

**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of February 28, 2015**

**NMTRD Exec Staff:** Secretary- Demesia Padilla, CPA    **Deputy Secretary** - John Monforte    **ASD** - Vacant  
**ITD** – Jim Wastvedt    **ACD** – Lizzy Vedamanikam    **Hearings** - Monica Ontiveras    **RPD** - Terry Rister  
**MVD** – William Duran    **PTD** - Caesario Quintana    **General Counsel** – Brad Odell    **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                       | February Amounts            | YTD Amounts    |
| Collections Goal                  | \$ 17,887,174               | \$ 214,646,086 |
| Actual Collections                | \$ 21,050,573               | \$ 154,157,627 |
| Percent of Goal                   | 118%                        | 72%            |
| Tax Credits (YTD Only)            | Number of Credits Completed |                |
| Film Production Credit            | 33                          |                |
| High Wage Credit                  | 59                          |                |
| Investment Credit                 | 10                          |                |
| Technology Jobs Credit            | 18                          |                |
| Rural Jobs Credit                 |                             |                |
| Advanced Energy Credit            |                             |                |
| Alternative Energy Credit         |                             |                |
| <b>Total</b>                      | <b>120</b>                  |                |

| Compliance             | February Amounts/ Counts | YTD Amounts/Counts |
|------------------------|--------------------------|--------------------|
| Refunds Stopped        | \$ 1,214,819             | \$ 5,514,853       |
| Bankruptcy Collections | \$ 92,172                | \$ 4,514,054       |
| Compliance Assessments | \$ 237,223               | \$ 24,255,509      |
| Bankruptcy Proofs #    | 34                       | 316                |
| PIT Project Notices #  | 2,125                    | 14,566             |
| Audits in Progress     | February Amounts/ Counts | YTD Amounts/Counts |
| # Rec'd for Review     | 72                       | 576                |
| # Assessed             | 80                       | 572                |
| Amount Assessed        | \$ 2,700,430             | \$ 47,265,004      |

**Notes from ACD:** The collections goal YTD is the annual goal for FY15. The snapshot of the YTD goal and collections would be, collections goal of **\$141,721,454** with actual collections of **\$154,157,627**, which represents **110%** of our goal.

| Financial Distribution Bureau (ASD) Fiscal Year 2015 Distribution |                           |                           |                         |                        |                       |              |
|---|---------------------------|---------------------------|-------------------------|------------------------|-----------------------|--------------|
| Tax Categories  | Current Month FY15 Amount | Last Year FY14 MTD Amount | FY15 YTD Amount         | FY14 YTD Amount        | YTD Dollar Change     | YTD % Change |
| Combined Reporting System   | \$ 494,630,570            | \$ 442,058,317            | \$ 3,438,971,738        | \$3,212,090,873        | \$ 226,880,865        | 7%           |
| Oil & Gas Taxes   | 93,104,968.40             | 95,088,699.75             | 901,157,642.88          | 816,013,383.49         | 85,144,259.39         | 10%          |
| CFT/MMET/Weight Distance  | 65,053,186.39             | 62,067,972.81             | 454,025,856.92          | 431,953,046.47         | 22,072,810.45         | 5%           |
| Personal Income Tax   | 49,567,330.90             | 64,393,161.63             | 295,219,271.40          | 295,103,825.78         | 115,445.62            | 0%           |
| Corporate Income Tax  | 63,926,946.77             | 44,580,350.29             | 216,716,835.39          | 165,569,041.30         | 51,147,794.09         | 31%          |
| Royalties from Leasing MVD Data                                   | 112,996.75                | 603,871.27                | 4,683,322.69            | 5,358,330.45           | (675,007.76)          | -13%         |
| Other Programs  | 25,286,969.10             | 22,831,758.96             | 166,600,100.68          | 168,887,887.15         | (2,287,786.47)        | -1%          |
| <b>Total</b>  | <b>\$ 791,682,968</b>     | <b>\$ 731,624,132</b>     | <b>\$ 5,477,374,768</b> | <b>\$5,094,976,387</b> | <b>\$ 382,398,380</b> | <b>8%</b>    |

| Property Tax Division (PTD)                  |                  |                |           |            |
|--|------------------|----------------|-----------|------------|
| Cumulative Starts January 1, 2015            |                  |                |           |            |
| Delinquent Property Tax Bureau               | Goal             | Actual Results | % of Goal | Goal Type  |
| Delinquent Accounts Worked                   | 12,000           | 1,384          | 12%       | Cumulative |
| Scheduled Delinquent Tax Sales               | 33               | 2              | 6%        | Statutory  |
| Delinquent Tax Sales # Counties              | 33               | 2              | 6%        | Cumulative |
| State Assessed Bureau                        |                  |                |           |            |
| Full Value of Assessed Properties            | \$18,000,000,000 | \$ 46,299,171  | 0.26%     | Cumulative |
| Number Of Companies Reporting                | 600              | 66             | 11%       | Cumulative |
| Returns Submitted/Completed                  | 586              | 33             | 6%        | Cumulative |
| Appraisal Bureau                             |                  |                |           |            |
| Assessor Evaluations Completed               | 33               | 0              | 0%        | Cumulative |
| Appraisals/Reviews Performed                 | 60               | 6              | 10%       | Cumulative |
| No. of Counties - Scheduled Protest Hearings | 28               | 0              | 0%        | Cumulative |

