

## Department of the Treasury

### Performance Indicators - May 2014

|  | Frequency | Desired Trend | Target       | Prior         | Current       | % Change | Last 12 Month Average |
|--|-----------|---------------|--------------|---------------|---------------|----------|-----------------------|
| <b>Revenue Generation (including Cost Management)</b>  |           |               |              |               |               |          |                       |
| 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%         | -             | 0.6%          | n/a      | n/a                   |
| Sales Tax  | m         | n/a           | ± 1%         | -             | 5.4%          | n/a      | n/a                   |
| Corporation Business Tax   | m         | n/a           | ± 1%         | -             | -15.7%        | n/a      | n/a                   |
| Lottery  | m         | n/a           | ± 1%         | -             | -4.0%         | 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)                           | q         | n/a           | ± 1% of 1.8  | 1.1           | 1.1           | n/a      | n/a                   |
| Employment growth to date (percentage change, fourth quarter 2012 to fourth quarter 2013)                                | q         | n/a           | ± 1% of 1.3  | 0.5           | 0.5           | n/a      | n/a                   |
| Unemployment (Fourth quarter 2013 average)   | q         | n/a           | ± 1% of 8.3  | 7.4           | 7.4           | n/a      | n/a                   |
| <b>Asset Management</b>  |           |               |              |               |               |          |                       |
| Difference between the Pension Fund return and the benchmark fiscal year to date (as of April 30, 2014) (Investments)    | m         | increase      | > 1%         | -             | 0.3%          | n/a      | n/a                   |
| Injury rate per employee (Target is for the 12 month average) (Risk Mgmt)  | m         | reduce        | 7.5%         | 4.68%         | 5.40%         | -9.30%   | 5.70%                 |
| Amount reunited with owner (as of February 2014) (Unclaimed Property)  | m         | increase      | \$ 7,139,837 | \$ 11,841,243 | \$ 12,916,775 | 49%      | \$ 10,487,755         |
| <b>Services to the Public or Local Government Entities</b>   |           |               |              |               |               |          |                       |
| Call centers customer service levels (Answered vs. Received)   |           |               |              |               |               |          |                       |
| Taxation*  | m         | increase      | 71%          | 91%           | 91%           | 0%       | 90%                   |
| Pensions & Benefits  | m         | increase      | 75%          | 67%           | 68%           | 1%       | 66%                   |
| Revenue  | m         | increase      | 92%          | 95%           | 97%           | 2%       | 94%                   |
| Average number of pension member payments disbursed electronically through electronic funds transfer (Pensions)          | m         | increase      | 92%          | 90%           | 90%           | 0%       | 90%                   |
| Percentage of all business formation/registration and amended filings processed electronically (Revenue)                 | m         | increase      | 80%          | 87%           | 82%           | -6%      | 89%                   |
| <b>Statewide Support Service</b>   |           |               |              |               |               |          |                       |
| 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 April 2014) (Administration)  | q         | decrease      | \$0.10       | \$0.14        | \$0.14        | n/a      | \$0.15                |
| Cost per printed copy by the print shop (as of April 2014) (Administration)  | q         | decrease      | \$0.05       | \$0.03        | \$0.03        | n/a      | \$0.04                |
| Monthly cost per state owned vehicle (as of April 2014) (Administration)   | q         | decrease      | \$225        | \$162         | \$157         | n/a      | \$151                 |
| Percentage of all revenue deposited through EFT (Revenue)  | m         | increase      | 75%          | 64%           | 81%           | 27%      | 80%                   |

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