



**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of September 30, 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 – Bryson Frazier    General Counsel – Tonya Herring

Audit & Compliance Division (ACD)		
Collections	September	YTD
Collections Goal *	\$ 19,079,405	\$ 228,952,858
Actual Collections	\$ 17,303,650	\$ 71,675,084
Percent of Goal	91%	31%
Tax Credits (YTD Only)		
# Completed	Disallowed Amount	
Film Production Credit	16	\$ 298,740
High Wage Credit	3	\$ 239,741
Investment Credit	3	\$ 23,066
Technology Jobs Credit	5	\$ 5,215,119
Rural Jobs Credit	4	\$ 236,908
Advanced Energy Credit	-	\$ -
Alternative Energy Credit	-	\$ -
<b>Total</b>	<b>31</b>	<b>\$ 6,013,573</b>
Compliance		
September	YTD	
Bankruptcy Collections	\$ 151,876	\$ 378,084
PIT Assessments	\$ 243,527	\$ 475,614
Bankruptcy Proofs #	59	150
PIT Project/ QRU Notices #	2,523	7,252
Audits in Progress **		
September	YTD	
# Rec'd for Review	101	255
# Assessed	108	498
Amount Assessed	\$6,514,446.52	\$18,540,116.08
*The collections goal YTD is the annual goal for FY18. The snapshot of the YTD goal and collections would be, collections goal of \$57,238,215 with actual collections of \$71,675,084 which represents 125% of our goal.		
**The Audits in Progress section only represents audits that have been reviewed by ATSS.		

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	115,918
Average Wait Time	0:23:50
Customer Satisfaction (percentage good/excellent)	97.69%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	57,693
Abandon Rate	45.07%
Average Wait Time	0:04:38
Customer Satisfaction Average (scale; 1-100; higher is better)	67.57%
Average Insured Rate	
Average Insured Rate	87.29%

Personal Income Tax Results (PIT 2016)					
Returns Processed	Sept 2017 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,463	81,936	-	10.3%	
E-filed Returns	8,367	714,175	-	89.7%	
<b>Total</b>	<b>9,830</b>	<b>796,111</b>	<b>2,527</b>		<b>0.32%</b>
Refunds Issued					
Refunds Issued	Sept 2017 Count	Sept 2017 \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Paper Check	151,877	\$59,091,497	963,246	20.1%	\$346,893,650
Direct Deposit	519,405	\$257,653,857	3,820,586	79.9%	\$1,848,010,443
<b>Total</b>	<b>671,282</b>	<b>\$316,745,353</b>	<b>4,783,832</b>		<b>\$2,194,904,092</b>
Payments Received**					
Payments Received**	Sept 2017 Count	Sept 2017 \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Check	33,826	\$43,906,589	540,516	71.6%	\$316,504,457
ACH	7,068	\$5,738,027	213,925	28.4%	\$64,574,644
<b>Total</b>	<b>40,894</b>	<b>\$49,644,615</b>	<b>754,441</b>		<b>\$381,079,101</b>

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	578	130	448	22.49%
Protests Acknowledged	137	14	123	10.22%
Protests Closed	137	5	132	3.65%
Ending Inventory	578	139	439	24.05%
Ending Inventory Dollar Amount	\$169,481,658.00	\$95,565,772.00	\$73,915,886.00	56.39%

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Office of Internal Oversight (OIO)		
Description	September	YTD
Audits carry-over from FY 2017	N/A	6
FY 2018 Assigned	2	13
Canceled	0	0
Completed	1	5
Status for Month End		
Internal audit(s) assigned		0
Background		0
Work in progress		6
Report stage		3
Awaiting responses		2
On-Hold		1
Other		
Special project audits assigned		2
<b>Total open audits:</b>		<b>14</b>

Information Technology (IT)		
Common Categories	GenTax	Service Pro
Open	372	59
New	68	365
Resolved	73	188
Net Total	367	177

Human Resource (HR)	
Description	Total
Work Orders YTD	752
FTE on TOOL	1,013
Filled Positions	786
Vacant Positions	227
Vacancy Rate	23.0%
Grievances Pending	0

Property Tax Division (PTD)				
	Goal	Actual Results	% of Goal	Goal Type
<b>Delinquent Taxes</b>				
Delinquent Accounts Worked	12,000	11,792	98%	Cumulative
Scheduled Delinquent Tax Sales	33	28	85%	Current
Delinquent Tax Sales # Counties	33	25	76%	Cumulative
<b>State Assessed</b>				
Full Value of Assessed Properties	\$ 18,000,000,000	\$20,673,985,713	115%	Cumulative
Number Of Companies Reporting	600	606	101%	Cumulative
Submitted/Completed	573	577	101%	Cumulative
<b>Appraisals</b>				
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	65	39	60%	Cumulative
Scheduled Protest Hearings	28	23	82%	Cumulative

No information available at this time from TFID

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)	449,051,570	417,506,401	1,354,633,435	1,219,561,010	135,072,425	11%
Oil & Gas Taxes	63,681,457	55,598,929	207,961,023	127,882,035	80,078,988	63%
CFT/MVET/Weight Distance Taxes	58,428,044	53,672,927	185,283,870	174,437,788	10,846,082	6%
Personal Income Tax	16,165,998	19,238,527	93,374,235	89,456,184	3,918,051	4%
Corporate Income Tax	8,723,136	(1,816,275)	24,828,353	(330,369)	25,158,723	-7615%
Royalties from Leasing MVD Data	608,099	620,145	1,842,494	1,955,254	(112,760)	-6%
Other programs	17,168,702	18,234,615	60,814,566	66,992,713	(6,178,147)	-9%
<b>Total</b>	<b>613,827,005</b>	<b>563,055,270</b>	<b>1,928,737,977</b>	<b>1,679,954,614</b>	<b>248,783,363</b>	<b>15%</b>