

**NYS Department of Taxation & Finance  
Performance Metrics  
Fiscal Year to Date Through June 2011**

**Promoting Government Transparency and Accountability to Taxpayers**

Strategic Metric	Status
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through June 2011, 67.5% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through June 2011, 100% of 101 tax forms and instructions were issued timely and accurately.
Resolve 90% of PIT written inquiries (including liability resolutions) within 90 days.	Through June 2011, an average of 98.4% 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 2011, an average 87.2% of written inquiries regarding business tax were resolved within 90 days.