



Performance Metrics

Fiscal Year to Date Through March 2021

| Strategic Metric | Status |
|--|---|
| Answer 85% of all Consolidated Contact Center inquiries within an average of 5 minutes. | Through March 2021, 75.6% of telephone inquiries were answered within 5 minutes. |
| Resolve 85% of written personal income tax inquiries (including liability resolutions) within 90 days. | Through March 2021, an average of 78.6% of written inquiries regarding personal income tax were resolved within 90 days |
| Resolve 85% of written business inquiries (including liability resolutions) within 90 days. | Through March 2021, an average of 78.9% of written inquiries regarding business tax were resolved within 90 days. |
| Issue 75% of personal income tax electronic refunds within 30 days of filing. | Through March 2021, 97% of personal income tax electronic refunds were issued timely. |
| Issue 75% of personal income tax paper refunds within 30 days of filing. | Through March 2021, 95.8% of personal income tax paper refunds were issued timely. |