



**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of April 30, 2017**

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

**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

Financial Distribution Bureau (ASD)						
Tax Program	MTD Distribution	Last Year MTD Distribution	YTD Distribution	Last Year YTD Distribution	YTD \$ Change	YTD % Change
Combined Reporting System (GRT, etc)	387,458,731	379,542,986	4,084,329,151	4,096,268,275	(11,939,124)	0%
Oil & Gas Taxes	79,768,024	40,487,110	607,086,912	651,751,726	(44,664,814)	-7%
CFT/MVET/Weight Distance Taxes	53,911,881	53,604,072	574,439,281	569,559,759	4,879,522	1%
Personal Income Tax	38,811,792	35,869,936	315,569,843	355,564,126	(39,994,283)	-11%
Corporate Income Tax	6,650,724	36,074,587	34,552,244	109,384,459	(74,832,215)	-68%
Royalties from Leasing MVD Data	600,389	734,197	6,123,696	6,772,649	(648,953)	-10%
Other programs	18,428,950	17,772,064	211,326,652	219,344,751	(8,018,100)	-4%
<b>Total</b>	<b>585,630,490</b>	<b>564,084,951</b>	<b>5,833,427,778</b>	<b>6,008,645,744</b>	<b>(175,217,966)</b>	<b>-3%</b>

Audit & Compliance Division (ACD)		
Collections	April	YTD
Collections Goal *	\$ 18,951,742	\$227,420,905
Actual Collections	\$ 23,892,919	\$187,064,703
Percent of Goal	126%	82%
Tax Credits (YTD Only)	# Completed	Disallowed Amount
Film Production Credit	49	\$ 1,897,114
High Wage Credit	77	\$ 25,715,007
Investment Credit	15	\$ 263,318
Technology Jobs Credit	32	\$ 3,013,139
Rural Jobs Credit	8	\$ 642,603
Advanced Energy Credit	-	\$ -
Alternative Energy Credit	2	\$ 15,707
<b>Total</b>	<b>183</b>	<b>\$ 31,546,888</b>
Compliance	April	YTD
PIT Refunds Denied	\$ 967,656	\$ 3,103,147
Bankruptcy Collections	\$ 153,518	\$ 3,403,499
Compliance Assessments	\$ 152,976	\$ 1,601,486
Bankruptcy Proofs #	51	463
PIT Project/ QRU Notices #	15,688	41,290
Audits in Progress **	April	YTD
# Rec'd for Review	118	1,450
# Assessed	139	1,622
Amount Assessed	\$ 6,964,518	\$ 90,334,364

\*The collections goal YTD is the annual goal for FY17. The snapshot of the YTD goal and collections would be, collections goal of \$189,517,421 with actual collections of \$187,064,703, which represents 97% of our goal.  
 \*\*The Audits in Progress section only represents audits that have been reviewed by ATSS.

Motor Vehicle Division (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time &amp; Customer Satisfaction</b>	
Customer Arrivals (total)	121,567
Average Wait Time	0:24:33
Customer Satisfaction (percentage good/excellent)	98.39%
<b>Call Center Incoming Calls, Average abandon Rate, &amp; Average Wait Time</b>	
Calls Coming In (total)	51593
Abandon Rate	29.67%
Average Wait Time	0:01:35
Customer Satisfaction Average (scale; 1-100; higher is better)	71.81%
<b>Average Insured Rate</b>	
Average Insured Rate	88.38%

Office of Internal Oversight (OIO)		
Description	April	YTD
Audits carry-over from FY 2016	9	9
FY 2017 Assigned	0	26
Canceled	0	7
Completed	0	10
Status for Month End		
Assigned		0
Background		0
Fieldwork		15
Report stage		2
Awaiting responses		1
<b>Total open audits:</b>		<b>18</b>
Other		
None		

Human Resource (HR)	
Description	Total
Work Orders YTD	523
FTE on TOOL	1,086
Filled Positions	854
Vacant Positions	231
Vacancy Rate	27.0%
Grievances Pending	0

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Open	98	371
New	234	90
Resolved	(995)	(93)
<b>Net Total</b>	<b>1093</b>	<b>554</b>

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Personal Income Tax Results (PIT 2016)					
Returns Processed	April 2017 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	29,170	65,576	-	8.8%	
E-filed Returns	217,064	677,888	-	91.2%	
<b>Total</b>	<b>246,234</b>	<b>743,464</b>	<b>27,078</b>		<b>3.64%</b>
Refunds Issued					
Refunds Issued	April 2017 Count	April 2017 \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Paper Check	119,730	\$39,096,316	252,235	16.6%	\$84,537,504
Direct Deposit	485,683	\$226,034,087	1,267,429	83.4%	\$602,920,086
<b>Total</b>	<b>605,413</b>	<b>\$265,130,404</b>	<b>1,519,664</b>		<b>\$687,457,590</b>
Payments Received**					
Payments Received**	April 2017 Count	April 2017 \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Check	99,974	\$140,481,893	164,229	71.6%	\$140,481,893
ACH	38,427	\$27,635,383	65,255	28.4%	\$27,635,383
<b>Total</b>	<b>138,401</b>	<b>\$168,117,277</b>	<b>229,484</b>		<b>\$168,117,277</b>

No stats submitted for the month of April from the Protest Office

Property Tax Division (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	7,194	60%	Cumulative
Scheduled Delinquent Tax Sales	33	5	15%	Current
Delinquent Tax Sales # Counties	33	0	0%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$ 18,000,000,000	\$22,873,604,795	127%	Cumulative
Number Of Companies Reporting	600	553	92%	Cumulative
Returns Submitted/Completed	565	543	96%	Cumulative
Appraisals				
Assessor Evaluations Completed	33	29	88%	Cumulative
Appraisals/Reviews Performed	65	12	18%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	13	46%	Cumulative

Tax Fraud Investigation Divisions (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
April	Tax Fraud	On April 6th, a case referring 1 count of Embezzlement over \$20,000 and 3 counts of Tax Fraud was referred to the First Judicial District Attorney's Office in Santa Fe for prosecution consideration.	Ongoing