

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through December 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 17 million returns and more than \$66 billion in state and local tax payments have been processed on time with 100% accuracy through December 2008.
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through December 2008, 62% 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 resulted in an average quality score of 92.1%. This score reflects an independent review of the Office of Processing and Taxpayer Services' Personal Income Tax Services Group and the Collections and Civil Enforcement Division's Collections Resolution Center.
Issue all tax forms and instructions on time with 100% accuracy.	Through December 2008, 100% of 728 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 December, an average of 75% of written inquiries regarding personal income tax and 88% 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 3 days through December 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 17 days through December 2008.