



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard as of August 31, 2017**

Office of the Secretary -	(505) 827-0341
Administrative Services -	(505) 827-0369
Audit and Compliance -	(505) 827-0900
Motor Vehicle -	(505) 827-2296
Property Tax -	(505) 827-0870
Revenue Processing -	(505) 827-0800
Tax Fraud Investigations -	(505) 841-6544

NMTRD Exec Staff: Secretary- Vacant Acting Cabinet Secretary - John Monforte ACD – Ron Scott
 ITD – Mike Baca ASD – Vacant RPD – JoAnn Zuniga TFID – Vacant
 MVD – William Duran PTD - Vacant General Counsel – Tonya Herring

Personal Income Tax Results (PIT 2016)					
Returns Processed	August 2017 Count	August 2017 Count YTD	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,407	80,473		10.2%	
E-filed Returns	5,365	705,808		89.8%	
Total	6,772	786,281	9,341		1.19%
Refunds Issued					
Refunds Issued	August 2017 Count	August 2017 \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Paper Check	147,585	\$56,344,597	811,369	19.7%	\$287,802,153
Direct Deposit	516,009	\$254,726,012	3,301,181	80.3%	\$1,590,356,586
Total	663,594	\$311,070,609	4,112,550		\$1,878,158,739
Payments Received*					
Payments Received*	August 2017 Count	August 2017 \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Check	9,928	\$7,640,476	506,690	71.0%	\$272,597,868
ACH	4,572	\$1,523,847	206,857	29.0%	\$58,836,617
Total	14,500	\$9,164,323	713,547		\$331,434,486

Office of Internal Oversight (OIO)		
Description	August	YTD
Audits carry-over from FY 2017	N/A	6
FY 2018 Assigned	8	11
Canceled	0	0
Completed	1	4
Status for Month End		
Assigned		0
Background		4
Work in progress		6
Report stage		2
Awaiting responses		1
Total open audits:		13
Other		
None		

Audit & Compliance Division (ACD)		
Collections	August	YTD
Collections Goal *	\$ 19,079,405	\$ 228,952,858
Actual Collections	\$ 34,935,200	\$ 54,371,434
Percent of Goal	183%	24%
Tax Credits (YTD Only)		
# Completed	Disallowed Amount	
Film Production Credit	8	\$ 169,951
High Wage Credit	3	\$ 239,741
Investment Credit	1	\$ 22,908
Technology Jobs Credit	3	\$ 90,822
Rural Jobs Credit	2	\$ 233,908
Advanced Energy Credit		
Alternative Energy Credit		
Total	17	\$ 757,329
Compliance		
Compliance	August	YTD
Bankruptcy Collections	\$ 74,061	\$ 226,208
PIT Assessments	\$ 80,906	\$ 232,087
Bankruptcy Proofs #	52	91
PIT Project/ QRU Notices #	2,252	4,729
Audits in Progress **		
# Rec'd for Review	August	YTD
# Assessed	162	390
Amount Assessed	\$9,461,516.21	\$12,025,669.56
*The collections goal YTD is the annual goal for FY18. The snapshot of the YTD goal and collections would be, collections goal of \$38,158,810 with actual collections of \$54,371,434 which represents 154% of our goal.		
**The Audits in Progress section only represents audits that have been reviewed by ATSS.		

Financial Distribution Bureau (ASD)						
Tax Program	MTD Distribution Amount	Last Year MTD Distribution Amount	YTD Distribution Amount	Last Year YTD Distribution Amount	YTD \$ Change Inc/(Dec)	YTD % Change
Combined Reporting System (GRT, etc)	476,605,386	436,204,917	905,581,865	802,054,609	103,527,256	13%
Oil & Gas Taxes	73,660,437	25,379,976	144,279,567	72,283,105	71,996,461	100%
CFT/MVET/Weight Distance Taxes	71,648,307	69,510,651	126,855,826	120,764,861	6,090,966	5%
Personal Income Tax	18,241,868	13,936,097	77,208,238	70,217,657	6,990,580	10%
Corporate Income Tax	24,522,618	19,123,602	16,105,217	1,485,906	14,619,311	984%
Royalties from Leasing MVD Data	1,176,573	626,317	1,234,395	1,335,108	(100,713)	-8%
Other programs	25,932,667	22,024,046	43,645,865	48,758,098	(5,112,233)	-10%
Total	691,787,856	586,805,606	1,314,910,972	1,116,899,344	198,011,628	18%

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Property Tax Division (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	11,667	97%	Cumulative
Scheduled Delinquent Tax Sales	33	25	76%	Current
Delinquent Tax Sales # Counties	33	22	67%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$18,000,000,000	\$20,237,669,475	112%	Cumulative
Number Of Companies Reporting	600	561	94%	Cumulative
Returns Submitted/Completed	573	556	97%	Cumulative
Appraisals				
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	65	34	52%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	18	64%	Cumulative

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	134,598
Average Wait Time	0:22:37
Customer Satisfaction (percentage good/excellent)	97.83%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	63,196
Abandon Rate	39.43%
Average Wait Time	0:03:51
Customer Satisfaction Average (scale; 1-100; higher is better)	66.55%
Average Insured Rate	
Average Insured Rate	87.38%

Human Resource (HR)	
Description	Total
Work Orders YTD	701
FTE on TOOL	1,013
Filled Positions	784
Vacant Positions	229
Vacancy Rate	23.0%
Grievances Pending	0

Information Technology Division (IT)		
Common Categories	GenTax	Service Pro
Open	362	119
New	119	701
Resolved	109	291
Net Total	372	410

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	565	126	439	22.30%
Protests Acknowledged	163	7	156	4.29%
Protests Closed	150	3	147	2.00%
Ending Inventory	578	130	448	22.49%
Ending Inventory Dollar Amount	\$161,081,252.27	\$87,625,138.74	\$73,456,113.53	54.40%

Tax Fraud Investigation Divisions (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
August	Tax Fraud/Embezzlement/Computer Access	An investigation was referred to the 1st Judicial District regarding four (4) counts of tax fraud, one (1) count of embezzlement and one (1) count of computer access that was perpetrated in Albuquerque.	Ongoing