

**Monthly Executive Dashboard
OCTOBER 31, 2019**

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

ASD/Denise Irion
ACD/Aysha Mora

ITD/Mike Baca
MVD/Alicia Ortiz
PTD/Donna Maestas

RPD/Charlene Trujillo
TFID/Vince Mares

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 505-827-6544

| AUDIT & COMPLIANCE DIVISION (ACD) | | |
|--|--------------|----------------------|
| Collections | October | Fiscal YTD |
| Collections Goal | \$20,897,507 | \$83,590,029 |
| Actual Collections | \$20,433,472 | \$81,027,165 |
| Percent of Goal | 98% | 97% |
| Performance Measures | October | Fiscal Year-End Goal |
| Collections against Prior Year Receivables | 11.2% | 23% |
| Collections against Current Year Assessments | 19.6% | 65% |
| Compliance | October | Fiscal YTD |
| Bankruptcy Collections | \$336,272 | \$1,494,480 |
| Bankruptcy Proofs # | 65 | 242 |
| Levy Recoveries | \$1,182,624 | \$4,353,043 |
| Audits in Progress | October | Fiscal YTD |
| # Received for Review | 201 | 876 |
| # Assessed | 230 | 944 |
| Amount Assessed | \$4,005,590 | \$18,524,319 |

| PROTEST OFFICE | | | | | | | | | | | | | |
|---|--------------|---------------|--|---------------|---------|--|--|------------|--------|------------------|--------------|--|--|
| Activity | | Total | Audit | Non-Audit | % Audit | | | | | | | | |
| Beginning Balance | | 685 | 248 | 437 | 36% | | | | | | | | |
| Number of Protests Received | | 185 | | | 0% | | | | | | | | |
| Informal Conference Requested | | 1 | 0 | 1 | 0% | | | | | | | | |
| Protest Deficient | | 3 | 2 | 1 | 67% | | | | | | | | |
| Protests Acknowledged | | 63 | 22 | 41 | 35% | | | | | | | | |
| Protests Acknowledged/Closed | | 50 | 1 | 49 | 2% | | | | | | | | |
| Protests Closed | | 59 | 12 | 47 | 20% | | | | | | | | |
| Protests Invalid | | 22 | 2 | 20 | 9% | | | | | | | | |
| Ending Inventory | A | 680 | 259 | 421 | 38% | | | | | | | | |
| Ending Inventory Dollar Amount | | \$600,202,896 | \$121,224,176 | \$478,978,720 | 20% | | | | | | | | |
| Legal Working-Atty. Assigned | B | 301 | <table><tr><th colspan="2">INFORMATION TECHNOLOGY DIRECTOR'S OFFICE</th></tr><tr><th>ServicePro</th><th>Google</th></tr><tr><td>Data unavailable</td><td>Total in SQR</td></tr><tr><td></td><td></td></tr></table> | | | INFORMATION TECHNOLOGY DIRECTOR'S OFFICE | | ServicePro | Google | Data unavailable | Total in SQR | | |
| INFORMATION TECHNOLOGY DIRECTOR'S OFFICE | | | | | | | | | | | | | |
| ServicePro | Google | | | | | | | | | | | | |
| Data unavailable | Total in SQR | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Legal (Case waiting on Decision from the hearing and/or courts) | C | 189 | | | | | | | | | | | |
| Inventory in Protest Office | D= A-(B-C) | 568 | | | | | | | | | | | |

| INFORMATION TECHNOLOGY DIVISION (ITD) | | |
|--|-------------------------|-----|
| ServicePro | GenTax | |
| Data unavailable at time of publication. | Total in SQR on 10/1/19 | 146 |
| | New | 45 |
| | Resolved | 35 |
| | Total SQRs on 10/31/19 | 156 |

| MOTOR VEHICLE DIVISION (MVD) | |
|--|---------|
| Metric Measure | Results |
| Field Office Arrivals, Average Wait Time and Customer Satisfaction | |
| Customer Arrivals (total) | 125,660 |
| Average Wait Time | 0:15:39 |
| Customer Satisfaction (percentage good/excellent) | 99% |
| Call Center Incoming Calls, Average Abandon Rate and Average Wait Time | |
| Calls Coming In (total) | 30,434 |
| Abandon Rate | 46% |
| Average Wait Time | 0:12:47 |
| Customer Satisfaction Average (scale; 1-100; higher is better) | 0% |
| Average Insured Rate | |
| Average Insured Rate | 91% |

| PROPERTY TAX DIVISION (PTD) | | | | |
|--------------------------------------|------------------|------------------|-----------|------------|
| Delinquent Taxes | Goal | Actual Results | % of Goal | Goal Type |
| Delinquent Accounts Worked | 12,000 | 6,431 | 54% | Cumulative |
| Scheduled Delinquent Tax Sales | 33 | 31 | 94% | Current |
| Delinquent Tax Sales Held # Counties | 33 | 30 | 91% | Cumulative |
| State Assessed | | | | |
| Full Value of Assessed Properties | \$20,000,000,000 | \$24,006,207,328 | 120% | Cumulative |
| Number Of Companies Reporting | 600 | 597 | 100% | Cumulative |
| Returns Submitted/Completed | 600 | 593 | 99% | Cumulative |
| Appraisals | | | | |
| Draft Assessor Evaluations Completed | 33 | 33 | 100% | Cumulative |
| Assessor Evaluations Completed | 33 | 33 | 100% | Cumulative |
| Appraisals/Reviews Performed | 50 | 65 | 130% | Cumulative |
| Number of Protest Hearings Heard | 250 | 126 | 50% | Cumulative |

