



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard – April 30, 2019**

NMTRD Exec Staff:	Secretary –Stephanie S. Clarke	Deputy Secretary –Emily Oster	ACD – Aysha Mora
ITD –Mike Baca	ASD – Denise Irion	RPD –Charlene Trujillo	TFID – Vacant
MVD – Alicia Ortiz	PTD – Donna Maestas	General Counsel –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	April Amounts	YTD Amounts
Collections Goal	\$ 20,589,623	\$ 247,075,471
Actual Collections	22,323,750	225,777,153
Percent of Goal	108%	91%
Performance Measures	April Percentages	Year-End Goal Percentages
Collections Against Prior Year Receivables	17.7%	28%
Collections Against Current Year Assessments	36%	65%
Compliance	April Amounts & Counts	YTD Amounts & Counts
Bankruptcy Collections	\$ 222,080	\$ 2,624,379
Bankruptcy Proofs #	76	557
Levy Recoveries	\$ 1,676,316	\$ 27,271,620
Audits in Progress	April Amounts & Counts	YTD Amounts & Counts
# Rec'd for Review	254	1,490
# Assessed	257	1,694
Amount Assessed	\$ 5,016,067	\$ 65,656,180

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)	\$ 146,902,661	\$ 442,670,177	\$ 4,293,195,958	\$ 4,549,014,396	\$(255,818,438)	-6%
Oil & Gas Taxes	115,075,922	113,913,020	1,270,243,710	820,597,545	449,646,165	55%
CFT/MVET/Weight Distance Taxes	57,798,193	58,683,172	616,425,948	596,857,283	19,568,665	3%
Personal Income Tax	336,817,836	48,187,262	941,450,426	375,641,854	565,808,573	151%
Corporate Income Tax	3,090,442	2,066,216	123,236,876	48,308,443	74,928,433	155%
Royalties from Leasing MVD Data	638,749	652,160	6,341,118	6,173,367	167,751	3%
Other programs	14,464,203	21,778,686	220,364,711	211,357,698	9,007,013	4%
Total	\$ 674,788,006	\$ 687,950,693	\$ 7,471,258,748	\$ 6,607,950,586	\$ 863,308,162	13%

Protest Office					
Activity	Total	Application	Audit	Non-Audit	%Audit
Beginning Balance	702		169	533	24.07%
Number of Correspondance Received	150	80			
Protests Acknowledged	80		14	66	17.50%
Protests Closed	131		16	115	12.21%
Ending Inventory	692		227	465	32.80%
Ending Inventory Dollar Amount	\$ 539,092,116		\$ 111,094,126	\$ 427,997,990	20.61%
Formal Hearings Scheduled					Not Available
Legal Working-Atty. Assigned					255
Legal (Case waiting on Decision)					186
Inventory in Protest Office					251

**NO INFORMATION AVAILABLE
FROM PTD AT THIS TIME**



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Office of Internal Oversight (OIO)		
Description	April	YTD
Internal Audit		
Audits carry-over from FY 2018	0	1
FY 2019 Audits Assigned	0	5
FY 2019 Special Projects Assigned	10	12
SP 19-102 Special Project for Procedures	0	19
Total YTD		37
Closed or Canceled		
Internal Audits Completed	0	3
Canceled	0	1
Special Projects Completed	0	0
SP 19-102 Special Project for TRD Procedures	0	1
Total Audits Completed or Canceled		5
Audits - Status for Month End		
IA 19-101: Hold		1
IA 19-104: Awaiting Management Responses		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		11
Total Special Projects Open:		30

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Beginning - April 01, 2019	224	NO INFORMATION AVAILABLE FROM GENTAX AT THIS TIME
Open	1,451	
Resolved	(1,213)	
Ending Total - April 30, 2019	462	

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	144,149
Average Wait Time	0:18:21
Customer Satisfaction (percentage good/excellent)	98.41%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	35393
Abandon Rate	51.32%
Average Wait Time	0:11:54
Customer Satisfaction Average (scale; 1-100; higher is better)	-
Average Insured Rate	
Average Insured Rate	90.86%

Tax Fraud Investigation Division (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
April	Tax Fraud/Evasion	A Roswell resident was arrested without incident by Roswell PD on a criminal complaint for six (6) counts of Tax Evasion and four (4) counts of Tax Fraud in the 5th Judicial District.	Ongoing
April	Tax Fraud	A Search Warrant was executed by TFID at a Hobbs area business. Warrant was issued out by the 5th Judicial District.	Ongoing

Returns Processing Division (RPD)					
Personal Income Tax Results (PIT 2018)					
Returns Processed	April Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	28,298	59,729	-	7.1%	
E-filed Returns	227,238	782,609	-	92.9%	
Total	255,536	842,338	13,902	100.0%	1.65%
Refunds Issued	April Count	April Amount	YTD Count	% YTD	YTD Amounts
Paper Check	104,721	\$ 33,183,452	220,557	15.2%	\$ 72,569,955
Direct Deposit	481,478	224,388,741	1,233,828	84.8%	591,447,489
Total	586,199	\$ 257,572,193	1,454,385	100.0%	\$ 664,017,444
Payments Received	April Count	April Amount	YTD Count	% YTD	YTD Amounts
Check	113,638	\$ 179,309,529	177,823	68.0%	\$ 254,201,573
ACH	49,942	43,747,521	83,698	32.0%	63,247,598
Total	163,580	\$ 223,057,050	261,521	100.0%	\$ 317,449,171