

Department of the Treasury

Performance Indicators - July 2012

| | Frequency | Desired Trend | Target | Prior | Current | % Change | Last 12 Month Average |
|--|-----------|---------------|-------------|--------------|--------------|----------|-----------------------|
| Revenue Generation (including Cost Management) | | | | | | | |
| Number of audit completions fiscal year to date (Taxation) | m | increase | 142,838 | tbd | tbd | n/a | 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 (OMB/OREA) | | | | | | | |
| Gross Income Tax | m | n/a | ± 1% | tbd | 0.0% | n/a | n/a |
| Sales Tax | m | n/a | ± 1% | tbd | tbd | n/a | n/a |
| Corporation Business Tax | m | n/a | ± 1% | tbd | 21.1% | n/a | n/a |
| Lottery | m | n/a | ± 1% | tbd | -8.3% | 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 (percent change, 4th quarter 2010 to 4th quarter 2011) | q | n/a | ± 1% of 4.1 | 4.0 | 3.8 | n/a | n/a |
| Employment growth to date (percent change, 4th quarter 2010 to 4th quarter 2011) | q | n/a | ± 1% of 1.5 | 1.0 | 1.7 | n/a | n/a |
| Unemployment (4th quarter average) | q | n/a | ± 1% of 8.9 | 9.1 | 9.3 | n/a | n/a |
| Asset Management | | | | | | | |
| Difference between the Pension Fund return and the benchmark fiscal year to date (as of June 30, 2012) (Investments) | m | increase | > 1% | 4.07% | tbd | tbd | n/a |
| Injury rate per employee (Target is for the 12 month average) (Risk Mgmt) | m | reduce | 7.5% | 7.00% | 7.11% | 1.57% | 7.02% |
| Amount reunited with owner (as of June 2012) (Unclaimed Property) | m | increase | \$ 750,511 | \$ 9,661,723 | \$ 8,973,668 | -7% | \$ 8,012,818 |
| Services to the Public or Local Government Entities | | | | | | | |
| Call centers customer service levels (Answered vs. Received) | | | | | | | |
| Taxation | m | increase | 71% | 75% | 76% | 1% | 71% |
| Pensions & Benefits | m | increase | 45% | 41% | 42% | 1% | 31% |
| Revenue | m | increase | 92% | 96% | 95% | -1% | 93% |
| Average number of pension member payments disbursed electronically through electronic funds transfer (Pensions) | m | increase | 95% | 85% | 85% | 0% | 84% |
| Percentage of all business formation/registration and amended filings processed electronically (Revenue) | m | increase | 80% | 90% | 88% | -2% | 86% |
| Statewide Support Service | | | | | | | |
| Percent of procurements affirmed after protest (Purchase & Property) | m | decrease | 90% | 90.8% | 100% | 10.1% | 90.8% |
| Cost per printed impression by the print shop (as of June 2012) (Administration) | m | decrease | \$0.08 | \$0.07 | \$0.07 | n/a | \$0.07 |
| Cost per printed copy by the print shop (as of June 2012) (Administration) | m | decrease | \$0.05 | \$0.05 | \$0.06 | n/a | \$0.05 |
| Monthly cost per state owned vehicle (as of June 2012) (Administration) | m | decrease | \$368 | \$300 | \$364 | n/a | \$257 |
| Percentage of all revenue deposited through EFT (Revenue) | m | increase | 80% | 71% | 88% | 24% | 80% |