

**PERFORMANCE MEASURES
JANUARY 2005**

Customer Service / Satisfaction	January-04		January-05		Effects on Service Level
	Volume	Service Level	Volume	Service Level	

Call Center Services *Service level is time waiting to speak to representative					
General Inquiries	178,904	31 seconds	182,796	100 seconds	Decline
Collections	59,621	383 seconds	65,397	287 seconds	Improve
Collection Callers Who Got Busy Signal	8,150		27,194		Decline
Collection Callers Abandoned	10,482		9,003		Improve

Registrations Timely Issued	6,443	93%	4,967	98%	Improve
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Resolution of Taxpayer Protests on Bills *service level is time to resolve					
Personal Income Tax	7,304	4 months	11,041	2.75 months	Improve
Corporation Tax	11,981	7 months	2,586	1.5 months	Improve
Sales Tax	14,303	4 months	17,424	3.5 months	Improve
Withholding Tax	4,737	2.5 months	4,832	2.5 months	Same

Efficiency	January-04		January-05		Effects on Service Level
	Volume	Service Level	Volume	Service Level	

Staff Assisted Processing (Exceptions) *Service level is time to clear return					
Personal Income Tax	2,512	1 week	9,579	2 weeks	Decline
Corporation Tax	8,411	1 month	11,626	1.5 months	Decline
Sales Tax	39,808	2.5 months	43,037	3.5 months	Decline
Withholding Tax	10,241	2 weeks	12,985	2.5 weeks	Decline

Collection Cases Completed Within Standard Time		97.71		97.5	Decline
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Inbound Collection calls per Staff Hour		4.4		4.6	Improve
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Outdialed Collection Contacts Per Staff Hour <i>Automatic dialing system only</i>		7.7		6.0	Decline
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Effectiveness	January-04		January-05		Effects on Service Level
	Volume	Service Level	Volume	Service Level	

System processed income tax returns without staff intervention					
Paper	21,285	97.5%	120,679	93.7%	Decrease
e-file	324,202	96.9%	387,725	99.9%	Increase