

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through September 2008**

Promoting Government Transparency and Accountability to Taxpayers

| Strategic Metric | Status |
|---|--|
| Process approximately 24 million returns (including 8 million coupon returns) and more than \$85 billion in state and local tax payments collected through voluntary compliance on time with 100% accuracy. | Approximately 13 million returns and more than \$43 billion in state and local tax payments have been processed on time with 100% accuracy through September 2008. |
| Answer 85% of all telephone inquiries within an average of 5 minutes. | Through September 2008, 65% of telephone inquiries were answered within 5 minutes. |
| Achieve an average quality score of more than 90% in independent Call Center quality review. | The 2008-2009 Call Center Quality Review is anticipated to be complete by January 2009. |
| Issue all tax forms and instructions on time with 100% accuracy. | Through September 2008, 100% of 349 tax forms and instructions were issued timely and accurately. |
| Send 100% of timely filed income tax refund requests to the Office of the State Comptroller by May 20th. | All income tax refund requests were sent to OSC by May 20th. |
| Resolve 90% of written inquiries (including protests) within 90 days. | Through September, an average of 87% of written inquiries regarding personal income tax and 90% of business tax inquiries were resolved within 90 days. |
| Process sales tax registrations within 5 days of receipt. | Sales tax registrations were processed within an average of 2 days through September 2008. |
| Provide information to taxpayers within 15 days of their request relating to legally dissolving or reinstating corporations. | Information was provided to taxpayers within an average of 12 days through September 2008. |