

Department of the Treasury

Performance Indicators - June 2014

	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%	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 2014 (Chief Economist)							
Personal income growth to date (First quarter 2014 average) <i>See Note 1 Below</i>	q	n/a	± 1% of 1.8	-	2.4	n/a	n/a
Employment growth to date (percentage change, annual rate, fourth quarter 2013 to first quarter 2014) <i>See Note 1 Below</i>	q	n/a	± 1% of 1.3	-	-1.0	n/a	n/a
Unemployment (First quarter 2014 average) <i>See Note 2 Below</i>	q	n/a	± 1% of 8.3	-	7.1	n/a	n/a
Asset Management							
Difference between the Pension Fund return and the benchmark fiscal year to date (as of May 30, 2014) (Investments)	m	increase	> 1%	0.30%	0.11%	n/a	n/a
Injury rate per employee (Target is for the 12 month average) (Risk Mgmt)	m	reduce	7.5%	5.40%	5.16%	-4.44%	5.70%
Amount reunited with owner (as of February 2014) (Unclaimed Property)	m	increase	\$ 8,839,577	\$ 12,916,775	\$ 10,179,436	-8%	\$ 10,414,270
Services to the Public or Local Government Entities							
Call centers customer service levels (Answered vs. Received)							
Taxation*	m	increase	71%	91%	91%	0%	90%
Pensions & Benefits	m	increase	75%	68%	69%	1%	68%
Revenue	m	increase	92%	97%	91%	-6%	95%
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%	82%	81%	-1%	89%
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 May 2014) (Administration)	q	decrease	\$0.10	\$0.14	\$0.15	n/a	\$0.16
Cost per printed copy by the print shop (as of May 2014) (Administration)	q	decrease	\$0.05	\$0.03	\$0.03	n/a	\$0.04
Monthly cost per state owned vehicle (as of May 2014) (Administration)	q	decrease	\$225	\$157	\$159	n/a	\$147
Percentage of all revenue deposited through EFT (Revenue)	m	increase	75%	81%	71%	-12%	80%

Note 1: Percentage change, annual rate, fourth quarter 2013 to fourth quarter 2014.

Note 2: Fourth quarter 2014 average.

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