

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through June 2010**

Promoting Government Transparency and Accountability to Taxpayers

Strategic Metric	Status
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through June 2010, 79% of telephone inquiries were answered within 5 minutes.
Achieve an average quality score of more than 90% in independent Call Center quality review.	The independent quality reviews are on hold due to a system failure of the Ultra Select call recording software.
Issue all tax forms and instructions on time with 100% accuracy.	Through June 2010, 100% of 107 tax forms and instructions were issued timely and accurately.
Resolve 90% of PIT written inquiries (including liability resolutions) within 90 days.	Through June 2010, an average of 94% of written inquiries regarding personal income tax were resolved within 90 days.
Resolve 90% of business written inquiries (including liability resolutions) within 90 days.	Through June 2010, an average of 76.5% of written inquiries regarding business tax were resolved within 90 days.