



**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of July 31, 2015**

**NMTRD Exec Staff:** Secretary- Demesia Padilla, CPA    Deputy Secretary - John Monforte    ACD – Ron Scott  
 ITD – Jim Wastvedt    ASD – Vacant    Hearings - Monica Ontiveras    RPD - Terry Rister  
 MVD – William Duran    PTD - Caesario Quintana    General Counsel – Brad Odell    TFID - Alvan Romero

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

<b>Audit &amp; Compliance Division (ACD)</b>		
<b>Collections</b>	<b>July Amounts</b>	<b>YTD Amounts</b>
Collections Goal*	\$ 20,416,667	\$ 245,000,000
Actual Collections**	0	0
Percent of Goal	0%	0%
<b>Tax Credits (YTD Only) # of Credits Completed</b>		
Film Production Credit		3
High Wage Credit		3
Investment Credit		0
Technology Jobs Credit		0
Rural Jobs Credit		0
Advanced Energy Credit		0
Alternative Energy Credit		0
<b>Total</b>		<b>6</b>

<b>Compliance</b>	<b>July Amounts/Counts</b>	<b>YTD Amounts/Counts</b>
Refunds Stopped	\$ 690,739	\$ 690,739
Bankruptcy Collections	\$ 120,158	\$ 120,158
Compliance Assessments	\$ (458,190)	\$ 458,190
Bankruptcy Proofs #	47	47
PIT Project Notices #	1,620	1,620

<b>Audits in Progress</b>	<b>July Amounts/Counts</b>	<b>YTD Amounts/Counts</b>
# Rec'd for Review	97	97
# Assessed	74	74
Amount Assessed	\$ 12,724,995	\$ 12,724,995

**Notes from ACD:** This is an approximation of the collection goal. The figure is still being set. \*\* No data has been compiled since there has been no collection goal set.

<b>Tax Fraud Investigation Division (TFID)</b>	
<b>Other</b>	Two new employees reported for duty. One in the Forensic Audit Bureau and the other in the Internal Investigations
<b>Other</b>	A 30-hour Financial Investigative Techniques Course was presented in Albuquerque, New Mexico by TFID from July 27-31 to 44 state and federal law enforcement officers, investigators, auditors, prosecutors, lawyers, accountants and compliance officers. In addition to the learning and the networking that took place, the course offered CLE, CPE and CEU credits for
<b>Potential Upcoming Press Opportunities</b>	TFID related to the Foreign National Drivers License program. Tin Cheun is the defendant and is charged with Conspiracy, Altered, Forged or Fictitious License, and Forgery. He was signing Affidavits of Residency that was used by foreign nationals to show proof of residency with their drivers' license applications.

<b>Information Technology Division (ITD)</b>		
<b>Common Categories</b>	<b>ServicePro</b>	<b>GenTax</b>
Open	82	481
New	1603	66
Resolved	(1521)	(61)
<b>Net Total</b>	<b>164</b>	<b>486</b>

<b>Human Resources</b>	
<b>Description</b>	<b>Total</b>
Work Orders YTD	592
FTE on TOOL	1,070
Filled Positions	890
Vacant Positions	180
Vacancy Rate	17.0%
Grievances Pending	1

<b>PROTEST OFFICE</b>				
<b>Activity</b>	<b>Total</b>	<b>Audit</b>	<b>Non-Audit</b>	<b>%Audit</b>
Beginning Balance	384	74	310	19.27%
Protests Acknowledged	156	3	153	1.92%
Protests Closed	124	0	124	0.00%
Ending Inventory	416	77	339	18.51%
Ending Inventory Dollar Amount	<b>\$170,864,580.58</b>	<b>\$81,276,011.10</b>	<b>\$89,588,569.48</b>	<b>47.57%</b>
Formal Hearings Scheduled	Not Available			
Legal Working	267			
Inventory in Protest Office	149			

