

**Monthly Executive Dashboard
OCTOBER 30**

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

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)	\$478,058,013	\$522,672,094	\$1,835,623,128	\$2,093,480,507	(\$257,857,379)	-12%
Oil & Gas Taxes	\$104,007,886	\$128,651,329	\$310,552,545	\$550,857,158	(\$240,304,613)	-44%
CFT/MVET/Weight Distance Taxes	\$63,433,395	\$63,834,709	\$276,975,792	\$267,747,546	\$9,228,246	3%
Personal Income Tax	\$93,899,482	\$82,099,275	\$583,172,630	\$274,314,228	\$308,858,402	113%
Corporate Income Tax	(\$2,878,115)	(\$18,727,595)	\$44,886,956	(\$126,859,759)	\$171,746,715	-135%
Royalties from Leasing MVD Data	\$584,117	\$671,853	\$2,286,879	\$2,589,452	(\$302,573)	-12%
Other programs	\$63,469,247	\$24,300,888	\$242,334,870	\$90,195,296	\$152,139,574	169%
TOTAL:	\$800,574,025	\$803,502,552	\$3,295,832,801	\$3,152,324,429	\$143,508,372	5%

MOTOR VEHICLE DIVISION (MVD)	
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
MVD services are by Appointment Only; customer satisfaction statistics are unavailable.	
Call Center Incoming Calls, Average Abandon Rate and Average Wait Time	
METRIC MEASURE	RESULTS
Calls Coming In (total)	46,126
Abandon Rate	56%
Average Wait Time	0:18:47
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		825	278	547	34%
Number of Protests Received		146	27	119	18%
Informal Conference Requested		1	0	1	0%
Protest Deficient		1	0	1	0%
Protests Acknowledged		18	6	12	33%
Protests Acknowledged/Closed		49	2	47	4%
Protests Closed		17	7	10	41%
Protest Invalid		19	6	13	32%
Ending Inventory	A	891	294	597	33%
Ending Inventory Dollar Amount	B	\$571,398,517	\$118,279,867	\$453,118,650	21%
Legal Working-Atty. Assigned		358			
Legal (Case waiting on Decision from the hearing and/or courts)	C	217			
Inventory in Protest Office	D=A-(B-C)	750			

AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	OCT	Fiscal YTD
Collections Goal	\$20,120,272	\$80,481,089
Actual Collections	\$16,913,991	\$78,184,708
Percent of Goal	84%	97%
Performance Measures	OCT	Fiscal Year-End Goal
Collections Against Prior Year Receivables	11%	23%
Collections Against Current Year Assessments	27%	65%
Compliance	OCT	Fiscal YTD
Bankruptcy Collections	\$105,456	\$781,796
Bankruptcy Proofs #	52	174
Levy Recoveries	\$692,667	\$2,190,761
Audits in Progress	OCT	Fiscal YTD
# Rec'd for Review	168	713
# Assessed	222	763
Amount Assessed	\$11,631,569	\$30,177,873

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro	GenTax		
Open	1,354	Total in SQR on 10/01/20	221
Resolved	1,186	New	40
Total	168	Resolved	37
		Total SQRs on 10/31/20	224

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TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
October	Tax Evasion/Embezzlement	A Roswell resident has been given a Plea Deal accepting one (1) count Felony Embezzlement and one (1) count 4th Degree Felony Tax Fraud. Case prosecuted out of the 5th Judicial District.	Ongoing
Personnel	Updates	One SA started the Bernalillo Regional Training Academy for Police Officer Certification	Expected Completion March-April 2021

OFFICE OF INTERNAL AUDIT (OIA)			
Description	OCT	YTD	
Audits & Special Project carry-over from FY 2020		2	
Procedures carry-over from FY 2020		19	
FY 2021 Internal Audits Assigned	3	3	
Procedures Assigned	26	34	
Revised Procedures	0	3	
Total YTD:	61		
Completed - Audit and Special Projects (Audit Plan)			
Internal Audits Completed	0	0	
Subtotal:	0		
Completed Procedures			
Completed	1	2	
Revised Procedures Completed	0	3	
Subtotal:	5		
Total Completed:	5		
Status for Month End - Audits & Special Projects (Audit)			
Special Projects: On-Hold	1		
Audits: Open	1		
Audits: Field Work	1		
Audits: Awaiting Responses	1		
Audits: Hold	1		
Total Open or On-Hold:	5		
Status for Month End - Procedures			
Open	25		
Management Review & Approval	2		
Pending	18		
On-Hold	6		
Total Procedures Open, On-Hold, or Pending:	51		
Completed, Open, On-Hold, or Pending Total YTD:	61		

For Taxpayer Assistance:

T R D

1-866-285-2996 or
505-841-6352

M V D

1-888-683-4636 or
505-827-4636 or
email

mvd.closure@state.nm.us

PERSONAL INCOME TAX (RPD)					
Returns Processed	OCT	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	2,539	76,079	0	8%	
E-filed Returns	34,320	927,990	0	92%	
TOTAL:	36,859	1,004,069	3,565		0%
Refunds Issued	OCT	OCT \$	YTD Count	YTD %	YTD \$
Paper Check	135,182	\$63,124,668	903,865	23%	\$623,367,074
Direct Deposit	559,048	\$322,313,431	4,522,275	77%	\$2,532,337,058
TOTAL:	694,230	\$385,438,100	5,850,006		\$3,155,704,132
Payments Received	OCT	OCT \$	YTD Count	YTD %	YTD \$
Check	14,080	\$26,217,847	260,831	64%	\$397,369,983
ACH	7,540	\$8,658,500	147,055	36%	\$132,000,506
TOTAL:	21,620	\$34,876,347	407,886		\$529,370,490

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	10,000	5,326	53%	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	\$25,276,247,244	126%	Cumulative
Number Of Companies Reporting	600	595	99%	
Returns Submitted/Completed	600	589	98%	
Appraisals				
Draft Assessor Evaluations Completed	33	33	100%	Cumulative
Assessor Evaluations Completed	33	33	100%	
Appraisals/Reviews Performed	70	70	100%	
Number of Protest Hearings Heard	225	194	86%	