

**City of Raleigh**  
**Benchmark Turnaround Times**  
 Report by Month

|  | October 2019 |               |               |              |        |       | November 2019 |               |               |              |        |       | December 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 |                      |
| <b>Total</b>   | 7520         | 1076          | 397           | 194          | 174    | 9,361 | 6084          | 784           | 279           | 308          | 152    | 7,607 | 6679          | 806           | 219           | 338          | 242    | 8,284 | 25,252               |
|  | 80.3%        | 11.5%         | 4.2%          | 2.1%         | 1.9%   |       | 80.0%         | 10.3%         | 3.7%          | 4.0%         | 2.0%   |       | 80.6%         | 9.7%          | 2.6%          | 4.1%         | 2.9%   |       |                      |
| <b>CP - Historic Resources</b>                           | 25           | 2             | 2             | 2            | 1      | 32    | 18            | 1             | 0             | 1            | 0      | 20    | 23            | 1             | 0             | 0            | 1      | 25    | 77                   |
|  | 78%          | 6%            | 6%            | 6%           | 3%     |       | 90%           | 5%            | 0%            | 5%           | 0%     |       | 92%           | 4%            | 0%            | 0%           | 4%     |       |                      |
| <b>CP - Long Range Planning</b>                          | 15           | 4             | 3             | 5            | 3      | 30    | 12            | 1             | 0             | 3            | 3      | 19    | 17            | 2             | 0             | 0            | 0      | 19    | 68                   |
|  | 50%          | 13%           | 10%           | 17%          | 10%    |       | 63%           | 5%            | 0%            | 16%          | 16%    |       | 89%           | 11%           | 0%            | 0%           | 0%     |       |                      |
| <b>CP - Rezoning</b>                                     | 4            | 1             | 3             | 1            | 1      | 10    | 2             | 0             | 0             | 0            | 2      | 4     | 0             | 1             | 1             | 1            | 2      | 5     | 19                   |
|  | 40%          | 10%           | 30%           | 10%          | 10%    |       | 50%           | 0%            | 0%            | 0%           | 50%    |       | 0%            | 20%           | 20%           | 20%          | 40%    |       |                      |
| <b>CP - Zoning Enforcement</b>                           | 0            | 0             | 0             | 0            | 0      | 0     | 0             | 0             | 0             | 0            | 1      | 1     | 0             | 0             | 0             | 0            | 0      | 0     | 1                    |
|  | 0%           | 0%            | 0%            | 0%           | 0%     |       | 0%            | 0%            | 0%            | 0%           | 100%   |       | 0%            | 0%            | 0%            | 0%           | 0%     |       |                      |
| <b>DS - Building Review [Non-Residential]</b>            | 246          | 3             | 1             | 0            | 0      | 250   | 186           | 3             | 0             | 0            | 0      | 189   | 185           | 3             | 0             | 0            | 0      | 188   | 627                  |
