



**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of September 30, 2015**

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

Audit & Compliance Division (ACD)		
Collections	September	YTD
Collections Goal	\$ 19,960,936	\$ 239,531,231
Actual Collections	\$ 15,348,313	\$ 52,986,830
Percent of Goal	77%	22%
Tax Credits (YTD Only)		
	Number of Credits Completed	
Film Production Credit	15	
High Wage Credit	9	
Investment Credit	2	
Technology Jobs Credit	4	
Rural Jobs Credit	1	
Advanced Energy Credit	0	
Alternative Energy Credit	0	
<b>Total</b>	<b>31</b>	
Compliance		
	September Amounts/Counts	YTD Amounts/Counts
Refunds Stopped	\$ 260,044	\$ 1,451,436
Bankruptcy Collections	\$ 96,191	\$ 319,332
Compliance Assessments	\$ 537,370	\$ 1,090,209
Bankruptcy Proofs #	28	109
PIT Project Notices #	1,808	4,916
Audits in Progress		
	September Amounts/Counts	YTD Amounts/Counts
# Rec'd for Review	123	308
# Assessed	47	213
Amount Assessed	\$ 3,058,430	\$ 22,966,790

Financial Distribution Bureau (FDB)						
Tax Categories	Current Month FY16	Last Year MTD FY15	FY16 YTD	FY15 YTD	YTD Amount Change	YTD % Change
Combined Reporting System (GRT, etc)	\$ 452,353,992	\$ 452,475,732	\$ 1,244,258,210	\$ 1,245,110,615	\$ (852,405)	\$ -
Oil & Gas Taxes	72,946,275	116,098,110	221,738,966	357,336,058	(135,597,092)	-38%
CFT/MVET/Weight Distance Taxes	53,710,109	52,374,715	174,963,453	171,796,354	3,167,099	2%
Personal Income Tax	19,582,817	18,883,432	109,816,247	100,230,261	9,585,986	10%
Corporate Income Tax	11,442,435	33,119,590	44,024,868	77,737,743	(33,712,876)	-43%
Royalties from Leasing MVD Data	714,781	691,106	2,105,049	1,982,872	122,177	6%
Other programs	19,414,204	19,484,602	64,712,622	61,080,411	3,632,210	6%
<b>Total</b>	<b>\$ 630,164,613</b>	<b>\$ 693,127,287</b>	<b>\$ 1,861,619,415</b>	<b>\$ 2,015,274,314</b>	<b>\$(153,654,901)</b>	<b>-8%</b>

Human Resources	
Description	Total
Work Orders YTD	841
FTE on TOOL	1,114
Filled Positions	935
Vacant Positions	179
Vacancy Rate	16.4%
Grievances Pending	0

Information Technology Division (ITD)		
Common Categories	HelpStar	GenTax
Open	151	528
New	1,405	110
Resolved	(1,254)	(85)
<b>Net Total</b>	<b>302</b>	<b>553</b>

Motor Vehicle Division (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time &amp; Customer Satisfaction</b>	
Customer Arrivals (total)	122,373
Average Wait Time	0:15:44
Customer Satisfaction (percentage good/excellent)	99.00%
<b>Call Center Incoming Calls, Average abandon Rate, &amp; Average Wait Time</b>	
Calls Coming In (total)	75053
Abandon Rate	72.13%
Average Wait Time	0:07:47
Customer Satisfaction Average (scale; 1-100; higher is better)	66.96%
<b>Average Insured Rate</b>	
Average Insured Rate	91.35%

**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of September 30, 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

Tax Fraud Investigation Division (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
September 2015	Tax Fraud	A defendant was sentenced on September 18, 2015 in the Ninth Judicial District of New Mexico to 10 years of incarceration followed by five (5) years of probation. He was a former CPA who embezzled over \$290,000 from a non-profit organization in eastern New Mexico and plead guilty to two (2) counts of embezzlement and one count of tax evasion. The defendant was ordered to pay restitution on all counts included in the indictment.	9/18/2015
Other	TFID Director Alvan Romero was honored at ALPFA's Albuquerque's Professional Chapter's 3rd Annual Leadership and Scholarship Awards Gala, Leadership and Legacy Event on September 28 for his long-time service to the organization. He was presented with "ALPFA's ABQ Servant Leadership Award".		

Property Tax Division (PTD)				
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	8,098	67%	Cumulative
Scheduled Delinquent Tax Sales	33	28	85%	Statutory
Delinquent Tax Sales # Counties	33	27	82%	Cumulative
State Assessed Bureau				
Full Value of Assessed Properties	\$ 18,000,000,000	\$22,133,581,512	122.96%	Cumulative
Number Of Companies Reporting	600	560	93%	Cumulative
Returns Submitted/Completed	586	546	93%	Cumulative
Appraisal Bureau				
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	60	38	63%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	23	82%	Cumulative

Personal Income Tax Results (PIT 2014)					
Returns Processed	September Count	YTD Count	% of Returns Paper vs. Electronic	Current Exception Inventory	Exception %
Paper Returns	974	74,774	8.5%		
E-filed Returns	8,511	801,563	91.5%		
<b>Total</b>	<b>9,485</b>	<b>876,337</b>	<b>100%</b>	<b>964</b>	<b>0.11%</b>
Refunds Issued	September Count	September Amounts	% of Returns Paper vs. Electronic	YTD Counts	YTD Amounts
Paper Check	3,443	\$ 2,374,482	50.7%	169,991	\$ 62,731,598
Direct Deposit	2,955	\$ 2,308,191	49.3%	496,148	\$243,918,248
<b>Total</b>	<b>6,398</b>	<b>\$ 4,682,673</b>	<b>100%</b>	<b>666,139</b>	<b>\$306,649,846</b>
Payments Received	September Count	September Amounts	% of Returns Paper vs. Electronic	YTD Counts	YTD Amounts
Paper Check	37,301	\$ 45,043,559	91.6%	297,826	\$333,972,893
ACH	5,902	\$ 4,154,379	8.4%	92,069	\$ 50,986,292
<b>Total</b>	<b>43,203</b>	<b>\$ 49,197,938</b>	<b>100%</b>	<b>389,895</b>	<b>\$384,959,184</b>

Office of Internal Oversight (OIO)		
Description	September	YTD
Audits carry-over from FY 2015	N/A	15
FY 2016 Assigned	1	5
Canceled	(1)	(2)
Completed	(1)	(6)
<b>Totals</b>	<b>(1)</b>	<b>12</b>
<b>Status for Month End</b>		<b>(3)</b>
Background		1
Work in progress		1
Report stage		5
Awaiting responses		5
<b>Total Open Audits:</b>		<b>12</b>

Protest Office				
Activity	Total	Audit	Non-Audit	% Audit
Beginning Balance	445	83	362	18.65%
Protests Acknowledged	146	4	142	2.74%
Protests Closed	175	5	170	2.86%
Ending Inventory	416	82	334	19.71%
<b>Ending Inventory Dollar Amount</b>	<b>\$174,062,915</b>	<b>\$84,713,718</b>	<b>\$89,349,197</b>	<b>48.67%</b>
Formal Hearings Scheduled	Not Available			
Legal Working	287			
Inventory in Protest Office	129			