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| Personal Income Tax Results (PIT 2014) |                |                      |                             |                       |
|--|----------------|----------------------|-----------------------------|-----------------------|
|  | February Count | YTD Count            | Current Exception Inventory | Exception %           |
| <b>Returns Processed</b>               |                |                      |                             |                       |
| Paper Returns                          | 6291           | 6,740                |                             |                       |
| E-filed Returns                        | 267,261        | 339,346              |                             |                       |
| <b>Total</b>                           | <b>273,552</b> | <b>346,086</b>       | <b>25,498</b>               | <b>7.37%</b>          |
|  | February Count | February Amounts     | YTD Count                   | YTD Amounts           |
| <b>Refunds Issued</b>                  |                |                      |                             |                       |
| Paper Check                            | 27,995         | \$ 8,065,644         | 33,499                      | \$ 10,416,020         |
| Direct Deposit                         | 154,323        | \$ 72,387,862        | 188,558                     | \$ 91,737,796         |
| <b>Total</b>                           | <b>182,318</b> | <b>\$ 80,453,506</b> | <b>222,057</b>              | <b>\$ 102,153,816</b> |
|  | February Count | February Amounts     | YTD Count                   | YTD Amounts           |
| <b>Payments Received</b>               |                |                      |                             |                       |
| Check                                  | 9,456          | \$ 5,451,432         | 43,173                      | \$ 55,549,633         |
| ACH                                    | 7,738          | \$ 2,159,658         | 12,967                      | \$ 4,971,374          |
| <b>Total</b>                           | <b>17,194</b>  | <b>\$ 7,611,090</b>  | <b>56,140</b>               | <b>\$ 60,521,007</b>  |

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

| Human Resources    |       |
|--------------------|-------|
| Description        | Total |
| Work Orders YTD    | 178   |
| FTE on TOOL        | 1,110 |
| Filled Positions   | 927   |
| Vacant Positions   | 183   |
| Vacancy Rates      | 16%   |
| Grievances Pending | 0     |

| Information Technology Division (ITD) |            |            |
|---------------------------------------|------------|------------|
| Common Categories                     | HelpStar   | GenTax     |
| Open                                  | 100        | 553        |
| New                                   | 1,290      | 117        |
| Resolved                              | (1,190)    | (146)      |
| <b>Net Total</b>                      | <b>200</b> | <b>524</b> |

| Motor Vehicle Division (MVD)   |         |
|--|---------|
| Metric Measure   | Results |
| <b>Field Office Arrivals, Average Wait Time &amp; Customer Satisfaction</b>      |         |
| Customer Arrivals (total)  | 117,491 |
| Average Wait Time  | 16:16   |
| Customer Satisfaction (percentage good/excellent)                                | 98.62%  |
| <b>Call Center Incoming Calls, Average abandon Rate, &amp; Average Wait Time</b> |         |
| Calls Coming In (total)  | 61,909  |
| Abandon Rate   | 30.56%  |
| Average Wait Time  | 4:24    |
| Customer Satisfaction Average (scale; 1-100; higher is better)                   | 61.76%  |
| <b>Average Insured Rate</b>  |         |
| Average Insured Rate   | 91.00%  |

| Protest Office                     |                |               |               |        |
|------------------------------------|----------------|---------------|---------------|--------|
| Activity                           | Total          | Audit         | Non-Audit     | %Audit |
| Beginning Balance                  | 424            | 72            | 352           | 16.98% |
| Protests Acknowledged              | 88             | 2             | 86            | 2.27%  |
| Protests Closed                    | 147            | 1             | 146           | 0.68%  |
| Ending Inventory                   | 365            | 73            | 292           | 20.00% |
| Ending Inventory Dollar Amount / % | \$ 177,907,832 | \$ 83,790,152 | \$ 94,117,680 | 47.10% |
| Formal Hearings Scheduled          | Not Available  |               |               |        |
| Legal Working                      | 282            |               |               |        |
| Inventory in Protest Office        | 83             |               |               |        |

**Tax Fraud Investigation Dept. (TFID)**  
**No activity to report this month**