



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

NMTRD Exec Staff: Secretary- Vacant Acting Cabinet Secretary - John Monforte ACD – Ron Scott
 ITD – Mike Baca ASD – Vacant RPD – JoAnn Zuniga TFID – Vacant
 MVD – William Duran PTD - Vacant 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 | March | YTD |
| Collections Goal * | \$ 18,951,742 | \$ 227,420,905 |
| Actual Collections | \$ 18,353,367 | \$ 163,171,784 |
| Percent of Goal | 97% | 72% |
| Tax Credits (YTD Only) | | |
| # Completed | Disallowed Amount | |
| Film Production Credit | 38 | \$ 1,784,292 |
| High Wage Credit | 67 | \$ 19,292,745 |
| Investment Credit | 14 | \$ 256,692 |
| Technology Jobs Credit | 29 | \$ 2,921,311 |
| Rural Jobs Credit | 8 | \$ 642,603 |
| Advanced Energy Credit | - | \$ - |
| Alternative Energy Credit | 2 | \$ 15,708 |
| Total | 158 | \$ 24,913,351 |
| Compliance | | |
| March | YTD | |
| PIT Refunds Denied | \$ 406,862 | \$ 2,135,491 |
| Bankruptcy Collections | \$ 83,154 | \$ 3,249,981 |
| Compliance Assessments | \$ 1,146,502 | \$ 1,448,510 |
| Bankruptcy Proofs # | 36 | 412 |
| PIT Project/ QRU Notices # | 8,062 | 25,602 |
| Audits in Progress ** | | |
| March | YTD | |
| # Rec'd for Review | 269 | 1,332 |
| # Assessed | 224 | 1,483 |
| Amount Assessed | \$ 6,043,185 | \$ 83,369,846 |
| *The collections goal YTD is the annual goal for FY17. The snapshot of the YTD goal and collections would be, collections goal of \$170,565,679 with actual collections of \$163,171,784, which represents 96% of our goal. | | |
| **The Audits in Progress section only represents audits that have been reviewed by ATSS. | | |

| PROTEST OFFICE | | | | |
|--------------------------------|------------------|-----------------|-----------------|--------|
| Activity | Total | Audit | Non-Audit | %Audit |
| Beginning Balance | 420 | 123 | 297 | 29.29% |
| Protests Acknowledged | 126 | 2 | 124 | 1.59% |
| Protests Closed | 109 | 9 | 100 | 8.26% |
| Ending Inventory | 437 | 116 | 321 | 26.54% |
| Ending Inventory Dollar Amount | \$109,256,104.42 | \$66,805,450.04 | \$42,450,654.38 | 61.15% |

| Property Tax Division (PTD) | | | | |
|--|------------------|-----------------|-----------|------------|
| Delinquent Taxes | Goal | Actual Results | % of Goal | Goal Type |
| Delinquent Accounts Worked | 12,000 | 6,004 | 50% | Cumulative |
| Scheduled Delinquent Tax Sales | 33 | 0 | 0% | Current |
| Delinquent Tax Sales # Counties | 33 | 0 | 0% | Cumulative |
| State Assessed | | | | |
| Full Value of Assessed Properties | \$18,000,000,000 | \$4,645,419,363 | 26% | Cumulative |
| Number Of Companies Reporting | 600 | 420 | 70% | Cumulative |
| Returns Submitted/Completed | 565 | 278 | 49% | Cumulative |
| Appraisals | | | | |
| Assessor Evaluations Completed | 33 | 0 | 0% | Cumulative |
| Appraisals/Reviews Performed | 65 | 9 | 14% | Cumulative |
| No. of Counties - Scheduled Protest Hearings | 28 | 0 | 0% | Cumulative |

| Motor Vehicle Division (MVD) | |
|--|---------|
| Metric Measure | Results |
| Field Office Arrivals, Average Wait Time & Customer Satisfaction | |
| Customer Arrivals (total) | 153,134 |
| Average Wait Time | 0:31:01 |
| Customer Satisfaction (percentage good/excellent) | 98.55% |
| Call Center Incoming Calls, Average abandon Rate, & Average Wait Time | |
| Calls Coming In (total) | 63,283 |
| Abandon Rate | 33.38% |
| Average Wait Time | 0:02:03 |
| Average (scale; 1-100; higher is better) | 69.81% |
| Average Insured Rate | |
| Average Insured Rate | 88.65% |

