<table>
<thead>
<tr>
<th>Strategic Metric</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer 85% of all telephone inquiries within an average of 5 minutes.</td>
<td>Through March 2014, 75.2% of telephone inquiries were answered within 5 minutes.</td>
</tr>
<tr>
<td>Issue all tax forms and instructions on time with 100% accuracy.</td>
<td>Through March 2014, 100% of 813 tax forms and instructions were issued timely and accurately.</td>
</tr>
<tr>
<td>Resolve 90% of PIT written inquiries (including liability resolutions) within 90 days.</td>
<td>Through March 2014, an average of 71.3% of written inquiries regarding personal income tax were resolved within 90 days.</td>
</tr>
<tr>
<td>Resolve 90% of business written inquiries (including liability resolutions) within 90 days.</td>
<td>Through March 2014, an average 87.6% of written inquiries regarding business tax were resolved within 90 days.</td>
</tr>
</tbody>
</table>