

Department of the Treasury

Performance Indicators - July 2011

| | Frequency | Desired Trend | Goal | Prior | Current | % Change | Last 12 Month Average |
|--|-----------|---------------|---------------------|--------------|--------------|----------|-----------------------|
| Revenue Generation (including Cost Management) | | | | | | | |
| Number of audit completions fiscal year to date (Taxation) | m | increase | 91,000 | tbd | tbd | | 77,560 |
| Average deposit turnaround in work days (Revenue) | m | reduce | 2 | 2 | 2 | 0% | 2 |
| Actual cash collections net of refunds expressed as percentages of forecast ¹ (OMB/OREA) | | | | | | | |
| Gross Income Tax | m | n/a | ± 1% | -2.0% | -0.3% | n/a | n/a |
| Sales Tax | m | n/a | ± 1% | -0.6% | -0.2% | n/a | n/a |
| Corporation Business Tax | m | n/a | ± 1% | -3.1% | 0.0% | n/a | n/a |
| Lottery | m | n/a | ± 1% | 0.0% | -3.0% | n/a | n/a |
| Accuracy of New Jersey economic forecast variance between projection and actual for calendar year 2011 (Chief Economist) | | | | | | | |
| Personal income growth to date (2011: Q1 annual growth rate) | q | n/a | ± 1% of 4.8 | 7.2 | 7.2 | n/a | n/a |
| Employment growth to date (annual growth rate, 2010:Q4-2011:Q2) | q | n/a | ± 1% of 1.4 | 1.2 | 1.2 | n/a | n/a |
| Unemployment (2011:Q2 average) | q | n/a | ± 1% of 9.0 | 9.4 | 9.4 | n/a | n/a |
| Asset Management | | | | | | | |
| Difference between the Pension Fund level and the benchmark (as of May 31, 2010) (Investments) | m | increase | > +100 bases points | -0.37 | tbd | n/a | -0.04 |
| Total Workers Compensation cost, including medical expenses, wage replacement and related claims expenses, per 1000, across State government (Risk Mgmt) | m | decrease | \$ 1,313,570 | \$ 68,036 | \$ 62,990 | -7% | \$ 1,475,921 |
| Injury rate per employee (Risk Management) | m | reduce | 8.2% | 9.08% | 7.73% | -15% | 8.49% |
| Average number of business days to review and approve a professional services Request for Proposals advertisement (Property Management and Construction) | q | decrease | <2 | tbd | tbd | n/a | n/a |
| Amount reunited with owner (Unclaimed Property) | m | increase | \$ 7,500,000 | \$ 7,524,061 | \$ 7,486,161 | -1% | \$ 6,626,914 |
| Services to the Public or other Local Government Entities | | | | | | | |
| Call centers customer service levels (Answered vs. Received) | | | | | | | |
| Taxation | m | increase | 70% | 72.5% | 80% | 10% | 68% |
| Pensions & Benefits | m | increase | 25% | 13% | 12% | -8% | 14% |
| Revenue | m | increase | 92% | 94% | 92% | -2% | 89% |
| Average number of pension member payments disbursed electronically through electronic funds transfer (Pensions) | m | increase | 90% | 83% | 84% | 1% | 83% |
| Percentage of all business formation/registration and amended filings processed electronically (Revenue) | m | increase | 75% | 78% | 83% | 6% | 83% |
| Statewide Support Service | | | | | | | |
| Percent of procurements successfully challenged (Purchase & Property) | m | decrease | <24.4% | 14.3% | 14.3% | 0% | 25% |
| Cost per printed impression by the print shop (Administration) | m | decrease | tbd | tbd | tbd | n/a | n/a |
| Cost per printed copy by the print shop (Administration) | m | decrease | tbd | tbd | tbd | n/a | n/a |
| Monthly cost per state owned vehicle (Administration) | m | decrease | tbd | tbd | tbd | n/a | n/a |
| Percentage of all revenue deposited through EFT (Revenue) | m | increase | 70% | 70% | 88% | 26% | 76% |

¹ June figures stated are May 2011 Budget Testimony