



**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of August 31, 2016**

**NMTRD Exec Staff:** Secretary- Demesia Padilla, CPA Deputy Secretary - John Monforte ACD – Ron Scott  
 ITD – Mike Baca ASD – Vacant RPD – JoAnn Zuniga TFID – Vacant  
 MVD – William Duran PTD - Vacant General Counsel – Diana Martwick

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	August	YTD
Collections Goal*	\$37,903,484	\$ 227,420,905
Actual Collections**	\$32,213,633	\$ 32,213,633
Percent of Goal	85%	14%

Tax Credits (YTD Only)	# Completed	Disallowed Amount
Film Production Credit	8	\$ 175,331
High Wage Credit	8	\$ 499,160
Investment Credit	3	\$ 152,057
Technology Jobs Credit	4	\$ 80,481
Rural Jobs Credit	1	\$ 34,000
Advanced Energy Credit	0	0
Alternative Energy Credit	0	0
<b>Total</b>	<b>24</b>	<b>\$ 941,029</b>

Compliance	August	YTD
Refunds Denied	\$ 278,564	\$ 649,727
Bankruptcy Collections	\$ 125,773	\$ 677,850
Assessments	\$ 41,672	\$ 60,664
Bankruptcy Proofs #	61	100
PIT Project Notices #	2,069	3,861

Audits in Progress	August	YTD
# Rec'd for Review	89	185
# Assessed	85	194
Amount Assessed	\$ 3,284,005	\$ 8,871,650

\*Collections goal through August is a 2-month goal and the YTD is the collections goal for the entire fiscal year.  
 \*\*Actual collections is the first two months of collections for this fiscal year.  
 \*\*\*No data was reported for July, therefore this goal and collections pertains to July and August.

Property Tax Division (PTD) August 2016				
Delinquent Property Tax Bureau	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	942	8%	Cumulative
Scheduled Delinquent Tax Sales	33	4	12%	Statutory
Delinquent Tax Sales # Counties	33	4	12%	Cumulative
State Assessed Bureau				
Full Value of Assessed Properties	\$18,000,000,000	\$23,791,792,239	132.18%	Cumulative
Number Of Companies Reporting	600	568	95%	Cumulative
Returns Submitted/Completed	586	564	96%	Cumulative
Appraisal Bureau				
Assessor Evaluations Completed	33	33	100%	Statutory
Appraisals/Reviews Performed	60	54	90%	Cumulative
No. of Counties - Scheduled				
Protest Hearings	28	22	79%	Cumulative

Personal Income Tax Results (PIT 2015)					
Returns Processed	Aug 2016 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,902	190,304		10.7%	
E-filed Returns	5,903	1,587,617		89.3%	
<b>Total</b>	<b>7,805</b>	<b>1,777,921</b>	<b>2,016</b>		<b>0.11%</b>
Refunds Issued					
	Aug 2016 Count	YTD Amount	YTD Count	% YTD	YTD \$
Paper Check	6,083	\$2,929,811	162,706	24.7%	\$60,299,369
Direct Deposit	1,091	\$2,136,989	497,154	75.3%	\$245,054,050
<b>Total</b>	<b>7,174</b>	<b>\$5,066,800</b>	<b>659,860</b>		<b>\$305,353,419</b>
Payments Received					
	Aug 2016 Count	YTD Amount	YTD Count	% YTD	YTD \$
Check	16,435	\$8,224,962	248,378	72.7%	\$264,146,774
ACH	5,704	\$1,953,229	93,269	27.3%	\$52,567,742
<b>Total</b>	<b>22,139</b>	<b>\$10,178,190</b>	<b>341,647</b>		<b>\$316,714,516</b>

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Open	116	380
New	1357	79
Resolved	1241	62
<b>Net Total</b>	<b>1357</b>	<b>397</b>

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

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Human Resource (HR)	
Description	Total
Work Orders YTD	1,102
FTE on TOOL	1,086
Filled Positions	865
Vacant Positions	221
Vacancy Rate	20.0%
Grievances Pending	1

Motor Vehicle Division (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time &amp; Customer Satisfaction</b>	
Customer Arrivals (total)	130,926
Average Wait Time	0:17:07
Customer Satisfaction (percentage good/excellent)	98.68%
<b>Call Center Incoming Calls, Average abandon Rate, &amp; Average Wait Time</b>	
Calls Coming In (total)	72705
Abandon Rate	47.43%
Average Wait Time	0:05:55
Customer Satisfaction Average (scale; 1-100; higher is better)	67.40%
<b>Average Insured Rate</b>	
Average Insured Rate	91.75%

Financial Distribution Bureau- (ASD)						
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)	436,204,917	406,123,990	802,054,609	791,904,217	10,150,391	1%
Oil & Gas Taxes	25,379,976	82,570,972	72,283,105	148,792,691	(76,509,586)	-51%
CFT/MVET/Weight						
Distance Taxes	69,510,651	72,910,322	120,764,861	121,253,344	(488,483)	0%
Personal Income Tax	13,936,097	17,890,115	70,217,657	90,233,430	(20,015,772)	-22%
Corporate Income Tax	19,123,602	35,629,894	1,485,906	32,582,432	(31,096,526)	-95%
Royalties from Leasing						
MVD Data	626,317	774,378	1,335,108	1,390,268	(55,159)	-4%
Other programs	22,024,046	21,701,599	48,758,098	45,298,418	3,459,680	8%
Total	586,805,606	637,601,270	1,116,899,344	1,231,454,799	(114,555,455)	-9%

Tax Fraud Investigation Divisions (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
August	Tax Fraud	A former tax preparer from Chaparral, NM (Third Judicial District) plead no contest to 29 counts of tax fraud on August 19, 2016. A sentencing hearing will be scheduled for a later date.	Ongoing
August	Tax Evasion	A case recommending 3 counts of attempts to evade or defeat tax was delivered to the Second Judicial District Attorney's Office for prosecution consideration on August 23, 2016.	Ongoing
Personnel	The Deputy Director successfully completed the Certification by Waiver course at the New Mexico Law Enforcement Academy		
Personnel	Several employees were reclassified from Detective and Criminal Investigator positions to the newly created Special Agent and State Investigator job classifications.		

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance (8/1/16)	430	101	329	23.49%
Protests Acknowledged	149	8	141	5.37%
Protests Closed	166	4	162	2.41%
Ending Inventory	413	105	308	25.42%
Ending Inventory Dollar Amount	\$102,104,062	\$64,362,250	\$37,741,813	63.04%
Formal Hearings Scheduled	Not Available			
Legal Working	404			
Inventory in Protest Office	9			