<b>Financial Distribution Bureau (ASD) Fiscal Year 2016 Distribution</b>						
<b>Tax Categories</b>	<b>Current Month FY16</b>	<b>Last Year MTD FY16</b>	<b>FY16 YTD</b>	<b>FY15 YTD</b>	<b>YTD Amount Change</b>	<b>YTD % Change</b>
Combined Reporting System	\$385,780,227	\$381,403,585	\$385,780,227	\$381,403,585	\$4,376,643	1%
Oil\$ Gas Taxes	\$66,221,719	\$108,394,372	\$66,221,719	\$108,394,372	(\$42,172,653)	-39%
CFT/MVET/Weight Distance	\$48,343,022	\$50,761,130	\$48,343,022	\$50,761,130	(\$2,418,108)	-5%
Personal Income Tax	\$72,343,315	\$62,574,242	\$72,343,315	\$62,574,242	\$9,769,073	16%
Corporate Income Tax	(\$3,047,462)	\$9,860,478	(\$3,047,462)	\$9,860,478	(\$12,907,940)	-131%
Royalties from Leasing MVD Data	\$615,889	\$643,613	\$615,889	\$643,613	(\$27,723)	-4%
Other Programs	\$23,566,778	\$19,540,235	\$23,566,778	\$19,540,235	\$4,026,544	21%
<b>Total</b>	<b>\$593,823,489</b>	<b>\$633,177,654</b>	<b>\$593,823,489</b>	<b>\$633,177,654</b>	<b>(\$39,354,165)</b>	<b>-6%</b>



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Property Tax Division (PTD) July 2015				
Ending December 31, 2015 Cumulative Starts January 1, 2015				
Delinquent Property Tax Bureau	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	5,602	47%	Cumulative
Scheduled Delinquent Tax Sales	33	21	64%	Statutory
Delinquent Tax Sales # Counties	33	19	58%	Cumulative
State Assessed Bureau				
Full Value of Assessed Properties	\$18,000,000,000	\$21,428,176,944	119.05%	Cumulative
Number Of Companies Reporting	600	556	93%	Cumulative
Returns Submitted/Completed	586	543	93%	Cumulative
Appraisal Bureau				
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	60	29	48%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	23	82%	Cumulative

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	132,740
Average Wait Time	0:17:52
Customer Satisfaction (percentage good/excellent)	98.44%
Call Center Incoming Calls, Average Abandon Rate, & Average Wait time	
Calls Coming In (total)	117,171
Abandon Rate	70.80%
Average Wait Time	0:11:58
Customer Satisfaction (scale; 1-100; Higher is better)	63.10%
Average Insured Rate	
Average Insured Rate	90.94%

Office of Internal Oversight (OIO)			
Internal Audit			
Description	July	YTD	
Audits carry-over from FY 2015	14	14	
FY 2016 Assigned	3	3	
<b>Total:</b>	<b>17</b>	<b>17</b>	
Status			
Background	3	3	
Work in progress	5	5	
Report stage	5	5	
Awaiting responses	4	4	
Complete	0	0	
<b>Total:</b>	<b>17</b>	<b>17</b>	
Other			
Director's Risk Assessment Questionnaire forwarded on 07/27/2016			
Entrance Conference for Dealers Licensing Bureau			
Entrance Conference for TRD Policy			
Creation of New Management system to track audits and findings			

Personal Income Tax Results (PIT 2014)				
Returns Processed	July Counts	YTD Count	Current Exception Inventory	Exception %
Paper Returns	625	72,311	0	0
E-filed Returns	5,457	787,466	0	0
<b>Total</b>	<b>6,082</b>	<b>859,777</b>	<b>11,099</b>	<b>1.29%</b>
Refunds Issued	July Counts	July Amounts	YTD Count	YTD Amounts
Paper Check	4,274	\$2,401,709	161,388	\$57,482,748
Direct Deposit	3,886	\$3,025,503	488,585	\$238,402,166
<b>Total</b>	<b>8,160</b>	<b>\$5,427,212</b>	<b>649,973</b>	<b>\$295,884,914</b>
Payments Received	July Counts	July Amounts	YTD Count	YTD Amounts
Check	8,925	\$7,797,502	245,454	\$281,029,193
ACH	4,705	\$1,560,024	81,270	\$45,091,999
<b>Total</b>	<b>13,630</b>	<b>\$9,357,526</b>	<b>326,724</b>	<b>\$326,121,192</b>
<b>Notes from RPD</b> - Payments Received may include payments for multiple previous PIT tax years				