



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard as of November 30, 2018**

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

NMTRD Exec Staff:
Secretary—John Monforte (Acting) **Deputy Secretary**—Vacant **ACD** — Shawn Marris (Acting)
ITD—Mike Baca **ASD**—JoAnn Chavez (Acting) **RPD**—Charlene Trujillo (Acting) **TFID** — Vince Mares (Acting)
MVD — Alicia Ortiz (Acting) **PTD**—Michael O’Melia (Acting) **General Counsel** —Tonya Herring (Acting)

Audit & Compliance Division (ACD)		
Collections	November Amounts	YTD Amounts
Collections Goal	\$ 20,589,623	\$ 247,075,471
Actual Collections	15,515,874	119,348,650
Percent of Goal	75%	48%
Performance Measures	November Percentages	Year-End Goal Percentages
Collections Against Prior Year Receivables	13.4%	28%
Collections Against Current Year Assessments	47%	65%
Compliance	November Amounts & Counts	YTD Amounts & Counts
Bankruptcy Collections	\$ 684,441	\$ 1,339,564
Bankruptcy Proofs #	36	263
Levy Recoveries	\$ 10,242,052	\$ 19,660,762
Audits in Progress	November Counts	YTD Counts
# Rec'd for Review	109	470
# Assessed	112	587
Amount Assessed	\$ 4,821,190	\$ 30,692,063

Note from ACD: This calculation is done on a quarterly basis. It will be updated for 12/31/18 on the next report.

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Beginning (11/01/2018)	113	544
Open	1,321	62
Resolved	(1,158)	(108)
Net Ending Total (11/30/2018)	276	498

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)	\$ 511,314,691	\$ 474,112,273	\$ 2,560,505,593	\$ 2,273,190,627	\$ 287,314,966	13%
Oil & Gas Taxes	134,527,978	69,957,290	635,803,126	344,521,761	291,281,365	85%
CFT/MVET/Weight Distance Taxes	77,315,122	68,524,091	319,836,582	310,054,918	9,781,664	3%
Personal Income Tax	36,600,883	36,626,585	193,740,664	180,777,395	12,963,269	7%
Corporate Income Tax	38,820,518	25,332,383	86,644,048	50,667,523	35,976,525	71%
Royalties from Leasing MVD Data	610,958	595,047	3,218,261	3,090,719	127,542	4%
Other programs	29,002,799	35,998,208	117,240,680	115,747,772	1,492,909	1%
Total	\$ 828,192,949	\$ 711,145,876	\$ 3,916,988,954	\$ 3,278,050,714	\$ 638,938,240	19%

Property Tax Division (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	11,005	92%	Cumulative
Scheduled Delinquent Tax Sales	33	34	103%	Current
Delinquent Tax Sales Held # Counties	33	35	106%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$ 18,000,000,000	\$ 22,132,394,574	123%	Cumulative
Number Of Companies Reporting	600	574	96%	Cumulative
Returns Submitted/Completed	600	576	96%	Cumulative
Appraisals				
Draft Assessor Evaluations Completed	33	33	100%	Cumulative
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	50	60	120%	Cumulative
Number of Protest Hearings Heard	275	162	59%	Cumulative



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Personal Income Tax Results (PIT 2017)					
Returns Processed	Nov. 2018 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	2,575	71,347	-	7.8%	-
E-filed Return	958	838,859	-	92.2%	-
Total	3,533	910,206	2,733	100.0%	0.30%
Refunds Issue	Nov. 2018 Count	Nov. 2018 Amount	YTD Count	YTD Percentages	YTD Amounts
Paper Check	151,321	\$ 65,627,248	1,172,227	19.7%	\$ 441,540,694
Direct Deposit	529,894	275,288,797	4,781,101	80.3%	2,427,538,935
Total	681,215	340,916,044	5,953,328	100.0%	\$ 2,869,079,628
Payments Rec	Nov. 2018 Count	Nov. 2018 Amount	YTD Count	YTD Percentages	YTD Amounts
Check	9,002	\$ 7,226,302	303,454	70.9%	\$ 369,900,196
ACH	4,244	1,834,888	124,785	29.1%	82,934,378
Total	13,246	\$ 9,061,190	428,239	100.0%	\$ 452,834,574

RPD Notes: Payments received may be for multiple tax years.

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	120,465
Average Wait Time	0:17:13
Customer Satisfaction (percentage good/excellent)	98.14%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	45896
Abandon Rate	8.28%
Average Wait Time	0:13:36
Customer Satisfaction Average (scale; 1-100; higher is better)	#DIV/0!
Average Insured Rate	
Average Insured Rate	90.59%

Protest Office			
Activity	Total	Non-Audit	%Audit
Beginning Balance (11/01/2018)	653	492	24.66%
Number of Applications Received	153	0	0
Protests Acknowledged	86	74	13.95%
Protests Closed	69	54	21.74%
Ending Inventory	664	490	26.20%
Ending Inventory Dollar Amount	\$ 489,820,163	\$ 388,472,123	20.69%
Formal Hearings Scheduled	Not Available		
Legal Working	46		
Inventory in Protest Office	618		

**NO DATA AVAILABLE
FROM TFID AT THIS
TIME.**

Office of Internal Oversight (OIO)		
Description	November	YTD
Internal Audit		
Audits carry-over from FY 2018	0	1
FY 2019 Audits Assigned	0	5
FY 2019 Special Projects Assigned	1	2
Canceled	0	0
Total YTD		8
Closed		
Internal Audits Completed	1	2
Special Projects Completed	0	0
Total Audits Completed		2
Audits - Status for Month End		
Open		0
Fieldwork		0
Report-Draft stage		1
Awaiting responses		2
On-Hold		1
Total Audits Open		4
Special Projects - Status for Month-End		
Open		0
Fieldwork		1
Report-Draft stage		1
Awaiting responses		0
On-Hold		0
Total Special Projects Open		2