|  | 98%          | 1%            | 0%            | 0%           | 0%     |       | 98%           | 2%            | 0%            | 0%           | 0%     |       | 98%           | 2%            | 0%            | 0%           | 0%     |       |                      |
| <b>DS - Building Review [Residential]</b>                | 167          | 10            | 1             | 0            | 0      | 178   | 144           | 0             | 0             | 0            | 0      | 144   | 230           | 0             | 0             | 0            | 0      | 230   | 552                  |
|  | 94%          | 6%            | 1%            | 0%           | 0%     |       | 100%          | 0%            | 0%            | 0%           | 0%     |       | 100%          | 0%            | 0%            | 0%           | 0%     |       |                      |
| <b>DS - CSC Plan Intake [Non-Residential]</b>            | 619          | 17            | 18            | 9            | 1      | 664   | 508           | 18            | 10            | 15           | 0      | 551   | 530           | 22            | 14            | 9            | 2      | 577   | 1792                 |
|  | 93%          | 3%            | 3%            | 1%           | 0%     |       | 92%           | 3%            | 2%            | 3%           | 0%     |       | 92%           | 4%            | 2%            | 2%           | 0%     |       |                      |
| <b>DS - CSC Plan Intake [Residential]</b>                | 601          | 3             | 0             | 0            | 0      | 604   | 487           | 2             | 9             | 0            | 0      | 498   | 539           | 2             | 1             | 3            | 0      | 545   | 1647                 |
|  | 100%         | 0%            | 0%            | 0%           | 0%     |       | 98%           | 0%            | 2%            | 0%           | 0%     |       | 99%           | 0%            | 0%            | 1%           | 0%     |       |                      |
| <b>DS - CSC Quality Control Review [Non-Residential]</b> | 426          | 107           | 71            | 40           | 0      | 644   | 263           | 95            | 67            | 39           | 3      | 467   | 359           | 71            | 29            | 70           | 4      | 533   | 1644                 |
|  | 66%          | 17%           | 11%           | 6%           | 0%     |       | 56%           | 20%           | 14%           | 8%           | 1%     |       | 67%           | 13%           | 5%            | 13%          | 1%     |       |                      |
| <b>DS - CSC Quality Control Review [Residential]</b>     | 425          | 183           | 39            | 14           | 0      | 661   | 279           | 131           | 68            | 40           | 0      | 518   | 272           | 85            | 23            | 72           | 0      | 452   | 1631                 |
|  | 64%          | 28%           | 6%            | 2%           | 0%     |       | 54%           | 25%           | 13%           | 8%           | 0%     |       | 60%           | 19%           | 5%            | 16%          | 0%     |       |                      |
| <b>DS - Electrical [Non-Residential]</b>                 | 328          | 3             | 1             | 0            | 0      | 332   | 259           | 2             | 0             | 0            | 0      | 261   | 292           | 7             | 0             | 0            | 0      | 299   | 892                  |
