

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through September 2010**

Promoting Government Transparency and Accountability to Taxpayers

| Strategic Metric | Status |
|---|--|
| Answer 85% of all telephone inquiries within an average of 5 minutes. | Through September 2010, 82% of telephone inquiries were answered within 5 minutes. |
| Issue all tax forms and instructions on time with 100% accuracy. | Through September 2010, 100% of 256 tax forms and instructions were issued timely and accurately. |
| Resolve 90% of PIT written inquiries (including liability resolutions) within 90 days. | Through September 2010, an average of 85% of written inquiries regarding personal income tax were resolved within 90 days. |
| Resolve 90% of business written inquiries (including liability resolutions) within 90 days. | Through September 2010, an average of 80.4% of written inquiries regarding business tax were resolved within 90 days. |