

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through September 2012**

Promoting Government Transparency and Accountability to Taxpayers

Strategic Metric	Status
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through September 2012, 71.1% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through September 2012, 95.9% of 245 tax forms and instructions were issued timely and accurately.
Resolve 90% of PIT written inquiries (including liability resolutions) within 90 days.	Through September 2012, an average of 98.6% 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 September 2012, an average 79.6% of written inquiries regarding business tax were resolved within 90 days.