

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

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)	435,542,745	445,722,535	2,040,900,374	2,083,931,628	(43,031,254)	-2%
Oil & Gas Taxes	59,128,825	60,416,796	244,812,061	347,649,537	(102,837,476)	-30%
CFT/MVET/Weight Distance Taxes	69,883,182	65,728,908	299,214,469	294,683,473	4,530,996	2%
Personal Income Tax	29,067,546	31,503,905	164,029,953	193,668,199	(29,638,246)	-15%
Corporate Income Tax	19,561,301	43,396,167	9,871,249	68,145,181	(58,273,931)	-86%
Royalties from Leasing MVD Data	586,372	687,682	3,212,196	3,500,204	(288,008)	-8%
Other programs	26,311,164	22,261,579	113,887,232	106,874,283	7,012,949	7%
Total	640,081,134	669,717,572	2,875,927,534	3,098,452,505	(222,524,970)	-7%

Audit & Compliance Division (ACD)		
Collections	November	YTD
Collections Goal *	\$ 18,951,742	\$ 227,420,905
Actual Collections	\$ 15,316,988	\$ 82,693,566
Percent of Goal	81%	36%
Tax Credits (YTD Only)	# Completed	Disallowed Amount
Film Production Credit	26	\$ 793,188
High Wage Credit	39	\$ 11,210,608
Investment Credit	6	\$ 210,461
Technology Jobs Credit	15	\$ 1,563,856
Rural Jobs Credit	4	\$ 41,603
Advanced Energy Credit	-	\$ -
Alternative Energy Credit	2	\$ 15,708
Total	92	\$ 13,835,424

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

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	111,910
Average Wait Time	0:18:19
Customer Satisfaction (percentage good/excellent)	98.30%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	64625
Abandon Rate	53.99%
Average Wait Time	01:05:05
Customer Satisfaction Average (scale; 1-100; higher is better)	64.44%
Average Insured Rate	
Average Insured Rate	90.81%

Compliance	November	YTD
Refunds Denied	\$ 852,658	\$ 1,671,114
Bankruptcy Collections	\$ 136,954	\$ 1,035,757
Compliance Assessments	\$ 5,247	\$ 135,560
Bankruptcy Proofs #	62	245
PIT Project Notices #	2,272	8,567

Audits in Progress **	November	YTD
# Rec'd for Review	253	600
# Assessed	171	623
Amount Assessed	\$ 7,620,449	\$ 26,006,334

*The collections goal YTD is the annual goal for FY17. The snapshot of the YTD goal and collections would be, collections goal of \$96,216,537 with actual collections of \$82,693,566, which represents 86% of our goal.

**The Audits in Progress section only represents audits that have been reviewed by ATSS.

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Personal Income Tax Results (PIT 2015)					
Returns Processed	Nov 2016 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	4,704	198,016		10.8%	
E-filed Returns	933	1,630,418		89.2%	
Total	5,637	1,828,434	908		0.05%
Refunds Issued					
Refunds Issued	Nov 2016 Count	YTD Amount	YTD Count	% of Returns Paper vs. E-File	YTD \$
Paper Check	3,500	\$4,097,860	175,819	25.7%	\$74,572,143
Direct Deposit	2,062	\$2,921,389	507,300	74.3%	\$256,985,408
Total	5,562	\$7,019,249	683,119		\$331,557,550
Payments Received					
Payments Received	Nov 2016 Count	YTD Amount	YTD Count	% of Returns Paper vs. E-File	YTD \$
Check	8,845	\$6,261,137	309,853	73.5%	\$335,007,216
ACH	4,621	\$1,600,370	111,509	26.5%	\$62,634,493
Total	13,466	\$7,861,507	421,362		\$397,641,709

Office of Internal Oversight (OIO)		
Description	November	YTD
Audits carry-over from FY 2016	9	9
FY 2017 Assigned	1	11
Canceled	0	7
Completed	0	7
Status for Month End		
Assigned		1
Background		2
Work in progress		2
Report stage		0
Awaiting responses		1
Total open audits:		6
Other		
None		

Human Resource (HR)	
Description	Total
Work Orders YTD	1,902
FTE on TOOL	1,086
Filled Positions	864
Vacant Positions	222
Vacancy Rate	20.0%
Grievances Pending	0

Tax Fraud Investigation Divisions (TFID)	
Personnel	The Tax Fraud Investigations Division lost an employee (Forensic Tax Auditor) who resigned from employment with the state effective November 4, 2016.
Personnel	The Tax Fraud Investigations Division gained a new employee (Administrative Assistant) who started on November 21, 2016.

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Open	117	441
New	1084	100
Resolved	(1,201)	(88)
Net Total	234	629

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	428	107	321	25.00%
Protests Acknowledged	158	9	149	5.70%
Protests Closed	145	2	143	1.38%
Ending Inventory	441	114	327	25.85%
Ending Inventory Dollar Amount	\$108,961,442	\$72,481,672	\$36,479,770	66.52%
Formal Hearings Scheduled	Not Available			
Legal Working	433			
Inventory in Protest Office	8			