

**Monthly Executive Dashboard  
JULY 31, 2020**

**N M T R D E X E C U T I V E S T A F F**

Secretary, Stephanie Schardin Clarke  
Deputy Secretary, Emily Oster  
Chief Legal Counsel, Tim Van Valen

ACD/Aysha Mora  
ASD/Denise Irion

ITD/Mike Baca  
MVD/Marcos Martinez

PTD/Santiago Chavez  
RPD/Charlene Trujillo  
TFID/Vince Mares

Office of the Secretary 505-827-0341  
Audit and Compliance 505-827-2727  
Administrative Services 505-827-0369  
Motor Vehicle 505-827-2296  
Property Tax 505-476-3092  
Revenue Processing 505-827-0800  
Tax Fraud Investigations 505-841-5578

OFFICE OF INTERNAL OVERSIGHT (OIO)		
Description	July	YTD
Audits & Special Project carry-over from FY 2020		2
Procedures carry-over from FY 2020		19
FY 2021 Internal Audits Assigned	0	0
Procedures Assigned	1	1
Revised Procedures	2	2
Total YTD:		24
Completed - Audit and Special Projects (Audit Plan)		
Internal Audits Completed	0	0
Subtotal:		0
Completed Procedures		
Completed	0	0
Revised Procedures Completed	2	2
Subtotal:		2
Total Completed:		2
Status for Month End - Audits & Special Projects (Audit Plan)		
SP 19-101: On-Hold		1
IA 20-103: Report-Draft		1
Total Open or On-Hold:		2
Status for Month End - Procedures		
Open		11
Pending		3
On-Hold		6
Total Procedures Open, On-Hold, or Pending:		20
Completed, Open, On-Hold, or Pending Total YTD:		24

TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
July	Tax Evasion	(Currently in Review) An Albuquerque resident will be referred for prosecution on eighty (80) counts of Gross Receipts Tax Evasion. Case will be referred to the Second Judicial District.	Ongoing
	Tax Fraud/Embezzlement	(Currently in Review) An Alamogordo resident will be referred for prosecution on one (1) 2nd Degree Felony Count of Embezzlement and three (3) Counts of Tax Fraud. Case will be referred to the Twelfth Judicial District.	

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	10,000	1,711	17%	Cumulative
Scheduled Delinquent Tax Sales	33	0	0%	Current
Delinquent Tax Sales Held # Counties	33	0	0%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$ 20,000,000,000	\$25,124,804,853	126%	Cumulative
Number Of Companies Reporting	600	588	98%	Cumulative
Returns Submitted/Completed	600	585	98%	Cumulative
Appraisals				
Draft Assessor Evaluations Completed	33	33	100%	Cumulative
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	73	52	71%	Cumulative
Number of Protest Hearings Heard	225	18	8%	Cumulative

PERSONAL INCOME TAX (RPD)					
Returns Processed	Jul-20	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	10,357	69,826	0	7%	//////////
E-filed Returns	95,026	877,709	0	93%	//////////
<b>TOTAL:</b>	<b>105,383</b>	<b>947,535</b>	<b>3,096</b>	//////////	<b>0%</b>
Refunds Issued	Jul-20	Jul -2020 \$	YTD Count	% YTD	YTD \$
Paper Check	119,865	\$47,695,839	516,463	15%	\$198,421,152
Direct Deposit	542,816	\$301,173,355	2,862,861	85%	\$1,596,933,029
<b>TOTAL:</b>	<b>662,681</b>	<b>348,869,194</b>	<b>3,379,324</b>	//////////	<b>\$1,795,354,181</b>
Payments Received	Jul-20	Jul -2020 \$	YTD Count	% YTD	YTD \$
Check	56,919	\$146,646,383	208,554	62%	\$316,318,442
ACH	37,844	\$52,778,938	127,562	38%	\$110,460,415
<b>TOTAL:</b>	<b>94,763</b>	<b>\$199,425,321</b>	<b>336,116</b>	//////////	<b>\$426,778,858</b>

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MOTOR VEHICLE DIVISION (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time and Customer Satisfaction	
Customer Arrivals (total)	By Appointment Only.
Average Wait Time	
Customer Satisfaction (percentage good/excellent)	
Call Center Incoming Calls, Average Abandon Rate and Average Wait Time	
Calls Coming In (total)	33,770
Abandon Rate	34%
Average Wait Time	5:11:00
Customer Satisfaction Average (scale; 1-100; higher is better)	NA
Average Insured Rate	
Average Insured Rate	91%

PROTEST OFFICE					
Activity		Total	Audit	Non-Audit	%Audit
Beginning Balance	////////	819	289	530	35%
Number of Protests Received	////////	98	26	72	27%
Informal Conference Requested	////////	0	0	0	0%
Protest Deficient	////////	0	0	0	0%
Protests Acknowledged	////////	38	16	22	42%
Protests Acknowledged/Closed	////////	68	13	55	19%
Protests Closed	////////	47	14	33	30%
Protest Invalid	////////	17	5	12	29%
Ending Inventory	A	783	284	499	36%
Ending Inventory Dollar Amount	B	561,706,217	124,236,622	437,469,594	22%
Legal Working-Atty. Assigned		355			
Legal (Case waiting on Decision from the hearing and/or courts)	C	218			
Inventory in Protest Office	D=A-(B-C)	646			

INFORMATION TECHNOLOGY DIVISION (ITD)		
ServicePro	GenTax	
////////	Total in SQR on 07/01/20	199
Open	1,310	New 49
Resolved	1,093	Resolved 38
Total	217	Total SQRs on 07/31/20 210

AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	July	Fiscal YTD
Collections Goal	\$20,120,272	\$20,120,272
Actual Collections	\$21,619,119	\$21,619,119
Percent of Goal	107%	107%
Performance Measures	July	Fiscal Year -End Goal
Collections Against Prior Year Receivables	7%	23%
Collections Against Current Year Assessments	23%	65%
Compliance	July	Fiscal YTD
Bankruptcy Collections	\$314,426	\$314,426
Bankruptcy Proofs #	34	34
Levy Recoveries	\$908,881	\$908,881
Audits in Progress	July	Fiscal YTD
# Rec'd for Review	179	179
# Assessed	186	186
Amount Assessed	\$7,340,450	\$7,340,450

ASD 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)	\$406,375,261	\$494,152,223	\$406,375,261	\$494,152,223	(\$87,776,963)	-18%
Oil & Gas Taxes	\$34,507,742	\$143,574,231	\$34,507,742	\$143,574,231	(\$109,066,488)	-76%
CFT/MVET/Weight Distance Taxes	\$58,852,916	\$58,894,580	\$58,852,916	\$58,894,580	(\$41,665)	0%
Personal Income Tax	\$149,256,513	\$108,349,460	\$149,256,513	\$108,349,460	\$40,907,053	38%
Corporate Income Tax	(\$8,040,851)	(\$117,533,661)	(\$8,040,851)	(\$117,533,661)	\$109,492,810	-93%
Royalties from Leasing MVD Data	\$531,104	\$631,984	\$531,104	\$631,984	(\$100,880)	-16%
Other programs	\$76,497,765	\$24,410,638	\$76,497,765	\$24,410,638	\$52,087,126	213%
Total	\$717,980,450	\$712,479,456	\$717,980,450	\$712,479,456	\$5,500,993	1%