

Department of the Treasury

Performance Indicators - FY2024

	FY2022 Actual	FY2023 Revised	FY2024 Target
Core Mission - Revenue Generation			
Number of audit completions (Taxation)	71,110	74,000	79,000
Average deposit turnaround in business days (Revenue)	2	2	2
Projected Growth Rate (actual cash collections)			
Gross Income Tax (%)	18.70%	-1.57%	2.32%
Sales (%)	11.08%	4.46%	1.10%
Corporation Business (%)	16.80%	1.12%	-7.30%
Core Mission - Asset Management			
Pension fund investment return in excess of benchmark (Investments) (%)	-3.23% (a)	0.25%	0.25%
Injury rate per employee (Risk Management) (%)	4.67%	4.56%	4.50%
Amount reunited with owner (Unclaimed Property) (\$)	\$162,984,236	\$150,000,000	\$140,000,000
Core Mission - Services to the Public or Local Government Entities			
Call centers customer service levels (% answered vs. received)			
Taxation (\$)	83%	80%	85%
Pensions & Benefits (\$)	63%	80%	80%
Revenue (\$)	86%	83%	90%
Business formation/registrations and amended filings processed electronically (Revenue) (\$)	98%	98%	99%
Core Mission - Statewide Support Service			
Procurement awards affirmed after protest (Purchase and Property) (%)	70%	90%	90%
Cost per printed impression by the State Print Shop (Admin) (\$)	\$0.12	\$0.11	\$0.11
Cost per printed copy by the State Print Shop (Admin) (\$)	\$0.10	\$0.11	\$0.11
Monthly cost per State-owned vehicle (Admin) (\$)	\$241	\$320	\$320
Revenue deposited through electronic funds transfer (Revenue) (%)	89%	89%	89%

(a) -3.23% is the difference between actual and benchmark as reported in the FY 2022 Annual Report. -1.60% is the difference between actual and benchmark reflecting adjustment for the quarterly reporting time lag associated with private market benchmarks.