

**NYS Department of Taxation & Finance  
Performance Metrics  
Fiscal Year to Date Through June 2008**

**Promoting Government Transparency and Accountability to Taxpayers**

Strategic Metric	Status
Process approximately 24 million returns (including 8 million coupon returns) and more than \$85 billion in state and local tax payments collected through voluntary compliance on time with 100% accuracy.	Approximately 9 million returns and more than \$28 billion in state and local tax payments have been processed on time with 99.9% accuracy through June 2008.
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through June 2008, 61% of telephone inquiries were answered within 5 minutes.
Achieve an average quality score of more than 90% in independent Call Center quality review.	The 2008-2009 Call Center Quality Review is anticipated to be complete by January 2009.
Issue all tax forms and instructions on time with 100% accuracy.	Through June 2008, 100% of the 107 tax forms and instructions were issued timely and accurately.
Send 100% of timely filed income tax refund requests to the Office of the State Comptroller by May 20th.	All income tax refund requests were sent to OSC by May 20th.
Resolve 90% of written inquiries (including protests) within 90 days.	Through June 2008, an average of 97% of written inquiries regarding personal income tax and 90% of business tax inquiries were resolved within 90 days.
Process sales tax registrations within 5 days of receipt.	Sales tax registrations were processed within an average of 3 days through June 2008.
Provide information to taxpayers within 15 days of their request relating to legally dissolving or reinstating corporations.	Information was provided to taxpayers within an average of 12 days through June 2008.