



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard as of December 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 ACTING TFID – Lilia Ruiz
 Acting MVD – Alicia Ortiz Acting 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

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	99,656
Average Wait Time	0:20:22
Customer Satisfaction (percentage good/excellent)	98.30%
Call Center Incoming Calls, Average Abandon Rate, & Average Wait Time	
Calls Coming In (total)	48,208
Abandon Rate	38.86%
Average Wait Time	0:03:16
Customer Satisfaction Average (scale; 1-100; higher is better)	66.94%
Average Insured Rate	
Average Insured Rate	88.77%

Human Resource (HR)	
Description	Total
Work Orders YTD	45
FTE on TOOL	1,029
Filled Positions	817
Vacant Positions	212
Vacancy Rate	21.0%
Grievances Pending	0

Audit & Compliance Division (ACD)		
Collections	December	YTD
Collections Goal *	\$19,079,405	\$ 228,952,858
Actual Collections	\$21,291,942	\$ 125,990,257
Percent of Goal	112%	55%
Tax Credits (YTD Only) # Completed Disallowed Amount		
Film Production Credit	29	\$ 869,540
High Wage Credit	9	\$ 848,578
Investment Credit	8	\$ 151,282
Technology Jobs Credit	14	\$ 5,300,279
Rural Jobs Credit	6	\$ 237,715
Advanced Energy Credit	-	\$ -
Alternative Energy Credit	-	\$ -
Total	66	\$ 7,407,394
Compliance December YTD		
Bankruptcy Collections	\$ 113,413	\$ 690,352
PIT Assessments	\$ 88,482	\$ 890,794
Bankruptcy Proofs #	42	287
PIT Project/ QRU Notices #	1,348	18,659
Audits in Progress ** December YTD		
# Rec'd for Review	59	537
# Assessed	131	863
Amount Assessed	\$13,987,383	\$ 41,949,997
*The collections goal YTD is the annual goal for FY18. The snapshot of the YTD goal and collections would be, collections goal of \$114,476,429 with actual collections of \$125,990,257 which represents 110% of our goal.		
**The Audits in Progress section only represents audits that have been reviewed by ATSS.		

Office of Internal Oversight (OIO)		
Description	December	YTD
Audits carry-over from FY 2017		6
FY 2018 Assigned	8	24
Canceled	0	1
Internal Audits Completed	0	10
Special Projects Completed	0	0
Internal Audits - Status for Month-Ending		
Open		9
Fieldwork		3
Report stage		0
Awaiting responses		4
On-Hold		0
Internal Audits Open:		16
Special Projects - Status for Month-Ending		
Fieldwork		1
Draft Report		0
Awaiting responses		3
Special Projects Open:		4

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	573	131	442	22.86%
Protests Acknowledged	152	2	150	1.32%
Protests Closed	130	4	126	3.08%
Ending Inventory	595	129	466	21.68%
Ending Inventory Dollar Amount	\$167,140,252.84	\$93,700,362.53	\$73,439,890.31	56.06%
Formal Hearings Scheduled	Not Available			
Legal Working	517			
Inventory in Protest Office	78			

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Property Tax Division (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	11,892	99%	Cumulative
Scheduled Delinquent Tax Sales	33	35	106%	Current
Delinquent Tax Sales # Counties	33	32	97%	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	50	77%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	24	86%	Cumulative

Personal Income Tax Results (PIT 2016)					
Returns Processed	Dec 2017 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,220	88,764	-	10.6%	
E-filed Returns	87	750,300	-	89.4%	
Total	1,307	839,064	1,316		0.16%
Refunds Issued	Dec 2017 Count	Dec 2017 \$	YTD Count	% YTD	YTD \$
Paper Check	162,304	\$72,336,232	1,444,948	21.1%	\$550,722,301
Direct Deposit	527,706	\$271,394,775	5,400,372	78.9%	\$2,648,039,709
Total	690,010	\$343,731,007	6,845,320		\$3,198,762,010
Payments Received**	Dec 2017 Count	Dec 2017 \$	YTD Count	% YTD	YTD \$
Check	10,897	\$23,746,590	577,762	71.4%	\$368,770,556
ACH	4,600	\$3,672,842	231,681	28.6%	\$74,384,599
Total	15,497	\$27,419,432	809,443		\$443,155,154

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)	428,897,658	398,009,803	2,702,088,285	2,438,910,177	263,178,107	11%
Oil & Gas Taxes	79,809,644	74,838,528	424,331,405	319,650,590	104,680,816	33%
CFT/MVET/Weight Distance Taxes	52,497,959	52,248,765	362,552,877	351,480,071	11,072,806	3%
Personal Income Tax	13,001,830	18,517,887	193,779,226	182,547,840	11,231,386	6%
Corporate Income Tax	(8,517,991)	7,181,261	42,149,532	17,052,510	25,097,022	147%
Royalties from Leasing MVD Data	595,558	563,726	3,686,277	3,775,922	(89,645)	-2%
Other programs	17,356,769	26,173,670	133,104,541	140,060,902	(6,956,361)	-5%
Total	583,641,429	577,533,641	3,861,692,143	3,453,478,012	408,214,131	12%

Tax Fraud Investigation Divisions (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
December	Tax Evasion	A case recommending prosecution of a Santa Fe resident was referred to First Judicial District for three (3) counts of tax evasion.	Ongoing
Personnel	A Forensic Tax Auditor reported to work in the Forensic Audit Bureau.		

No stats reported from IT for the month of December