

**NYS Department of Taxation & Finance  
Performance Metrics  
Fiscal Year to Date Through September 2009**

**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 12.6 million returns and more than \$36.6 billion in state and local tax payments have been processed on time with 100% accuracy through September 2009.
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through September 2009, 84% of telephone inquiries were answered within 5 minutes.
Achieve an average quality score of more than 90% in independent Call Center quality review.	The independent quality reviews are on hold due to a system failure of the Ultra Select call recording software.
Issue all tax forms and instructions on time with 100% accuracy.	Through September 2009, 100% of 304 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 20, 2009.
Resolve 90% of written inquiries (including protests) within 90 days.	Through September 2009, an average of 59.4% of written inquiries regarding personal income tax and 75.2% 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 8 days through September 2009.
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 2.8 days through September 2009.