



Performance Metrics

Fiscal Year to Date Through December 2020

Strategic Metric	Status
Answer 85% of all Consolidated Contact Center inquiries within an average of 5 minutes.	Through December 2020, 77.7% of telephone inquiries were answered within 5 minutes.
Resolve 85% of written personal income tax inquiries (including liability resolutions) within 90 days.	Through December 2020, an average of 89.9% 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 2020, an average of 81.5% of written inquiries regarding business tax were resolved within 90 days.
Issue 75% of personal income tax electronic refunds within 30 days of filing.	Through December 2020, 97.1% of personal income tax electronic refunds were issued timely.
Issue 75% of personal income tax paper refunds within 30 days of filing.	Through December 2020, 97.1% of personal income tax paper refunds were issued timely.