|  | 99%          | 1%            | 0%            | 0%           | 0%     |       | 99%           | 1%            | 0%            | 0%           | 0%     |       | 98%           | 2%            | 0%            | 0%           | 0%     |       |                      |
| <b>DS - Engineering</b>                                  | 337          | 73            | 17            | 3            | 14     | 444   | 274           | 30            | 11            | 11           | 13     | 339   | 213           | 86            | 39            | 12           | 46     | 396   | 1179                 |
|  | 76%          | 16%           | 4%            | 1%           | 3%     |       | 81%           | 9%            | 3%            | 3%           | 4%     |       | 54%           | 22%           | 10%           | 3%           | 12%    |       |                      |

|  |      |      |     |     |      |       |      |     |    |     |      |       |      |     |     |     |     |       |      |
|--|------|------|-----|-----|------|-------|------|-----|----|-----|------|-------|------|-----|-----|-----|-----|-------|------|
| <b>DS - Mechanical [Non-Residential]</b>       | 206  | 4    | 0   | 0   | 0    | 210   | 185  | 4   | 0  | 1   | 0    | 190   | 208  | 6   | 0   | 0   | 0   | 214   | 614  |
|  | 98%  | 2%   | 0%  | 0%  | 0%   |       | 97%  | 2%  | 0% | 1%  | 0%   |       | 97%  | 3%  | 0%  | 0%  | 0%  |       |      |
| <b>DS - Planning</b>                           | 183  | 50   | 9   | 3   | 13   | 258   | 152  | 29  | 5  | 14  | 10   | 210   | 146  | 32  | 11  | 4   | 25  | 218   | 686  |
|  | 71%  | 19%  | 3%  | 1%  | 5%   |       | 72%  | 14% | 2% | 7%  | 5%   |       | 67%  | 15% | 5%  | 2%  | 11% |       |      |
| <b>DS - Plumbing [Non-Residential]</b>         | 179  | 3    | 0   | 0   | 0    | 182   | 151  | 5   | 0  | 0   | 0    | 156   | 172  | 3   | 0   | 0   | 0   | 175   | 513  |
|  | 98%  | 2%   | 0%  | 0%  | 0%   |       | 97%  | 3%  | 0% | 0%  | 0%   |       | 98%  | 2%  | 0%  | 0%  | 0%  |       |      |
| <b>DS - Plumbing [Residential]</b>             | 0    | 0    | 0   | 0   | 0    | 0     | 0    | 0   | 0  | 0   | 0    | 0     | 1    | 0   | 0   | 0   | 0   | 1     | 1    |
|  | 0%   | 0%   | 0%  | 0%  | 0%   |       | 0%   | 0%  | 0% | 0%  | 0%   |       | 100% | 0%  | 0%  | 0%  | 0%  |       |      |
| <b>DS - Records Coordinator</b>                | 117  | 47   | 26  | 14  | 0    | 204   | 145  | 34  | 11 | 12  | 0    | 202   | 151  | 34  | 6   | 34  | 2   | 227   | 633  |
|  | 57%  | 23%  | 13% | 7%  | 0%   |       | 72%  | 17% | 5% | 6%  | 0%   |       | 67%  | 15% | 3%  | 15% | 1%  |       |      |
| <b>DS - Right of Way Services</b>              | 20   | 10   | 3   | 13  | 0    | 46    | 10   | 5   | 2  | 16  | 0    | 33    | 55   | 6   | 9   | 4   | 0   | 74    | 153  |
|  | 43%  | 22%  | 7%  | 28% | 0%   |       | 30%  | 15% | 6% | 48% | 0%   |       | 74%  | 8%  | 12% | 5%  | 0%  |       |      |
| <b>DS - Site Accessibility</b>                 | 173  | 2    | 0   | 0   | 0    | 175   | 139  | 2   | 0  | 0   | 0    | 141   | 217  | 4   | 0   | 0   | 0   | 221   | 537  |
|  | 99%  | 1%   | 0%  | 0%  | 0%   |       | 99%  | 1%  | 0% | 0%  | 0%   |       | 98%  | 2%  | 0%  | 0%  | 0%  |       |      |
| <b>DS - Solid Waste Services</b>               | 0    | 0    | 0   | 0   | 1    | 1     | 0    | 0   | 0  | 0   | 1    | 1     | 0    | 0   | 0   | 0   | 0   | 0     | 2    |
