



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard – January 31, 2019**

NMTRD Exec Staff: Secretary—Stephanie S. Clarke Deputy Secretary—Emily Oster ACD – Shawn Marris (Acting)
 ITD—Mike Baca ASD— Vacant RPD—Charlene Trujillo (Acting) TFID – Vince Mares (Acting)
 MVD – Alicia Ortiz PTD—Michael O’Melia (Acting) General Counsel –Tonya Herring (Acting)

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	January Amounts	YTD Amounts
Collections Goal	\$ 20,589,623	\$ 247,075,471
Actual Collections	\$ 19,135,742	\$ 158,829,625
Percent of Goal	93%	64%
Performance Measures	January Percentages	Year-End Goal Percentages
Collections Against Prior Year Receivables	15.4%	28%
Collections Against Current Year Assessments	43%	65%
Compliance	January Amounts & Counts	YTD Amounts & Counts
Bankruptcy Collections	\$ 251,408	\$ 1,828,496
Bankruptcy Proofs #	64	351
Levy Recoveries	\$ 1,577,848	\$ 22,540,996
Audits in Progress	January Counts	YTD Counts
# Rec'd for Review	214	794
# Assessed	215	957
Amount Assessed	\$ 4,384,456	\$ 52,872,489

Note from ACD: This calculation is done on a quarterly basis. The measurement is from month ending December

Information Technology Department (ITD)		
Common Categories	GenTax	Service Pro
Total in SQR on January 01, 2019	470	139
New for January 2019	83	1,110
Resolved during January	(137)	(1,005)
Total SQR's January 31, 2019	416	244

Financial Distribution Bureau (FDB)						
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)	\$ 500,275,388	\$ 441,781,697	\$ 3,562,648,213	\$ 3,143,869,982	\$ 418,778,231	13%
Oil & Gas Taxes	131,490,967	93,127,249	918,742,746	520,011,556	398,731,190	77%
CFT/MVET/Weight Distance Taxes	56,706,402	54,200,166	431,863,832	416,753,043	15,110,788	4%
Personal Income Tax	25,173,692	62,598,875	244,192,513	256,378,101	(12,185,588)	-5%
Corporate Income Tax	1,653,912	(10,997,401)	99,436,323	31,152,131	68,284,193	219%
Royalties from Leasing MVD Data	579,872	634,297	4,416,431	4,320,574	95,857	2%
Other programs	20,639,891	18,774,270	158,109,799	151,878,811	6,230,988	4%
Total	\$ 736,520,123.78	\$ 660,119,153.20	\$ 5,419,409,856.70	\$ 4,524,364,197.51	\$ 895,045,659.19	20%

Tax Fraud Investigation Division (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
January	Tax Evasion	A Roswell resident was referred for prosecution on three (3) counts of Tax Evasion (Fourth Degree Felony) in the 5nd Judicial District.	Ongoing
January	Tax Fraud	A Las Cruces resident appeared in the Donna Anna Magistrate Court regarding a Warrant for Arrest issued for forty (40) counts of Tax Fraud in the Third Judicial District.	Ongoing

**NO DATA AVAILABLE FROM RPD
AT THIS TIME**



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Office of Internal Oversight (OIO)		
Description	January	YTD
Internal Audit		
Audits carry-over from FY 2018	0	1
FY 2019 Audits Assigned	0	4
FY 2019 Special Projects Assigned	0	2
Canceled	1	1
Total YTD:		8
Closed		
Internal Audits Completed	0	3
Special Projects Completed	0	0
Total Audits Completed:		3
Audits - Status for Month End		
Open		0
Fieldwork		0
Report-Draft stage		0
Awaiting responses		0
On-Hold		2
Total Audits Open:		2
Special Projects - Status for Month-End		
Open		0
Fieldwork		1
Report-Draft stage		0
Awaiting responses		0
On-Hold		1
Total Special Projects Open:		2

**NO DATA
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Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	134,404
Average Wait Time	0:14:33
Customer Satisfaction (percentage good/excellent)	98.42%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	34993
Abandon Rate	45.95%
Average Wait Time	0:12:08
Average Handle Time	0:01:44
New Mexico Service Contact Us	708
Customer Satisfaction Average (scale; 1-100; higher is better)	34.44%
Average Insured Rate	
Average Insured Rate	90.24%

Protest Office (PO)					
Activity	Total	Applications	Audit	Non-Audit	% of Audit
Beginning Balance	668		192	476	28.74%
Number of Correspondance Received	120	22			
Protests Acknowledged	26		2	24	7.69%
Protests Closed	83		7	76	8.43%
Ending Inventory	610		171	439	28.03%
Ending Inventory Dollar Amount	\$ 514,799,601		\$ 100,946,483	\$ 413,853,119	19.61%
Formal Hearings Scheduled					Not Available
Legal Working-Atty. Assigned					232
Inventory in Protest Office					378