



Performance Metrics

Fiscal Year to Date Through March 2019

Strategic Metric	Status
Answer 85% of all Contact Center Division inquiries within an average of 5 minutes.	Through March 2019, 62.8% of telephone inquiries were answered within 5 minutes.
Issue all tax forms and instructions on time with 100% accuracy.	Through March 2019, 99.9% of 985 tax forms and instructions were issued timely and accurately.
Resolve 85% of written personal income tax inquiries (including liability resolutions) within 90 days.	Through March 2019, an average of 41.5% 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 2019, an average of 85.6% of written inquiries regarding business tax were resolved within 90 days.