

City of Raleigh
Benchmark Turnaround Times
 Report by Month

	July 2019						August 2019						September 2019						Total Plans Reviewed
	Goal Met	1-2 Days Late	3-4 Days Late	5+ Days Late	Others	Total	Goal Met	1-2 Days Late	3-4 Days Late	5+ Days Late	Others	Total	Goal Met	1-2 Days Late	3-4 Days Late	5+ Days Late	Others	Total	
Total	4565	695	533	1642	558	7,993	8078	1051	560	868	359	10,916	6908	1004	429	492	250	9,083	27,992
	57.1%	8.7%	6.7%	20.5%	7.0%		74.0%	9.6%	5.1%	8.0%	3.3%		76.1%	11.1%	4.7%	5.4%	2.8%		
CP - Historic Resources	11	0	0	0	0	11	8	2	0	0	0	10	18	2	0	2	0	22	43
	100%	0%	0%	0%	0%		80%	20%	0%	0%	0%		82%	9%	0%	9%	0%		
CP - Long Range Planning	15	0	0	1	0	16	15	1	1	2	2	21	17	0	2	1	1	21	58
	94%	0%	0%	6%	0%		71%	5%	5%	10%	10%		81%	0%	10%	5%	5%		
CP - Rezoning	2	0	0	4	0	6	0	2	0	2	1	5	5	2	1	0	0	8	19
	33%	0%	0%	67%	0%		0%	40%	0%	40%	20%		63%	25%	13%	0%	0%		
CP - Zoning Enforcement	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1
	0%	0%	0%	0%	0%		0%	0%	100%	0%	0%		0%	0%	0%	0%	0%		
DS - Building Review [Non-Residential]	154	8	5	20	0	187	309	5	1	0	1	316	246	3	0	0	0	249	752
	82%	4%	3%	11%	0%		98%	2%	0%	0%	0%		99%	1%	0%	0%	0%		
DS - Building Review [Residential]	58	22	27	30	28	165	140	22	11	0	14	187	203	16	0	0	0	219	571
	35%	13%	16%	18%	17%		75%	12%	6%	0%	7%		93%	7%	0%	0%	0%		
DS - CSC Plan Intake [Non-Residential]	388	13	17	102	0	520	747	17	22	47	8	841	607	18	14	19	0	658	2019
	75%	3%	3%	20%	0%		89%	2%	3%	6%	1%		92%	3%	2%	3%	0%		
DS - CSC Plan Intake [Residential]	324	24	21	76	0	445	577	10	9	10	0	606	570	4	1	21	0	596	1647
	73%	5%	5%	17%	0%		95%	2%	1%	2%	0%		96%	1%	0%	4%	0%		
DS - CSC Quality Control Review [Non-Residential]	284	69	41	107	2	503	364	102	58	180	3	707	322	112	83	140	1	658	1868
	56%	14%	8%	21%	0%		51%	14%	8%	25%	0%		49%	17%	13%	21%	0%		
DS - CSC Quality Control Review [Residential]	292	64	79	127	15	577	347	150	92	164	7	760	339	119	82	72	2	614	1951
	51%	11%	14%	22%	3%		46%	20%	12%	22%	1%		55%	19%	13%	12%	0%		
DS - Electrical [Non-Residential]	255	8	4	16	3	286	517	4	3	0	1	525	333	2	0	0	0	335	1146
	89%	3%	1%	6%	1%		98%	1%	1%	0%	0%		99%	1%	0%	0%	0%		
DS - Electrical [Residential]	1	0	1	0	0	2	13	0	3	0	0	16	3	0	0	0	0	3	21
	50%	0%	50%	0%	0%		81%	0%	19%	0%	0%		100%	0%	0%	0%	0%		

