

Department of the Treasury
Performance Indicators - December 2013

| | Frequency | Desired Trend | Target | Prior | Current | % Change | Last 12 Month Average |
|---|-----------|---------------|--------------|---------------|---------------|----------|-----------------------|
| Revenue Generation (including Cost Management) | | | | | | | |
| Average deposit turnaround in work days (Revenue) | m | reduce | 2 | 2 | 2 | n/a | 2 |
| Actual cash collections net of refunds expressed as percentages of forecast (OMB/OREA) | | | | | | | |
| Gross Income Tax | m | n/a | ± 1% | -1.3% | -7.7% | n/a | n/a |
| Sales Tax | m | n/a | ± 1% | -0.1% | -1.9% | n/a | n/a |
| Corporation Business Tax | m | n/a | ± 1% | 60.9% | -18.9% | n/a | n/a |
| Lottery | m | n/a | ± 1% | -17.9% | 1.2% | n/a | n/a |
| Accuracy of New Jersey economic forecast variance between projection and actual for calendar year 2013 (Chief Economist) | | | | | | | |
| Personal income growth to date (percentage change, fourth quarter 2012 to fourth quarter 2013) <i>See Note 1 Below</i> | q | n/a | ± 1% of 1.8 | -0.2 | 0.9 | n/a | n/a |
| Employment growth to date (percentage change, fourth quarter 2012 to fourth quarter 2013) <i>See Note 1 Below</i> | q | n/a | ± 1% of 1.3 | 1.6 | 1.6 | n/a | n/a |
| Unemployment (Fourth quarter 2013 average) <i>See Note 2 Below</i> | q | n/a | ± 1% of 8.3 | 8.5 | 8.5 | n/a | n/a |
| Asset Management | | | | | | | |
| Difference between the Pension Fund return and the benchmark fiscal year to date (as of November 30, 2013) (Investments) | m | increase | > 1% | -0.03% | 0.65% | n/a | n/a |
| Injury rate per employee (Target is for the 12 month average) (Risk Mgmt) | m | reduce | 7.5% | 5.04% | 5.88% | 16.67% | 5.70% |
| Amount reunited with owner (as of November 2013) (Unclaimed Property) | m | increase | \$ 6,381,090 | \$ 10,138,957 | \$ 16,075,610 | 59% | \$ 8,963,724 |
| Services to the Public or Local Government Entities | | | | | | | |
| Call centers customer service levels (Answered vs. Received) | | | | | | | |
| Taxation* | m | increase | 71% | 84% | 91% | 8% | 90% |
| Pensions & Benefits | m | increase | 75% | 68% | 73% | 7% | 60% |
| Revenue | m | increase | 92% | 95% | 96% | 1% | 93% |
| Average number of pension member payments disbursed electronically through electronic funds transfer (Pensions) | m | increase | 95% | 90% | 90% | 0% | 88% |
| Percentage of all business formation/registration and amended filings processed electronically (Revenue) | m | increase | 80% | 88% | 88% | 0% | 91% |
| Statewide Support Service | | | | | | | |
| Percent of procurements affirmed after protest (Purchase & Property) | m | increase | 90% | 100% | 100% | 0% | 100% |
| Cost per printed impression by the print shop (as of November 2013) (Administration) | q | decrease | \$0.10 | \$0.18 | \$0.19 | n/a | \$0.14 |
| Cost per printed copy by the print shop (as of November 2013) (Administration) | q | decrease | \$0.05 | \$0.04 | \$0.04 | n/a | \$0.04 |
| Monthly cost per state owned vehicle (as of November 2013) (Administration) | q | decrease | \$225 | \$150 | \$144 | n/a | \$167 |
| Percentage of all revenue deposited through EFT (Revenue) | m | increase | 75% | 83% | 89% | 7% | 79% |

Note 1: Percentage change, annual rate, fourth quarter 2012 to third quarter 2013.

Note 2: Third quarter 2013 average.

*Taxation will update yearly targets for the Customer Service levels.