**Monthly Executive Dashboard
OCTOBER 31, 2019**

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

ASD/Denise Irion
ACD/Aysha Mora

ITD/Mike Baca
MVD/Alicia Ortiz
PTD/Donna Maestas

RPD/Charlene Trujillo
TFID/Vince Mares

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 505-827-6544

| PERSONAL INCOME TAX (RPD) | | | | | |
|---------------------------|----------------|----------------------|-----------------------------|-------------------------------|------------------------|
| Returns Processed | Oct-19 | YTD Count | Current Exception Inventory | % of Returns Paper vs. E-File | Exception % |
| Paper Returns | 3,888 | 70,437 | - | 8% | |
| E-filed Returns | 41,190 | 863,789 | - | 92% | |
| TOTAL: | 45,078 | 934,226 | 613 | | 0% |
| Refunds Issued | Oct-19 | OCT - 19 \$ | YTD Count | % YTD | YTD \$ |
| Paper Check | 140,613 | \$56,232,397 | 978,131 | 18% | \$345,564,296 |
| Direct Deposit | 530,051 | \$263,094,458 | 4,319,216 | 82% | \$2,078,804,009 |
| TOTAL: | 670,664 | \$319,326,854 | 5,297,347 | | \$2,424,368,305 |
| Payments Received | Oct-19 | OCT - 19 \$ | YTD Count | % YTD | YTD \$ |
| Check | 22,199 | \$32,328,658 | 290,537 | 68% | \$413,167,302 |
| ACH | 9,324 | \$8,039,110 | 138,220 | 32% | \$105,152,347 |
| TOTAL: | 31,523 | \$40,367,769 | 428,757 | | \$518,319,649 |

| TAX FRAUD INVESTIGATION DIVISION (TFID) | | | |
|---|------------------|--|------------------|
| Original Entry Date | Case Description | Disposition | Disposition Date |
| OCT | Tax Fraud | An Albuquerque resident was sentenced to four years' incarceration for one count of Fourth Degree Tax Fraud and other crimes: Medicaid fraud, money laundering and falsification of documents. Prosecuted out of the Second Judicial District. | Closed |
| OCT | Tax Fraud | An Albuquerque resident was sentenced to five years' probation for two counts of Fourth Degree Tax Fraud. Prosecuted out of the Second Judicial District. | Closed |
| OCT | Tax Evasion | A Las Cruces resident was referred for prosecution for 17 Counts of Tax Evasion. Referred to the Third Judicial District. | Ongoing |

| OFFICE OF INTERNAL OVERSIGHT (OIO) | | |
|--|----------------------|----------------------|
| Internal Audit | | |
| Description | OCT | YTD |
| Audits carry-over from FY 2019 | //////////////////// | 1 |
| Special Projects Carry-over from FY 2019 | //////////////////// | 29 |
| FY 2020 Internal Audits Assigned | 0 | 0 |
| FY 2020 Special Projects Assigned | 0 | 0 |
| SP 20-101 Special Project for TRD Procedures | 4 | 9 |
| Revised Procedures | 0 | 1 |
| Total YTD: | 40 | |
| Completed or Cancelled - Audit and Special Projects (Audit Plan) | | |
| Internal Audits Completed | 0 | 1 |
| Internal Audits Cancelled | 0 | 0 |
| Special Projects Completed | 0 | 0 |
| Special Projects Cancelled | 0 | 0 |
| Subtotal: | 1 | |
| Completed or Cancelled - Procedures Special Project | | |
| 19-102 Special Project for TRD Procedures Completed | 3 | 5 |
| 20-101 Special Project for TRD Procedures Completed | 0 | 1 |
| FY2020 Revised Procedures Completed | 0 | 1 |
| Subtotal: | 7 | |
| Total Completed or Cancelled : | 8 | |
| Status for Month End - Audits and Special Projects (Audit Plan) | | |
| SP 19-101: On-Hold | 1 | |
| Total Open or On-Hold: | 1 | |
| Status for Month End - Procedures Special Project | | |
| SP 19-102: Open | 19 | SP 20-101: Open 7 |
| SP 19-102: On-Hold | 4 | SP 20-101: Pending 1 |
| //////////////////// | | SP 20-101: On-Hold 0 |
| Total Procedures Special Project Open, On-Hold, or Pending: | 31 | |
| Total Open, On-Hold, or Pending: | 40 | |

| 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.) | \$522,672,094 | \$510,048,570 | \$2,093,480,507 | \$2,049,190,902 | \$44,289,605 | 2% |
| Oil & Gas Taxes | \$128,651,329 | \$125,260,340 | \$550,857,158 | \$501,275,148 | \$49,582,010 | 10% |
| CFT/MVET/Weight Distance Taxes | \$63,834,709 | \$54,304,810 | \$267,747,546 | \$242,521,459 | \$25,226,086 | 10% |
| Personal Income Tax | \$82,099,275 | \$52,529,791 | \$274,314,228 | \$157,139,781 | \$117,174,447 | 75% |
| Corporate Income Tax | -\$18,727,595 | \$7,141,285 | -\$126,859,759 | \$47,823,530 | -\$174,683,289 | -365% |
| Royalties from Leasing MVD Data | \$671,853 | \$717,692 | \$2,589,452 | \$2,607,303 | -\$17,851 | -1% |
| Other programs | \$24,300,888 | \$23,164,509 | \$90,195,296 | \$88,237,882 | \$1,957,414 | 2% |
| Total | \$803,502,552 | \$773,166,997 | \$3,152,324,429 | \$3,088,796,005 | \$63,528,424 | 2% |
| The (\$174,683,289) above is primarily due to Film Credit (FC) refunds. Per SB 2, the FC backlog claimed was to be paid in FY2019. FC is a General Fund (GF) sourced credit, which is why it negatively impacted the GF Corporate Income Tax Distribution. | | | | | | |