|  | 0%   | 0%   | 0%  | 0%  | 100% |       | 0%   | 0%  | 0% | 0%  | 100% |       | 0%   | 0%  | 0%  | 0%  | 0%  |       |      |
| <b>DS - Web Posting Review</b>                 | 84   | 0    | 0   | 4   | 1    | 89    | 61   | 1   | 1  | 1   | 0    | 64    | 55   | 0   | 0   | 1   | 2   | 58    | 211  |
|  | 94%  | 0%   | 0%  | 4%  | 1%   |       | 95%  | 2%  | 2% | 2%  | 0%   |       | 95%  | 0%  | 0%  | 2%  | 3%  |       |      |
| <b>DS - Zoning Site</b>                        | 482  | 249  | 142 | 52  | 84   | 1,009 | 444  | 154 | 48 | 130 | 62   | 838   | 581  | 175 | 37  | 3   | 39  | 835   | 2682 |
|  | 48%  | 25%  | 14% | 5%  | 8%   |       | 53%  | 18% | 6% | 16% | 7%   |       | 70%  | 21% | 4%  | 0%  | 5%  |       |      |
| <b>DSL - CSC Quality Control Review [Land]</b> | 335  | 18   | 11  | 9   | 3    | 376   | 270  | 17  | 13 | 16  | 0    | 316   | 264  | 24  | 7   | 15  | 9   | 319   | 1011 |
|  | 89%  | 5%   | 3%  | 2%  | 1%   |       | 85%  | 5%  | 4% | 5%  | 0%   |       | 83%  | 8%  | 2%  | 5%  | 3%  |       |      |
| <b>ES - Stormwater</b>                         | 1206 | 166  | 13  | 18  | 36   | 1,439 | 1019 | 87  | 13 | 5   | 19   | 1,143 | 802  | 98  | 28  | 101 | 81  | 1,110 | 3692 |
|  | 84%  | 12%  | 1%  | 1%  | 3%   |       | 89%  | 8%  | 1% | 0%  | 2%   |       | 72%  | 9%  | 3%  | 9%  | 7%  |       |      |
| <b>FD - Fire Protection</b>                    | 402  | 57   | 4   | 1   | 0    | 464   | 312  | 98  | 15 | 0   | 8    | 433   | 435  | 19  | 0   | 0   | 2   | 456   | 1353 |
|  | 87%  | 12%  | 1%  | 0%  | 0%   |       | 72%  | 23% | 3% | 0%  | 2%   |       | 95%  | 4%  | 0%  | 0%  | 0%  |       |      |
| <b>IT - Addressing</b>                         | 206  | 0    | 0   | 0   | 1    | 207   | 150  | 0   | 0  | 0   | 8    | 158   | 224  | 0   | 0   | 0   | 1   | 225   | 590  |
|  | 100% | 0%   | 0%  | 0%  | 0%   |       | 95%  | 0%  | 0% | 0%  | 5%   |       | 100% | 0%  | 0%  | 0%  | 0%  |       |      |
| <b>MISC - Cross Access Agreements</b>          | 0    | 1    | 0   | 0   | 0    | 1     | 0    | 0   | 0  | 0   | 0    | 0     | 1    | 0   | 0   | 0   | 0   | 1     | 2    |
|  | 0%   | 100% | 0%  | 0%  | 0%   |       | 0%   | 0%  | 0% | 0%  | 0%   |       | 100% | 0%  | 0%  | 0%  | 0%  |       |      |
| <b>MISC - Offsite Sewer Easement</b>           | 0    | 0    | 0   | 0   | 0    | 0     | 1    | 0   | 0  | 0   | 0    | 1     | 1    | 0   | 0   | 0   | 0   | 1     | 2    |
|  | 0%   | 0%   | 0%  | 0%  | 0%   |       | 100% | 0%  | 0% | 0%  | 0%   |       | 100% | 0%  | 0%  | 0%  | 0%  |       |      |
| <b>MISC - Other</b>                            | 0    | 0    | 0   | 0   | 0    | 0     | 0    | 0   | 0  | 0   | 0    | 0     | 1    | 0   | 0   | 0   | 0   | 1     | 1    |
|  | 0%   | 0%   | 0%  | 0%  | 0%   |       | 0%   | 0%  | 0% | 0%  | 0%   |       | 100% | 0%  | 0%  | 0%  | 0%  |       |      |

|   |     |     |     |     |    |     |      |     |    |      |     |     |      |     |     |      |     |     |      |
|---|-----|-----|-----|-----|----|-----|------|-----|----|------|-----|-----|------|-----|-----|------|-----|-----|------|
| <b>MISC - Public Access Easement</b>          | 0   | 0   | 0   | 0   | 0  | 0   | 1    | 0   | 0  | 0    | 0   | 1   | 1    | 0   | 0   | 0    | 0   | 1   | 2    |
|   | 0%  | 0%  | 0%  | 0%  | 0% |     | 100% | 0%  | 0% | 0%   | 0%  |     | 100% | 0%  | 0%  | 0%   | 0%  |     |      |
