

Performance Measures

February 2005

Customer Service / Satisfaction	February-04		February-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	234,308	63 seconds	278,981	143 seconds	Decline
Collections	52,716	481 seconds	68,814	369 seconds	Improve
Collection Callers Who Got Busy Signal	6,883		20,546		Decline
Collection Callers Abandoned	10,220		10,710		Decline
Registrations Timely Issued	5,193	100%	5,671	100%	Improve
Resolution of Taxpayer Protests on Bills *service level is time to resolve					
Personal Income Tax	6,673	2 months	11,299	3.25 months	Decline
Corporation Tax	12,267	9 months	1,950	1 month	Improve
Sales Tax	15,295	3 months	17,319	3.5 months	Decline
Withholding Tax	4,918	2.5 months	5,414	2.75 months	Decline
Efficiency	February-04		February-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	67,588	4 months	27,150	2 months	Improve
Corporation Tax	20,005	2 months	13,717	1.25 months	Improve
Sales Tax	36,950	4 months	40,368	3.25 months	Improve
Withholding Tax	24,063	5 weeks	28,420	5.5 weeks	Decline
Collection Cases Completed Within Standard Time		96.44		97.51	Improve
Inbound Collection calls per Staff Hour		4.3		4.6	Improve
Outdialed Collection Contacts Per Staff Hour <i>Automatic dialing system only</i>		8.0		7.1	Decline
Effectiveness	1/1/04-2/28/04		1/1/05-2/28/05		Effects on Service Level
	Volume	Service Level	Volume	Service Level	
System processed income tax returns without staff intervention					
Paper	733,695	94.5%	713,241	96.5%	Increase
e-file	1,368,754	96.3%	1,617,388	99.3%	Increase