



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

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

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

Audit & Compliance Division (ACD)		
Collections	October	YTD
Collections Goal *	\$ 19,079,405	\$ 228,952,858
Actual Collections	\$ 19,216,262	\$ 90,891,346
Percent of Goal	101%	40%
Tax Credits (YTD Only)		
# Completed	Disallowed Amount	
Film Production Credit	22	\$ 361,466
High Wage Credit	7	\$ 848,578
Investment Credit	4	\$ 134,767
Technology Jobs Credit	8	\$ 5,223,211
Rural Jobs Credit	4	\$ 236,908
Advanced Energy Credit	-	\$ -
Alternative Energy Credit	-	\$ -
Total	45	\$ 6,804,929
Compliance		
	October	YTD
Bankruptcy Collections	\$ 87,420	\$ 465,504
PIT Assessments	\$ 70,173	\$ 545,787
Bankruptcy Proofs #	55	205
PIT Project/ QRU Notices #	6,743	13,995
Audits in Progress **		
	October	YTD
# Rec'd for Review	105	360
# Assessed	125	623
Amount Assessed	\$ 3,764,337	\$ 22,304,453

***The collections goal YTD is the annual goal for FY18. The snapshot of the YTD goal and collections would be, collections goal of \$74,849,973 with actual collections of \$90,891,346 which represents 121% 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	
Customer Arrivals (total)	121,342
Average Wait Time	0:24:16
Customer Satisfaction (percentage good/excellent)	97.79%
Call Center Incoming Calls, Average abandon Rate, &	
Calls Coming In (total)	58,176
Abandon Rate	40.55%
Average Wait Time	0:03:59
Customer Satisfaction Average (scale; 1-100; higher is better)	77.65%
Average Insured Rate	
Average Insured Rate	87.26%

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Open	159	367
New	1190	108
Resolved	1398	83
Net Total	1557	392

Office of Internal Oversight (OIO)		
Description	October	YTD
Audits carry-over from FY 2017		6
FY 2018 Assigned	2	15
Canceled	0	0
Internal Audits Completed	4	9
Special Projects Completed	0	0
Internal Audits - Month-Ending Status		
Assigned		0
Background		0
Work in progress (include 2 special projects)		4
Report stage		3
Awaiting responses		1
On-Hold		1
Internal Audits Open:		9
Special Projects - Month-Ending Status		
Work in progress		2
Awaiting responses		1
Special Projects Open:		3

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	578	139	439	24.05%
Protests Acknowledged	106	4	102	3.77%
Protests Closed	111	4	107	3.60%
Ending Inventory	573	139	434	24.26%
Ending Inventory Dollar Amount	\$167,670,783.71	\$93,943,603.30	\$73,727,180.41	56.03%

Human Resource (HR)	
Description	Total
Work Orders YTD	801
FTE on TOOL	1,028
Filled Positions	816
Vacant Positions	212
Vacancy Rate	26.0%
Grievances Pending	0

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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)	444,444,919	385,796,619	1,799,078,354	1,605,357,629	193,720,725	12%
Oil & Gas Taxes	66,603,447	57,801,202	274,564,471	185,683,237	88,881,234	48%
CFT/MVET/Weight Distance Taxes	56,246,956	54,893,500	241,530,827	229,331,287	12,199,539	5%
Personal Income Tax	50,776,575	45,506,222	144,150,810	134,962,406	9,188,404	7%
Corporate Income Tax	506,787	(9,359,682)	25,335,140	(9,690,052)	35,025,192	-361%
Royalties from Leasing MVD Data	653,179	670,571	2,495,672	2,625,824	(130,152)	-5%
Other programs	18,932,095	20,583,354	79,746,661	87,576,068	(7,829,406)	-9%
Total	638,163,959	555,891,785	2,566,901,936	2,235,846,400	331,055,536	15%

Personal Income Tax Results (PIT 2016)					
Returns Processed	October 2017 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	3,081	85,017	-	10.2%	
E-filed Returns	34,822	748,997	-	89.8%	
Total	37,903	834,014	1,662		0.20%
Refunds Issued	October 2017 Count	October 2017 \$	YTD Count	% YTD	YTD \$
Paper Check	158,746	\$64,575,429	1,121,992	20.5%	\$411,469,078
Direct Deposit	525,230	\$263,111,809	4,345,816	79.5%	\$2,111,122,252
Total	683,976	\$327,687,238	5,467,808		\$2,522,591,330
Payments Received**	October 2017 Count	October 2017 \$	YTD Count	% YTD	YTD \$
Check	17,239	\$22,005,626	557,755	71.5%	\$338,510,083
ACH	8,042	\$4,406,907	221,967	28.5%	\$68,981,551
Total	25,281	\$26,412,533	779,722		\$407,491,634

Property Tax Division (PTD) October 2017				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	11,892	99%	Cumulative
Scheduled Delinquent Tax Sales	33	29	88%	Current
Delinquent Tax Sales # Counties	33	27	82%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$18,000,000,000	\$20,494,653,525	114%	Cumulative
Number Of Companies Reporting	600	606	101%	Cumulative
Returns Submitted/Completed	573	577	101%	Cumulative
Appraisals				
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	65	44	68%	Cumulative
Scheduled Protest Hearings	28	23	82%	Cumulative

Tax Fraud Investigation Divisions (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
October	Tax Fraud/Computer Access with Intent to Defraud	A case recommending prosecution of a Santa Fe resident was referred to First Judicial District for two (2) counts of tax fraud and two (2) counts of computer access with intent to defraud.	Ongoing
October	Embezzlement	A former employee of a Eunice operated MVD who plead guilty to one (1) count of embezzlement, received a suspended three (3) year sentence and was ordered to pay restitution of \$9,694 while on supervised probation.	Closed
Personnel	Hired a Forensic Audit Manager for the Forensic Audit Bureau and Special Agent in the Tax Fraud Investigations Bureau.		