

**NYS Department of Taxation & Finance  
Performance Metrics  
Fiscal Year to Date Through March 2016**

**Promoting Government Transparency and Accountability to Taxpayers**

Strategic Metric	Status
Answer 85% of all TCC inquiries within an average of 5 minutes.	Through March 2016, 72.7% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through March 2016, 100% of 882 tax forms and instructions were issued timely and accurately.
Resolve 95% of written PIT inquiries (including liability resolutions) within 90 days.	Through March 2016, an average of 62.4% of written inquiries regarding personal income tax were resolved within 90 days.
Resolve 92% of written business inquiries (including liability resolutions) within 90 days.	Through March 2016, an average 77.9% of written inquiries regarding business tax were resolved within 90 days.