

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

**Promoting Government Transparency and Accountability to Taxpayers**

Strategic Metric	Status
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through March 2011, 82.2% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through March 2011, 98.9% of 835 tax forms and instructions were issued timely and accurately.
Resolve 90% of PIT written inquiries (including liability resolutions) within 90 days.	Through March 2011, an average of 78.5% 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 March 2011, an average of 80.9% of written inquiries regarding business tax were resolved within 90 days.