

**Department of the Treasury**  
**Performance Indicators - March 2017**

	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
<b>Asset Management</b>							
Difference between the Pension Fund return and the benchmark fiscal year to date (as of February 2017) (Investments)	m	increase	0.8%	0.24%	0.25%	0.01%	n/a
Injury rate per employee (Target is for the 12 month average) (Risk Mgmt)	m	reduce	6%	5.52%	5.76%	4.35%	5.18%
Amount reunited with owner (as of February 2017) (Unclaimed Property)	m	increase	\$ 8,975,134	\$ 9,088,452	\$ 11,078,968	17.97%	\$ 11,358,241
<b>Services to the Public or Local Government Entities</b>							
Call centers customer service levels (Answered vs. Received)							
Taxation	m	increase	80%	-	-	-	-
Pensions & Benefits	m	increase	75%	62%	62%	0%	66%
Revenue	m	increase	93%	95%	93%	-2%	95%
Percentage of all business formation/registration and amended filings processed electronically (Revenue)	m	increase	91%	95%	95%	0%	95%
<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 December 2016) (Administration)	q	decrease	\$0.17	\$0.18	-	n/a	\$0.15
Cost per printed copy by the print shop (as of December 2016) (Administration)	q	decrease	\$0.05	\$0.04	-	n/a	\$0.05
Monthly cost per state owned vehicle (as of December 2016) (Administration)	q	decrease	\$293	\$225	-	n/a	\$284
Percentage of all revenue deposited through EFT (Revenue)	m	increase	78%	88%	88%	0%	82%