

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through December 2016**

Promoting Government Transparency and Accountability to Taxpayers

Strategic Metric	Status
Answer 85% of all TCC inquiries within an average of 5 minutes.	Through December 2016, 72% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through December 2016, 100% of 704 tax forms and instructions were issued timely and accurately.
Resolve 95% of written PIT inquiries (including liability resolutions) within 90 days.	Through December 2016, an average of 73.5% 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 December 2016, an average 80.3% of written inquiries regarding business tax were resolved within 90 days.