DS - Engineering	122	36	37	150	34	379	347	99	33	17	26	522	267	99	28	4	12	410	1311
	32%	9%	10%	40%	9%		66%	19%	6%	3%	5%		65%	24%	7%	1%	3%		
DS - Mechanical [Non-Residential]	178	5	1	16	0	200	279	3	1	0	2	285	227	2	0	1	0	230	715
	89%	3%	1%	8%	0%		98%	1%	0%	0%	1%		99%	1%	0%	0%	0%		
DS - Mechanical [Residential]	1	0	1	0	0	2	11	0	3	0	0	14	1	0	0	0	0	1	17
	50%	0%	50%	0%	0%		79%	0%	21%	0%	0%		100%	0%	0%	0%	0%		
DS - Planning	142	35	30	67	35	309	206	46	16	26	11	305	177	39	9	9	10	244	858
	46%	11%	10%	22%	11%		68%	15%	5%	9%	4%		73%	16%	4%	4%	4%		
DS - Plumbing [Non-Residential]	92	6	0	14	0	112	211	3	1	0	3	218	162	3	0	1	0	166	496
	82%	5%	0%	13%	0%		97%	1%	0%	0%	1%		98%	2%	0%	1%	0%		
DS - Plumbing [Residential]	2	0	2	0	0	4	3	0	0	0	0	3	0	1	0	0	0	1	8
	50%	0%	50%	0%	0%		100%	0%	0%	0%	0%		0%	100%	0%	0%	0%		
DS - Police Review	2	0	0	5	0	7	0	0	0	0	0	0	0	0	0	0	0	0	7
	29%	0%	0%	71%	0%		0%	0%	0%	0%	0%		0%	0%	0%	0%	0%		
DS - Records Coordinator	0	0	0	0	0	0	0	0	0	0	0	0	36	16	7	49	0	108	108
	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%		33%	15%	6%	45%	0%		
DS - Right of Way Services	38	9	4	30	0	81	75	12	5	12	0	104	56	8	11	19	3	97	282
	47%	11%	5%	37%	0%		72%	12%	5%	12%	0%		58%	8%	11%	20%	3%		
DS - Site Accessibility	143	7	2	3	3	158	233	2	2	1	0	238	165	2	0	2	0	169	565
	91%	4%	1%	2%	2%		98%	1%	1%	0%	0%		98%	1%	0%	1%	0%		
DS - Solid Waste Services	7	0	0	0	0	7	1	0	0	0	0	1	0	0	0	0	0	0	8
	100%	0%	0%	0%	0%		100%	0%	0%	0%	0%		0%	0%	0%	0%	0%		
DS - Web Posting Review	103	2	0	45	5	155	98	0	3	0	5	106	66	0	0	2	0	68	329
	66%	1%	0%	29%	3%		92%	0%	3%	0%	5%		97%	0%	0%	3%	0%		
DS - Zoning Site	231	135	65	326	104	861	546	245	150	211	105	1,257	396	254	123	76	101	950	3068
	27%	16%	8%	38%	12%		43%	19%	12%	17%	8%		42%	27%	13%	8%	11%		
DSL - CSC Quality Control Review [Land]	460	31	13	65	40	609	432	14	9	22	12	489	296	21	9	24	17	367	1465
	76%	5%	2%	11%	7%		88%	3%	2%	4%	2%		81%	6%	2%	7%	5%		
ES - Stormwater	587	86	39	277	133	1,122	1357	72	40	58	47	1,574	1158	93	22	26	56	1,355	4051
	52%	8%	3%	25%	12%		86%	5%	3%	4%	3%		85%	7%	2%	2%	4%		
ES - Stormwater Review (Annex)	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1
	0%	0%	0%	0%	0%		100%	0%	0%	0%	0%		0%	0%	0%	0%	0%		
FD - Fire Protection	151	38	102	58	77	426	173	151	84	36	96	540	320	101	19	2	22	464	1430
	35%	9%	24%	14%	18%		32%	28%	16%	7%	18%		69%	22%	4%	0%	5%		

IT - Addressing	96	14	3	13	7	133	249	1	0	1	2	253	219	2	0	2	0	223	609
	72%	11%	2%	10%	5%		98%	0%	0%	0%	1%		98%	1%	0%	1%	0%		
MISC - Sidewalk Easement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%		0%	0%	0%	100%	0%		
MISC - Transportation Planning	1	0	0	0	0	1	0	3	0	0	0	3	2	1	0	1	1	5	9
	100%	0%	0%	0%	0%		0%	100%	0%	0%	0%		40%	20%	0%	20%	20%		
PRCR - Parks & Recreation	13	2	1	2	1	19	29	0	0	1	2	32	20	2	0	1	1	24	75
	68%	11%	5%	11%	5%		91%	0%	0%	3%	6%		83%	8%	0%	4%	4%		
PRCR - Urban Forestry	183	23	18	18	48	290	405	32	5	0	2	444	346	24	0	1	3	374	1108
	63%	8%	6%	6%	17%		91%	7%	1%	0%	0%		93%	6%	0%	0%	1%		
PU - Public Utilities	198	57	19	37	19	330	340	41	4	61	8	454	275	44	17	12	19	367	1151
	60%	17%	6%	11%	6%		75%	9%	1%	13%	2%		75%	12%	5%	3%	5%		
Transportation - Transit	10	1	0	23	0	34	5	4	1	16	0	26	22	6	1	2	0	31	91
	29%	3%	0%	68%	0%		19%	15%	4%	62%	0%		71%	19%	3%	6%	0%		
UDC	3	0	0	4	1	8	5	1	1	0	0	7	1	1	0	1	0	3	18
	38%	0%	0%	50%	13%		71%	14%	14%	0%	0%		33%	33%	0%	33%	0%		
Wake County Environmental Services	18	0	1	1	0	20	34	4	1	0	1	40	32	6	0	1	0	39	99
	90%	0%	5%	5%	0%		85%	10%	3%	0%	3%		82%	15%	0%	3%	0%		
ZE - [PUPS] Zoning Review	0	0	0	5	3	8	1	3	0	1	0	5	1	1	0	0	1	3	16
	0%	0%	0%	63%	38%		20%	60%	0%	20%	0%		33%	33%	0%	0%	33%		