| Human Resources (HR) | |
|----------------------|-------|
| Description | Total |
| Work Orders YTD | 422 |
| FTE on TOOL | 1,086 |
| Filled Positions | 854 |
| Vacant Positions | 231 |
| Vacancy Rate | 27.0% |
| 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) | 387,684,624 | 368,128,306 | 3,696,870,420 | 3,716,725,289 | (19,854,869) | -1% |
| Oil & Gas Taxes | 72,521,481 | 46,627,318 | 527,318,888 | 611,264,616 | (83,945,728) | -14% |
| CFT/MVET/Weight Distance Taxes | 49,040,260 | 50,451,204 | 520,527,401 | 515,955,687 | 4,571,714 | 1% |
| Personal Income Tax | 16,362,623 | 18,019,160 | 276,758,051 | 319,694,190 | (42,936,139) | -13% |
| Corporate Income Tax | 1,026,876 | (28,596,536) | 27,901,520 | 73,309,872 | (45,408,352) | -62% |
| Royalties from Leasing MVD Data | 644,406 | 669,648 | 5,523,307 | 6,038,452 | (515,145) | -9% |
| Other programs | 14,119,529 | 17,848,841 | 192,897,702 | 201,572,687 | (8,674,985) | -4% |
| Total | 541,399,798 | 473,147,941 | 5,247,797,288 | 5,444,560,793 | (196,763,504) | -4% |

| Personal Income Tax Results (PIT 2016) | | | | | |
|--|----------------|----------------|-----------------------------|-------------------------------|--------------|
| Returns Processed | Mar 2017 Count | YTD Count | Current Exception Inventory | % of Returns Paper vs. E-File | Exception % |
| Paper Returns | 24,280 | 36,406 | 5,343 | 11.5% | |
| E-filed Returns | 8,159 | 280,454 | 10,520 | 88.5% | |
| Total | 32,439 | 316,860 | 15,863 | | 5.01% |

| Refunds Issued | Mar 2017 Count | Mar 2017 Amount | YTD Count | % of Returns Paper vs. E-File | YTD \$ |
|----------------|----------------|----------------------|----------------|-------------------------------|----------------------|
| Paper Check | 80,946 | \$26,967,789 | 132,505 | 14.5% | \$45,441,188 |
| Direct Deposit | 401,791 | \$189,281,338 | 781,746 | 85.5% | \$376,885,999 |
| Total | 482,737 | \$216,249,127 | 914,251 | | \$422,327,186 |

| Payments Received** | Mar 2017 Count | Mar 2017 Amount | YTD Count | % of Returns Paper vs. E-File | YTD \$ |
|---------------------|----------------|---------------------|---------------|-------------------------------|---------------------|
| Check | 24,301 | \$17,650,162 | 64,255 | 70.5% | \$17,650,162 |
| ACH | 11,665 | \$5,125,078 | 26,828 | 29.5% | \$5,125,078 |
| Total | 35,966 | \$22,775,240 | 91,083 | | \$22,775,240 |

| Office of Internal Oversight (OIO) | | |
|------------------------------------|-------|-----------|
| Description | March | YTD |
| Audits carry-over from FY 2016 | 9 | 9 |
| FY 2017 Assigned | 9 | 26 |
| Canceled | 0 | 7 |
| Completed | 1 | 10 |
| Status for Month End | | |
| Assigned | | 9 |
| Background | | 6 |
| Fieldwork | | 1 |
| Report stage | | 2 |
| Awaiting responses | | 0 |
| Total open audits: | | 18 |
| Other | | |
| None | | |

| Tax Fraud Investigation Divisions (TFID) | | | |
|--|------------------|--|------------------|
| Original Entry Date | Case Description | Disposition | Disposition Date |
| March | Tax Evasion | A resident of Taos, NM was indicted by a Grand Jury on three (3) counts of Fraud over \$20,000 and four (4) counts of Attempts to Evade or Defeat Tax on March 23rd in the Eighth Judicial District of NM. | Ongoing |
| March | Tax Evasion | On March 30th, a case recommending forty-eight (48) counts of Attempts to Evade or Defeat Tax regarding NM Gross Receipts Tax was referred to the First Judicial District Attorney's Office in Santa Fe. | Ongoing |
| March | Tax Evasion | On March 31st, a case recommending fourteen (14) counts of Attempts to Evade or Defeat Tax and ten (10) counts of Willful Failure to Collect and Pay over Taxes regarding NM Gross Receipts Tax and Withholding Tax was referred to the Second Judicial District Attorney's Office in Albuquerque. | Ongoing |

| Information Technology Division (ITD) | | |
|---------------------------------------|-------------|------------|
| Common Categories | Service Pro | GenTax |
| Open | 131 | 409 |
| New | 142 | 80 |
| Resolved | (859) | (118) |
| Net Total | 990 | 607 |