

**NYS Department of Taxation & Finance  
Performance Metrics  
Fiscal Year to Date Through September 2018**

**Promoting Government Transparency and Accountability to Taxpayers**

<b>Strategic Metric</b>	<b>Status</b>
Answer 85% of all TCC inquiries within an average of 5 minutes.	Through September 2018, 51.8% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through September 2018, 100% of 209 tax forms and instructions were issued timely and accurately.
Resolve 85% of written PIT inquiries (including liability resolutions) within 90 days.	Through September 2018, an average of 47.5% of written inquiries regarding personal income tax were resolved within 90 days.
Resolve 85% of written business inquiries (including liability resolutions) within 90 days.	Through September 2018, an average of 84% of written inquiries regarding business tax were resolved within 90 days.