

Percentage of replies made within deadline by service area

Service area	% of contacts answered on time
Resources	100%
Food Safety Unit	100%
First Stop York	100%
Finance	100%
Engineering	100%
Education and Leisure	100%
Director	100%
Community Services	100%
Commercial Services	100%
Building Control	100%
AD – Resource and Business Management	100%
AD – Environmental Protection & Street Services	100%
AD – Economic Development	100%
Chief Executive's	98.25%
Network Management	98.02%
Parking	97.92%
Licensing and Regulation	96.67%
City Development	95.24%
Highways and Street Operations	94.3%
Environmental Protection	93.33%
'Other'	92.86%
Design and Conservation	90.91%
EHTS	90.48%
Street Environment Services	88.77%
Transport Planning Unit	84.96%
AD – City Development and Transport Planning	83.33%
Building Control and Property Info	75%
Trading Standards	50%
AD – Planning and Sustainability	50%