



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard as of January 31, 2014**

NMTRD Exec Staff:
ITD - Greg Saunders **Secretary**- Demesia Padilla, CPA **Deputy Secretary** - John Monforte **ASD** - David Robbins
MVD - Mark Williams **ACD** - Lizzy Vedamanikam **Hearings** - Monica Ontiveras **RPD** - Terry Rister
PTD - Caesario Quintana **TFID** - Alvan Romero

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 | This Month | YTD Amount |
| Collections Goal | \$ 17,136,017 | \$ 205,632,200 |
| Actual Collections | 14,022,783 | \$ 109,579,778 |
| Percent of Goal | 82% | 53% |
| Tax Credits (YTD Only) | # Completed | Amount Disallowed |
| Film Production Credit | 44 | \$ 1,427,324 |
| High Wage Credit | 279 | 92,680,638 |
| Investment Credit | 5 | 1,326,483 |
| Technology Jobs Credit | 20 | 843,483 |
| Rural Jobs Credit | 4 | 34,520 |
| Advanced Energy Credit | 0 | 0 |
| Alternative Energy Credit | 0 | 0 |
| Total | 352 | \$ 96,312,448 |

| Compliance | This Month | YTD Amount / #s |
|------------------------|--------------|-----------------|
| Refunds Stopped* | \$ 2,637 | \$ 285,921 |
| Bankruptcy Collections | \$ 97,372 | \$ 969,433 |
| Compliance Assessments | \$ 4,498,205 | \$ 19,736,926 |
| Bankruptcy Proofs # | 62 | 327 |
| PIT Project Notices # | 289 | 13,809 |
| Audits in Progress | This Month | YTD Amount / #s |
| # Rec'd for Review | 52 | 604 |
| # Assessed | 31 | 378 |
| Amount Assessed | \$ 5,182,171 | \$ 33,461,250 |

Notes from ACD

Monthly "Refunds Stopped" amount may be larger than the YTD amount because more previous year "Refunds Stopped" were released than new ones stopped, resulting in a negative balance. Additional refunds were stopped for taxpayers who failed to respond to our notice within the 30-day deadline. When those taxpayers provided documentation that verifies their refunds are valid, we must reduce the amount of "Stopped Refunds" in the current fiscal year by the amount of refunds issued that were previously reported as stopped.

| ASD - Financial Distribution Bureau | | | | | | |
|-------------------------------------|-----------------------|-----------------------|------------------------|-------------------------|-----------------------|--------------|
| Tax Categories | Current Month FY14 | Same Month FY13 | FY14 YTD | FY13 YTD | YTD \$ Change | YTD % Change |
| Combined Reporting System | \$ 381,796,432 | \$ 370,499,349 | \$2,770,032,556 | \$ 2,692,202,352 | \$ 77,830,203 | 2.9% |
| Oil & Gas Taxes | 3,048,304 | 76,657,440 | 600,939,898 | 518,361,680 | 82,578,218 | 15.9% |
| CFT/MVET/Weight Distance | 23,311,042 | 42,045,738 | 347,803,414 | 352,975,321 | (5,171,907) | -1.5% |
| Personal Income Tax | 19,592,971 | 20,371,103 | 230,710,664 | 207,166,127 | 23,544,537 | 11.4% |
| Corporate Income Tax | (3,842,476) | (7,509,684) | 120,988,691 | 96,900,783 | 24,087,908 | 24.9% |
| Royalties from Leasing MVD Data | 600,136 | 526,406 | 4,754,459 | 3,800,623 | 953,836 | 25.1% |
| Other Programs | 18,781,420 | 20,077,389 | 146,056,128 | 142,286,330 | 3,769,798 | 2.6% |
| Total | \$ 443,287,829 | \$ 522,667,742 | \$4,221,285,810 | \$ 4,013,693,216 | \$ 207,592,594 | 5.2% |

