



**New Mexico Taxation & Revenue Department  
Monthly Executive Dashboard as of October 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	October	YTD
Collections Goal	\$ 18,951,742	\$ 227,420,905
Actual Collections	\$ 22,579,264	\$ 67,376,578
Percent of Goal	119%	30%

Tax Credits (YTD Only)	# Completed	Disallowed Amount
Film Production Credit	21	\$ 665,891
High Wage Credit	31	\$ 10,978,871
Investment Credit	6	\$ 210,461
Technology Jobs Credit	13	\$ 1,560,644
Rural Jobs Credit	4	\$ 41,603
Advanced Energy Credit	-	\$ -
Alternative Energy Credit	2	\$ 15,708
<b>Total</b>	<b>77</b>	<b>\$ 13,473,177</b>

Compliance	October	YTD
Refunds Denied	\$ 95,681	\$ 818,456
Bankruptcy Collections	\$ 92,045	\$ 898,803
Compliance Assessments	\$ 12,170	\$ 130,313
Bankruptcy Proofs #	27	183
PIT Project Notices #	971	6,295

Audits in Progress **	October	YTD
# Rec'd for Review	64	347
# Assessed	111	452
Amount Assessed	\$ 5,972,006	\$ 18,344,437

**The collections goal YTD is the annual goal for FY17. The snapshot of the YTD goal and collections would be, collections goal of \$75,806,968 with actual collections of \$67,376,578, which represents 85.6% of our goal.**  
**The Audits in Progress section only represents audits that have been reviewed by ATSS.**

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Open	106	413
Total New	1415	157
Resolved	(1,309)	(129)
Net Total	212	441

Office of Internal Oversight (OIO)		
Description	October	YTD
Audits carry-over from FY 2016	9	9
FY 2017 Assigned	2	10
Canceled	0	7
Completed	0	7
Status for Month End		
Assigned		2
Planning/Background		1
Fieldwork		1
Audit Report Stage		0
Audit Report Issued and Awaiting Management Response		1
<b>Total open audits:</b>		<b>5</b>

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	414	103	311	24.88%
Protests Acknowledged	125	10	115	8.00%
Protests Closed	111	6	105	5.41%
Ending Inventory	428	107	321	25.00%
Ending Inventory Dollar Amount	\$110,142,055	\$73,448,821	\$36,693,235	66.69%
Formal Hearings Scheduled	Not Available			
Legal Working	420			
Inventory in Protest Office	8			

Motor Vehicle Division (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time &amp; Customer Satisfaction</b>	
Customer Arrivals (total)	111,739
Average Wait Time	0:14:25
Customer Satisfaction (percentage good/excellent)	98.86%
<b>Call Center Incoming Calls, Average abandon Rate, &amp; Average Wait Time</b>	
Calls Coming In (total)	89732
Abandon Rate	70.64%
Average Wait Time	0:11:03
Customer Satisfaction Average (scale; 1-100; higher is better)	57.09%
<b>Average Insured Rate</b>	
Average Insured Rate	89.61%

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Personal Income Tax Results (PIT 2015)					
Returns Processed	Oct 2016 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,921	193,312		10.6%	
E-filed Returns	34,087	1,629,485		89.4%	
<b>Total</b>	<b>36,008</b>	<b>1,822,797</b>	<b>378</b>		<b>0.02%</b>
Refunds Issued	Oct 2016 Count	YTD Amount	YTD Count	% of Returns Paper vs. E-File	YTD Amount
Paper Check	7,179	\$7,511,956	172,319	25.4%	\$70,474,283
Direct Deposit	6,029	\$6,422,305	505,238	74.6%	\$254,064,019
<b>Total</b>	<b>13,208</b>	<b>\$13,934,262</b>	<b>677,557</b>		<b>\$324,538,301</b>
Payments Received	Oct 2016 Count	YTD Amount	YTD Count	% of Returns Paper vs. E-File	YTD Amount
Check	16,485	\$21,365,466	301,008	73.8%	\$328,746,079
ACH	7,174	\$3,523,004	106,888	26.2%	\$61,034,123
<b>Total</b>	<b>23,659</b>	<b>\$24,888,470</b>	<b>407,896</b>		<b>\$389,780,202</b>

Human Resource (HR)	
Description	Total
Work Orders YTD	1,502
FTE on TOOL	1,086
Filled Positions	865
Vacant Positions	221
Vacancy Rate	20.0%
Grievances Pending	0

Property Tax Division (PTD) October 2016				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	10,520	88%	Cumulative
Scheduled Delinquent Tax Sales	33	33	100%	Current
Delinquent Tax Sales # Counties	33	32	97%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$18,000,000,000	\$20,361,297,273	113%	Cumulative
Number Of Companies Reporting	600	577	96%	Cumulative
Returns Submitted/Completed	565	572	101%	Cumulative
Appraisals				
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	60	66	110%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	25	89%	Cumulative

Tax Fraud Investigation Divisions (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
October	Embezzlement	An Albuquerque tax return preparer changed her plea to guilty on October 25th, 2016. She is pleading guilty to two (2) counts of Identity Theft and two (2) counts of Computer Access with Intent to Defraud and is scheduled to be sentenced in December 2016.	Ongoing
Personnel	The Tax Fraud Investigations Bureau gained a new employee (Special Agent) who started on October 24, 2016.		

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)	385,796,619	393,950,883	1,605,357,629	1,638,209,093	(32,851,463)	-2%
Oil & Gas Taxes	57,801,202	65,493,776	185,683,237	287,232,742	(101,549,505)	-35%
CFT/MVET/Weight Distance Taxes	54,893,500	53,991,113	229,331,287	228,954,565	376,722	0%
Personal Income Tax	45,506,222	52,348,047	134,962,406	162,164,294	(27,201,887)	-17%
Corporate Income Tax	(9,359,682)	3,609,017	(9,690,052)	24,749,014	(34,439,065)	-139%
Royalties from Leasing MVD Data	670,571	707,473	2,625,824	2,812,522	(186,698)	-7%
Other programs	20,583,354	19,900,082	87,576,068	84,612,704	2,963,364	4%
<b>Total</b>	<b>555,891,785</b>	<b>590,000,391</b>	<b>2,235,846,400</b>	<b>2,428,734,933</b>	<b>(192,888,533)</b>	<b>-8%</b>