

**NYS Department of Taxation & Finance
Performance Metrics
Fiscal Year to Date Through September 2011**

Promoting Government Transparency and Accountability to Taxpayers

Strategic Metric	Status
Answer 85% of all telephone inquiries within an average of 5 minutes.	Through September 2011, 70.9% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through September 2011, 100% of 287 tax forms and instructions were issued timely and accurately.
Resolve 90% of PIT written inquiries (including liability resolutions) within 90 days.	Through September 2011, an average of 95.8% 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 2011, an average 90.1% of written inquiries regarding business tax were resolved within 90 days.