

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through June 2015**

Promoting Government Transparency and Accountability to Taxpayers

Strategic Metric	Status
Answer 85% of all TCC inquiries within an average of 5 minutes.	Through June 2015, 61.8% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through June 2015, 100% of 107 tax forms and instructions were issued timely and accurately.
Resolve 95% of PIT written inquiries (including liability resolutions) within 90 days.	Through June 2015, an average of 88% of written inquiries regarding personal income tax were resolved within 90 days.
Resolve 92% of business written inquiries (including liability resolutions) within 90 days.	Through June 2015, an average 87.6% of written inquiries regarding business tax were resolved within 90 days.