| Tax Fraud Investigation Division (TFID) | | | |
|---|----------------------------------|--|------------------|
| Original Entry Date | Case Description | Disposition | Disposition Date |
| 1/6/2014 | 2 taxpayers committed FNDL fraud | Both FNDL applicants from Texas were taken into custody by United States Border Patrol Agents. | 1/31/2014 |
| 1/7/2014 | 3 taxpayers committed FNDL fraud | All 3 FNDL applicants from Oklahoma were taken into custody by United States Border Patrol Agents. | 1/31/2014 |
| 1/22/2014 | 3 taxpayers committed FNDL fraud | All 3 were taken into custody by NMSP. FNDL applicants were released and NMSP is working on an arrest warrant for one more taxpayer. | 1/31/2014 |
| 1/29/2014 | 1 taxpayer committed FNDL Fraud | Taxpayer was found guilty on 4 4th degree counts: 2 counts of Forgery, 1 count of Conspiracy to Commit Forgery, 1 count of Perjury. Sentencing is scheduled for 4/29/14. | 1/31/2014 |



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| Personal Income Tax Results (PIT 2013) | | | | |
|--|------------------|----------------------|-----------------------------|----------------------|
| Returns Processed | Count this Month | YTD Count | Current Exception Inventory | Exception % |
| Paper Returns | 0 | 0 | | |
| E-filed Returns | 23,358 | 23,358 | | |
| Total | 23,358 | 23,358 | 3,016 | 11.44% |
| Issued | Month | Month | YTD Count | YTD Amount |
| Paper Check | 13,519 | \$ 7,232,439 | 13,519 | \$ 7,232,439 |
| Direct Deposit | 2,376 | \$ 883,103 | 2,376 | \$ 883,103 |
| Total | 15,895 | \$ 8,115,542 | 15,895 | \$ 8,115,542 |
| Received | Month | Month | YTD Count | YTD Amount |
| Check | 34,830 | \$ 44,308,389 | 34,830 | \$ 44,308,389 |
| ACH | 4,859 | \$ 2,330,720 | 4,859 | \$ 2,330,720 |
| Total | 39,689 | \$ 46,639,109 | 39,689 | \$ 46,639,109 |

Notes from RPD: Payments received may include PIT payments for multiple previous tax years.

| Human Resources | |
|--------------------|-------|
| Description | Total |
| Work Orders YTD | 65 |
| FTE on TOOL | 1,109 |
| Filled Positions | 947 |
| Vacant Positions | 162 |
| Vacancy Rates | 15% |
| Grievances Pending | 1 |

| Information Technology Division (ITD) | | |
|---------------------------------------|------------|------------|
| Common Categories | HelpStar | GenTax |
| Open | 89 | 405 |
| New | 1,038 | 274 |
| Resolved | (949) | (138) |
| Net Total | 178 | 541 |

| Protest Office | | | | |
|--------------------------------|----------------------|----------------------|----------------------|---------------|
| Activity | Total | Audit | Non-Audit | %Audit |
| Beginning Inventory Balance | 310 | 96 | 214 | 30.97% |
| Protests Acknowledged | 135 | 3 | 132 | 2.22% |
| Protests Closed | 112 | 4 | 108 | 3.57% |
| Ending Inventory | 333 | 95 | 238 | 28.53% |
| Ending Inventory Dollar Amount | \$170,536,160 | \$ 93,326,497 | \$ 77,209,663 | 54.73% |
| Formal Hearings Scheduled | Not Available | | | |
| Legal Working | 128 | | | |
| Inventory in Protest Office | 205 | | | |

| Motor Vehicle Division (MVD) | |
|---|---------|
| Metric Measure | Results |
| Field Office Arrivals, Average Wait Time & Customer Satisfaction | |
| Customer Arrivals (total for month) | 128,483 |
| Average Wait Time (average for month) | 0:16:08 |
| Customer Satisfaction (average for month) | 4.86 |
| Customer Satisfaction Percentage: good-excellent | 98.10% |
| Call Center Incoming Calls, Abandon Rate, & Average Wait Time | |
| Calls Coming In (total for month) | 33,887 |
| Abandon Rate (average for month) | 33% |
| Average Wait Time (average for month) | 0:03:19 |
| Customer Satisfaction (average for month) | 3.01 |
| Average Uninsured Rate | |
| Uninsured Rate (average for month) | 9.20% |

Property Tax Division (PTD)

NO INFORMATION PROVIDED AT THIS TIME