



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

NMTRD Exec Staff:
ITD—Mike Baca
MVD – Alicia Ortiz

Secretary—Stephanie S. Clarke
ASD— Denise Irion
PTD— Donna Maestas

Deputy Secretary—Emily Oster
RPD—Charlene Trujillo
General Counsel—Vacant

ACD – Aysha Mora
TFID – Vacant

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 Amounts	YTD Amounts
Collections Goal	\$ 20,589,623	\$ 247,075,471
Actual Collections	24,507,875	203,453,403
Percent of Goal	119%	82%
Performance Measures	March Percentages	Year-End Goal Percentages
Collections Against Prior Year Receivables	17.7%	28%
Collections Against Current Year Assessments	36%	65%
Compliance	March Amounts & Counts	YTD Amolunts & Counts
Bankruptcy Collections	\$ 183,256	\$ 2,402,299
Bankruptcy Proofs #	67	481
Levy Recoveries	\$ 1,563,666	\$ 25,595,304
Audits in Progress	March Counts	YTD Counts
# Rec'd for Review	279	1,236
# Assessed	392	1,437
Amount Assessed	\$ 2,345,997	\$ 60,640,113

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)	\$ 219,431,404	\$ 440,131,845	\$ 4,146,293,297	\$ 4,106,344,219	\$ 39,949,078	1%
Oil & Gas Taxes	112,235,180	92,944,095	1,155,167,788	706,684,525	448,483,264	63%
CFT/MVET/Weight Distance Taxes	52,553,178	49,838,926	558,627,755	538,174,111	20,453,644	4%
Personal Income Tax	206,921,625	29,908,483	604,632,591	327,454,591	277,177,999	85%
Corporate Income Tax	(8,830,563)	6,000,747	120,146,433	46,242,227	73,904,206	160%
Royalties from Leasing MVD Data	662,098	660,532	5,702,369	5,521,208	181,161	3%
Other programs	15,527,746	15,306,010	205,900,508	189,579,012	16,321,496	9%
Total	\$ 598,500,669	\$ 634,790,639	\$ 6,796,470,742	\$ 5,919,999,893	\$876,470,849	15%

Property Tax Division (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	2,962	25%	Cumulative
Scheduled Delinquent Tax Sales	33	7	21%	Current
Delinquent Tax Sales Held # Counties	33	0	0%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$18,000,000,000	\$7,783,370,088	43%	Cumulative
Number Of Companies Reporting	600	543	91%	Cumulative
Returns Submitted/Completed	575	275	48%	Cumulative
Appraisals				
Draft Assessor Evaluations Completed	33	8	24%	Cumulative
Assessor Evaluations Completed	33	0	0%	Cumulative
Appraisals/Reviews Performed	50	24	48%	Cumulative
Number of Protest Hearings Heard Est.	275	50	18%	Cumulative

Note from PTD: The majority of State Assessed Notices of Value will be mailed **May 01, 2019**.

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Beginning SQRs (03/01/19)	146	268
Open SQRs	1,272	51
Resolved during March	(1,048)	(148)
Net Ending SQRs (03/31/19)	370	171



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Return Processing Division(RPD)					
Personal Income Tax Results (PIT 2018)					
Returns Processed	Mar. 2019 Counts	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	20,202	31,431	-	5.4%	
E-filed Returns	180,877	555,371	-	94.6%	
Total	201,079	586,802	7,264	100.0%	1.24%
Refunds Issued	Mar. 2019 Counts	Mar 2019 Amounts	YTD Count	% YTD	YTD Amounts
Paper Check	68,733	\$ 22,533,016	115,836	13.3%	\$ 39,386,503
Direct Deposit	387,095	183,469,753	752,350	86.7%	367,058,748
Total	455,828	\$ 206,002,769	868,186	100.0%	406,445,251
Payments Received	Mar. 2019 Counts	Mar 2019 Amounts	YTD Count	% YTD	YTD Amounts
Check	24,716	\$ 21,213,754	64,185	65.5%	\$ 74,892,044
ACH	15,770	7,946,422	33,756	34.5%	19,500,077
Total	40,486	\$ 29,160,176	97,941	100.0%	\$ 94,392,121

Office of Internal Oversight (OIO)		
Description	March	YTD
Internal Audit		
Audits carry-over from FY 2018	0	1
FY 2019 Audits Assigned	0	5
FY 2019 Special Projects Assigned	0	2
SP 19-102 Special Project for Procedures	0	19
Total YTD		27
Closed or Canceled		
Internal Audits Completed	0	3
Canceled	0	1
Special Projects Completed	0	0
SP 19-102 Special Project for Procedures	0	1
Total Audits Completed or Canceled		5
Audits - Status for Month End		
IA 19-101: Hold		1
IA 19-104: Hold		1
Total Audits Open		2
Special Projects - Status for Month-End		
SP 19-101: Hold		1
SP 19-102: Open		18
SP 19-103: Open		1
Total Special Projects Open		20

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	152,732
Average Wait Time	0:19:45
Customer Satisfaction (percentage good/excellent)	98.39%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	37793
Abandon Rate	56.44%
Average Wait Time	0:14:42
Customer Satisfaction Average (scale; 1-100; higher is better)	N/A
Average Insured Rate	
Average Insured Rate	90.66%
Average Insured Rate	
Average Insured Rate	90.24%

Tax Fraud Investigation Division (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
Mar-19	Tax Fraud	A Las Cruces resident was arrested on a criminal complaint for fifty-nine (59) counts of Tax Fraud in the 3rd Judicial District.	Ongoing

Protest Office					
Activity	Total	Application	Audit	Non-Audit	%Audit
Beginning Balance	706		169	537	23.94%
Received	140	70			
Protests Acknowledged	70		22	48	31.43%
Protests Closed	83		7	76	8.43%
Ending Inventory	702		169	533	24.07%
Ending Inventory Dollar Amount	\$548,810,073		\$101,565,634	\$447,244,439	18.51%
Formal Hearings Scheduled	Not Available				
Legal Working-Atty. Assigned	233				
Legal (Case waiting on Decision)	185				
Inventory in Protest Office	284				