99.4%	3 0.3%		3 0.3%	984	2,682
<b>ELECTRICAL</b>	181 97.3%	4 2.2%	1 0.5%		186	141 98.6%		1 0.7%	1 0.7%	143	200 99.5%	1 0.5%			201	530
<b>FIRE ALARM</b>	162 99.4%	1 0.6%			163	112				112	151				151	426
<b>FIRE PROTECTION</b>	238 99.2%	2 0.8%			240	175				175	218				218	633
<b>MECHANICAL</b>	87				87	61				61	89				89	237
<b>PLANNING</b>	154 91.1%	10 5.9%	3 1.8%	2 1.2%	169	139 85.8%	14 8.6%	6 3.7%	3 1.9%	162	141 88.7%	13 8.2%	3 1.9%	2 1.3%	159	490
<b>PLUMBING</b>	85				85	60				60	80				80	225
<b>PUBLIC UTILITIES</b>	207 83.1%	27 10.8%	10 4.0%	5 2.0%	249	171 83.4%	22 10.7%	10 4.9%	2 1.0%	205	196 84.1%	29 12.4%	7 3.0%	1 0.4%	233	687
<b>RW SERVICES</b>	34 46.6%	8 11.0%	4 5.5%	27 37.0%	73	54 77.1%	3 4.3%	4 5.7%	9 12.9%	70	35 49.3%	16 22.5%	10 14.1%	10 14.1%	71	214
<b>SITE ACCESSIBILITY</b>	159				159	109				109	125				125	393
<b>STORMWATER</b>	656 93.6%	32 4.6%	11 1.6%	2 0.3%	701	541 89.1%	42 6.9%	15 2.5%	9 1.5%	607	659 87.5%	79 10.5%	12 1.6%	3 0.4%	753	2,061
<b>TRANSIT</b>	2 16.7%	2 16.7%	2 16.7%	6 50.0%	12				7	7	1 12.5%	1 12.5%	2 25.0%	4 50.0%	8	27
<b>TRANSPORTATION</b>	239 69.7%	81 23.6%	19 5.5%	4 1.2%	343	207 79.9%	39 15.1%	12 4.6%	1 0.4%	259	316 88.0%	31 8.6%	7 1.9%	5 1.4%	359	961
<b>URBAN FORESTRY</b>	261 98.5%	1 0.4%	2 0.8%	1 0.4%	265	185 99.5%	1 0.5%			186	239 96.0%	9 3.6%	1 0.4%		249	700
<b>ZONING (SITE REVIEW)</b>	722 92.6%	44 5.6%	10 1.3%	4 0.5%	780	624 93.4%	25 3.7%	13 1.9%	6 0.9%	668	728 90.5%	66 8.2%	10 1.2%		804	2,252