

Secretary, Stephanie Schardin Clarke ASD/Denise Irion ITD/Mike Baca RPD/Charlene Trujillo
Deputy Secretary, Emily Oster ACD/Aysha Mora MVD/Alicia Ortiz TFID/Vince Mares
Chief Legal Counsel, Tim Van Valen PTD/Donna Maestas

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			
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

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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:	0	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:	3	7
Total Completed or Cancelled :	3	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	7
SP 19-102: On-Hold	4	1
SP 20-101: Open		7
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.						