

**Department of the Treasury**  
**Performance Indicators - March 2021**

	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	-
<b>Asset Management</b>							
Difference between the Pension Fund return and the benchmark fiscal year to date (as of December 2020)	m	increase	0.75%	-0.71%	-0.81	-80.29%	n/a
Injury rate per employee (Target is for the 12 month average) (Risk Mgmt)	m	reduce	6.75%	3.72%		0.71%	-
Amount reunited with owner (as of March 2019) (Unclaimed Property)	m	increase	\$ 14,366,563	\$ 8,210,431		-3.72%	\$ 11,400,653
<b>Services to the Public or Local Government Entities</b>							
Call centers customer service levels (Answered vs. Received)							
Taxation	m	increase	90%	91%	90.80%	-	-
Pensions & Benefits	m	increase	75%	60%	60%	0%	-
Revenue	m	increase	93%	88%	80%	-9%	-
Percentage of all business formation/registration and amended filings processed electronically (Revenue)	m	increase	90%	98%	98%	0%	-
<b>Statewide Support Service</b>							
Percent of procurements affirmed after protest (Purchase & Property)	m	increase	90%	85%	84.62%	0%	-
Cost per printed impression by the print shop (as of December 2018) (Administration)	q	decrease	\$0.16	\$0.21	0.21	n/a	-
Cost per printed copy by the print shop (as of December 2018) (Administration)	q	decrease	\$0.05	\$0.09	0.09	n/a	-
Monthly cost per state owned vehicle (as of December 2018) (Administration)	q	decrease	\$293	\$238	\$238	n/a	-
Percentage of all revenue deposited through EFT (Revenue)	m	increase	77%	93%	92%	-1%	-