

## Department of the Treasury

### Performance Indicators - July 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%         | -             | -            | n/a      | n/a                   |
| Sales Tax   | m         | n/a           | ± 1%         | -             | -            | n/a      | n/a                   |
| Corporation Business Tax  | m         | n/a           | ± 1%         | -             | -            | n/a      | n/a                   |
| Lottery   | m         | n/a           | ± 1%         | -             | -            | n/a      | n/a                   |
| Accuracy of New Jersey economic forecast variance between projection and actual for calendar year 2015 (Chief Economist)      |           |               |              |               |              |          |                       |
| Personal income growth to date (Second quarter 2014 average) <i>See Note 1 Below</i>  | q         | n/a           | ± 1% of 1.8  | 2.4           | 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          | 0.0          | n/a      | n/a                   |
| Unemployment (Second quarter 2014 average) <i>See Note 2 Below</i>  | q         | n/a           | ± 1% of 8.3  | 7.1           | 6.8          | n/a      | n/a                   |
| <b>Asset Management</b>   |           |               |              |               |              |          |                       |
| Difference between the Pension Fund return and the benchmark fiscal year to date (as of May 30, 2014) (Investments)           | m         | increase      | > 1%         | 0.11%         | -            | n/a      | n/a                   |
| Injury rate per employee (Target is for the 12 month average) (Risk Mgmt)   | m         | reduce        | 7%           | 5.16%         | 6.24%        | 20.93%   | 5.60%                 |
| Amount reunited with owner (as of June 2014) (Unclaimed Property)   | m         | increase      | \$ 8,668,255 | \$ 10,179,436 | \$ 9,117,777 | -8%      | \$ 10,425,411         |
| <b>Services to the Public or Local Government Entities</b>  |           |               |              |               |              |          |                       |
| Call centers customer service levels (Answered vs. Received)  |           |               |              |               |              |          |                       |
| Taxation  | m         | increase      | 88%          | 91%           | 93%          | 2%       | 90%                   |
| Pensions & Benefits   | m         | increase      | 75%          | 69%           | 73%          | 6%       | 68%                   |
| Revenue   | m         | increase      | 92%          | 91%           | 96%          | 5%       | 95%                   |
| Average number of pension member payments disbursed electronically through electronic funds transfer (Pensions)               | m         | increase      | 95%          | 90%           | -            | n/a      | 90%                   |
| Percentage of all business formation/registration and amended filings processed electronically (Revenue)                      | m         | increase      | 89%          | 81%           | 93%          | 14%      | 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 June 2014) (Administration)  | q         | decrease      | \$0.11       | \$0.14        | \$0.17       | n/a      | \$0.16                |
| Cost per printed copy by the print shop (as of June 2014) (Administration)  | q         | decrease      | \$0.04       | \$0.04        | \$0.04       | n/a      | \$0.04                |
| Monthly cost per state owned vehicle (as of June 2014) (Administration)   | q         | decrease      | \$368        | \$159         | \$189        | n/a      | \$154                 |
| Percentage of all revenue deposited through EFT (Revenue)   | m         | increase      | 75%          | 71%           | 91%          | 28%      | 80%                   |

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

Note 2: Fourth quarter 2014 average.