| <b>MISC - Sidewalk Easement</b>               | 0   | 0   | 0   | 0   | 0  | 0   | 2    | 0   | 0  | 0    | 0   | 2   | 1    | 0   | 0   | 0    | 0   | 1   | 3    |
|   | 0%  | 0%  | 0%  | 0%  | 0% |     | 100% | 0%  | 0% | 0%   | 0%  |     | 100% | 0%  | 0%  | 0%   | 0%  |     |      |
| <b>MISC - Slope Easement</b>                  | 0   | 0   | 0   | 0   | 0  | 0   | 1    | 0   | 0  | 0    | 0   | 1   | 1    | 0   | 0   | 0    | 0   | 1   | 2    |
|   | 0%  | 0%  | 0%  | 0%  | 0% |     | 100% | 0%  | 0% | 0%   | 0%  |     | 100% | 0%  | 0%  | 0%   | 0%  |     |      |
| <b>MISC - Stormwater Maintenance Covenant</b> | 0   | 0   | 0   | 0   | 0  | 0   | 1    | 0   | 0  | 0    | 0   | 1   | 1    | 0   | 0   | 0    | 0   | 1   | 2    |
|   | 0%  | 0%  | 0%  | 0%  | 0% |     | 100% | 0%  | 0% | 0%   | 0%  |     | 100% | 0%  | 0%  | 0%   | 0%  |     |      |
| <b>MISC - Transit Easement</b>                | 0   | 0   | 0   | 0   | 0  | 0   | 1    | 0   | 0  | 0    | 0   | 1   | 1    | 1   | 0   | 0    | 0   | 2   | 3    |
|   | 0%  | 0%  | 0%  | 0%  | 0% |     | 100% | 0%  | 0% | 0%   | 0%  |     | 50%  | 50% | 0%  | 0%   | 0%  |     |      |
| <b>MISC - Transportation Planning</b>         | 0   | 3   | 3   | 4   | 1  | 11  | 5    | 0   | 0  | 0    | 2   | 7   | 0    | 0   | 1   | 2    | 2   | 5   | 23   |
|   | 0%  | 27% | 27% | 36% | 9% |     | 71%  | 0%  | 0% | 0%   | 29% |     | 0%   | 0%  | 20% | 40%  | 40% |     |      |
| <b>MISC - Utility Placement Easement</b>      | 1   | 2   | 0   | 0   | 0  | 3   | 3    | 0   | 0  | 0    | 0   | 3   | 1    | 0   | 0   | 0    | 0   | 1   | 7    |
|   | 33% | 67% | 0%  | 0%  | 0% |     | 100% | 0%  | 0% | 0%   | 0%  |     | 100% | 0%  | 0%  | 0%   | 0%  |     |      |
| <b>MISC - Waterline</b>                       | 0   | 0   | 0   | 0   | 0  | 0   | 1    | 0   | 0  | 0    | 0   | 1   | 1    | 0   | 0   | 0    | 0   | 1   | 2    |
|   | 0%  | 0%  | 0%  | 0%  | 0% |     | 100% | 0%  | 0% | 0%   | 0%  |     | 100% | 0%  | 0%  | 0%   | 0%  |     |      |
| <b>PRCR - Parks &amp; Recreation</b>          | 33  | 1   | 0   | 1   | 1  | 36  | 14   | 1   | 0  | 0    | 0   | 15  | 29   | 1   | 0   | 1    | 4   | 35  | 86   |
|   | 92% | 3%  | 0%  | 3%  | 3% |     | 93%  | 7%  | 0% | 0%   | 0%  |     | 83%  | 3%  | 0%  | 3%   | 11% |     |      |
| <b>PRCR - Urban Forestry</b>                  | 374 | 8   | 3   | 1   | 1  | 387 | 297  | 13  | 0  | 0    | 6   | 316 | 354  | 14  | 0   | 2    | 1   | 371 | 1074 |
|   | 97% | 2%  | 1%  | 0%  | 0% |     | 94%  | 4%  | 0% | 0%   | 2%  |     | 95%  | 4%  | 0%  | 1%   | 0%  |     |      |
| <b>PU - Public Utilities</b>                  | 256 | 42  | 25  | 0   | 12 | 335 | 220  | 43  | 6  | 3    | 14  | 286 | 248  | 104 | 12  | 2    | 18  | 384 | 1005 |
|   | 76% | 13% | 7%  | 0%  | 4% |     | 77%  | 15% | 2% | 1%   | 5%  |     | 65%  | 27% | 3%  | 1%   | 5%  |     |      |
| <b>Transportation - Transit</b>               | 34  | 2   | 1   | 0   | 0  | 37  | 30   | 7   | 0  | 0    | 0   | 37  | 41   | 2   | 1   | 0    | 1   | 45  | 119  |
|   | 92% | 5%  | 3%  | 0%  | 0% |     | 81%  | 19% | 0% | 0%   | 0%  |     | 91%  | 4%  | 2%  | 0%   | 2%  |     |      |
| <b>UDC</b>                                    | 0   | 0   | 0   | 0   | 0  | 0   | 0    | 0   | 0  | 1    | 0   | 1   | 0    | 0   | 0   | 2    | 0   | 2   | 3    |
|   | 0%  | 0%  | 0%  | 0%  | 0% |     | 0%   | 0%  | 0% | 100% | 0%  |     | 0%   | 0%  | 0%  | 100% | 0%  |     |      |