

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through December 2017**

Promoting Government Transparency and Accountability to Taxpayers

| Strategic Metric | Status |
|---|---|
| Answer 85% of all TCC inquiries within an average of 5 minutes. | Through December 2017, 56% of telephone inquiries were answered within 5 minutes. |
| Issue all tax forms and instructions on time with 100% accuracy. | Through December 2017, 100% of 793 tax forms and instructions were issued timely and accurately. |
| Resolve 95% of written PIT inquiries (including liability resolutions) within 90 days. | Through December 2017, an average of 63.9% 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 2017, an average of 83.8% of written inquiries regarding business tax were resolved within 90 days. |