



## New Mexico Taxation & Revenue Department Monthly Executive Dashboard – May 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	May Amounts	YTD Amounts
Collections Goal	\$ 20,589,623	\$ 247,075,471
Actual Collections	17,878,134	243,655,287
<b>Percent of Goal</b>	<b>87%</b>	<b>99%</b>
Performance Measures	May Percentages	Year-End Goal Percentages
Collections Against Prior Year Receivables	17.7%	28%
Collections Against Current Year Assessments	36%	65%
Compliance	May Amounts & Counts	YTD Amounts & Counts
Bankruptcy Collections	\$ 234,684	\$ 2,859,063
Bankruptcy Proofs #	48	605
<b>Levy Recoveries</b>	<b>\$ 1,467,996</b>	<b>\$ 28,739,616</b>
Audits in Progress	May Amounts & Counts	YTD Amounts & Counts
# Rec'd for Review	265	1,755
# Assessed	325	2,019
<b>Amount Assessed</b>	<b>\$ 13,754,448</b>	<b>\$ 79,410,628</b>

**Note from ACD:** These are quarterly measures and will be updated for the month ending June 30, 2019.

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)	\$ 288,132,256	\$ 513,809,711	\$ 4,581,328,214	\$ 5,062,824,107	\$(481,495,893)	-10%
Oil & Gas Taxes	119,665,741	107,478,018	1,389,909,452	928,075,563	461,833,889	50%
CFT/MVET/Weight Distance Taxes	76,156,541	73,665,246	692,558,809	670,522,529	22,036,280	3%
Personal Income Tax	401,428,933	155,119,155	1,342,879,359	530,761,009	812,118,350	153%
Corporate Income Tax	29,951,524	39,698,292	153,188,399	88,006,736	65,181,664	74%
Royalties from Leasing MVD Data	674,840	684,201	7,015,958	6,857,568	158,390	2%
Other programs	30,805,298	22,253,010	251,170,010	233,610,708	17,559,302	8%
<b>Total</b>	<b>\$ 946,815,133</b>	<b>\$ 912,707,633</b>	<b>\$ 8,418,050,201</b>	<b>\$ 7,520,658,219</b>	<b>\$ 897,391,981</b>	<b>12%</b>

Office of Internal Oversight (OIO)			
Description	May	YTD	
<b>Internal Audit</b>			
Audits carry-over from FY 2018	0	1	
FY 2019 Audits Assigned	0	5	
FY 2019 Special Projects Assigned	0	12	
SP 19-102 Special Project for TRD Procedures	2	20	
<b>Total YTD:</b>		<b>38</b>	
<b>Closed or Canceled</b>			
Internal Audits Completed	0	3	
Canceled	1	2	
Special Projects Completed	11	11	
SP 19-102 Special Project for TRD Procedures	3	4	
<b>Total Audits Completed or Canceled</b>		<b>20</b>	
Audits - Status for Month End			
IA 19-104: Awaiting Mgmt. Responses		1	
<b>Total Audits Open</b>		<b>1</b>	
<b>Special Projects - Status for Month-End</b>			
SP 19-101: Hold		1	
SP 19-102: Open		16	
<b>Total Special Projects Open:</b>		<b>17</b>	

Tax Fraud Investigation Division (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
May	Tax Evasion	An Albuquerque resident plead guilty to one count of Second Degree Embezzlement. Also, Originally charged with one Fourth Degree Felony Count of Tax Evasion which was dismissed to secure the Plea Deal.	Ongoing
May	Tax Fraud	A case recommending prosecution of a Moriarty resident for Tax Fraud was referred to the 7th District Attorney's Office.	Ongoing
May	Tax Fraud	A case recommending prosecution of a Albuquerque resident for Tax Fraud was referred to the 2nd District Attorney's Office.	Ongoing



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Returns Processing Division (RPD)					
Personal Income Tax Results (PIT 2018)					
Returns Processed	May Counts	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,208	60,937	-	7.1%	
E-filed Returns	10,279	792,888	-	92.9%	
<b>Total</b>	<b>11,487</b>	<b>853,825</b>	<b>14,332</b>	<b>100.0%</b>	<b>1.68%</b>
Refunds Issued	May Counts	May Amounts	YTD Count	% YTD	YTD Amounts
Paper Check	111,821	\$ 36,828,549	332,378	16.1%	\$ 109,398,504
Direct Deposit	495,646	232,707,101	1,729,474	83.9%	824,154,590
<b>Total</b>	<b>607,467</b>	<b>\$ 269,535,650</b>	<b>2,061,852</b>	<b>100.0%</b>	<b>\$ 933,553,094</b>
Payments Received	May Counts	May Amounts	YTD Count	% YTD	YTD Amounts
Check	9,342	\$ 10,839,220	187,165	64.1%	\$ 265,040,793
ACH	21,026	14,517,393	104,724	35.9%	77,764,991
<b>Total</b>	<b>30,368</b>	<b>\$ 25,356,613</b>	<b>291,889</b>	<b>100.0%</b>	<b>\$ 342,805,784</b>

Property Tax Division (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	3,882	32%	Cumulative
Scheduled Delinquent Tax Sales	33	9	27%	Current
Delinquent Tax Sales Held # Counties	33	7	21%	Cumulative
State Assessed				
Full Value of Assessed Properties	<b>\$20,000,000,000</b>	<b>\$23,621,414,751</b>	<b>118%</b>	Cumulative
Number of Companies Reporting	645	593	92%	Cumulative
Returns Submitted/Completed	593	593	100%	Cumulative
Appraisals				
Draft Assessor Evaluations Completed	<b>33</b>	<b>33</b>	<b>100%</b>	Cumulative
Assessor Evaluations Completed	33	0	0%	Cumulative
Appraisals/Reviews Performed	50	41	82%	Cumulative
Number of Protest Hearings Heard	250	0	0%	Cumulative

Protest Office (PO)					
Activity	Total	Applications	Audit	Non-Audit	%Audit
Beginning Balance	692		227	465	32.80%
Number of Correspondance Received	153	85			
Protests Acknowledged	85		18	67	21.18%
Protests Closed	112		13	99	11.61%
Ending Inventory	705		240	465	34.04%
<b>Ending Inventory Dollar Amounts</b>	<b>\$ 543,304,462</b>		<b>\$ 113,823,543</b>	<b>\$ 429,480,919</b>	<b>20.95%</b>
Legal Working-Atty. Assigned					333
Legal (Case awaiting Decision)					186
Inventory in Protest Office (Legal Working-Atty Assigned Legal Case)					558

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	147,694
Average Wait Time	0:15:29
Customer Satisfaction (percentage good/excellent)	98.47%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	35457
Abandon Rate	49.25%
Average Wait Time	0:19:00
Customer Satisfaction Average (scale; 1-100; higher is better)	0:00:00
Average Insured Rate	
Average Insured Rate	90.69%

Information Technology Division (ITD)		
Common Categories	Service Pro Tickers	GenTax Tickets
Beginning - May 01, 2019	238	NO INFORMATION AVAILABLE FROM GENTAX AT THIS TIME
Open	1,528	
Resolved	(1,260)	
<b>Ending Total - May 31, 2019</b>	<b>506</b>	