

**Monthly Executive Dashboard
DECEMBER 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 AND COMPLIANCE DIVISION (ACD)		
Collections	December	Fiscal YTD
Collections Goal	\$20,897,507	\$125,385,043
Actual Collections	\$29,897,156	\$129,474,046
Percent of Goal	143%	103%
Performance Measures	December	Fiscal Year-End Goal
Collections Against Prior Year Receivables	13.4%	23%
Collections Against Current Year Assessments	20.5%	65%
Compliance	December	Fiscal YTD
Bankruptcy Collections	\$220,951	\$1,928,765
Bankruptcy Proofs #	46	360
Levy Recoveries	\$1,226,891	\$6,580,760
Audits in Progress	December	Fiscal YTD
# Rec'd for Review	200	1,265
# Assessed	221	1,391
Amount Assessed	\$7,262,737	\$31,201,708

PROTEST OFFICE					
Activity		Total	Audit	Non-Audit	% Audit
Beginning Balance		757	288	469	38%
Number of Protests Received		168	22	146	13%
Informal Conference Requested		0	0	0	0%
Protest Deficient		7	2	5	29%
Protests Acknowledged		62	10	52	16%
Protests Acknowledged/Closed		44	0	44	0%
Protests Closed		54	19	35	35%
Protest Invalid		34	2	32	6%
Ending Inventory	A	750	274	476	37%
Ending Inventory Dollar Amount	B	\$609,707,014	\$131,676,114	\$478,030,900	22%
Legal Working-Atty. Assigned		326	INFORMATION TECHNOLOGY		
Legal (Case waiting on Decision from the hearing and/or courts)	C	194			
Inventory in Protest Office	D=A-(B-C)	618			
			ServicePro Common Categories		
			Beginning	298	Total in

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro Common Categories		GenTax	
Beginning	298	Total in SQR on 12/1/19	145
Open	2,191	New	22
Resolved	1,919	Resolved	19
Net Total	272	Total SQRs on 12/31/19	148

MOTOR VEHICLE DIVISION (MVD)		
Metric Measure	Results	
Field Office Arrivals, Average Wait Time and Customer Satisfaction		
Customer Arrivals (total)	89,509	
Average Wait Time	0:17:50	
Customer Satisfaction (percentage good/excellent)	99%	
Call Center Incoming Calls, Average Abandon Rate and Average Wait Time		
Calls Coming In (total)	23,571	
Abandon Rate	49%	
Average Wait Time	0:16:35	
Customer Satisfaction Average (scale; 1-100; higher is better)	0%	
Average Insured Rate		
Average Insured Rate	91%	

ASD 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)	\$557,335,906	\$501,867,232	\$3,191,376,164	\$3,062,372,825	\$129,003,339	4%
Oil & Gas Taxes	\$180,104,716	\$151,448,653	\$864,811,868	\$787,251,779	\$77,560,089	10%
CFT/MVET/Weight Distance Taxes	\$60,414,363	\$55,320,848	\$405,289,820	\$375,156,430	\$30,133,390	8%
Personal Income Tax	\$20,319,617	\$25,278,380	\$371,703,614	\$219,018,821	\$152,684,793	70%
Corporate Income Tax	(\$14,170,100)	\$11,138,364	(\$107,854,294)	\$97,782,411	(\$205,636,705)	-210%
Royalties from Leasing MVD Data	\$627,523	\$618,298	\$3,838,794	\$3,836,560	\$2,235	0%
Other programs	\$14,791,238	\$20,229,228	\$144,545,350	\$137,469,908	\$7,075,442	5%
Total	\$819,423,263	\$765,901,002	\$4,873,711,316	\$4,682,888,733	\$190,822,583	4%
The (\$205,636,705) 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.						

TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
December	Tax Fraud	An Arrest Warrant was obtained on a Roswell resident based on a Criminal Complaint charge inclusive of; one (1) 2nd Degree Felony count of Embezzlement, one (1) 2nd Degree Felony count of Computer Access with Intent to Defraud or Embezzle and three (3) 4th Degree Felony counts of Attempts to Evade or Defeat Tax. Prosecuted out of the Fifth Judicial District.	Ongoing

OFFICE OF INTERNAL OVERSIGHT (OIO)			
Internal Audit			
Description	December		YTD
Audits carry-over from FY 2019	//////////		1
Special Projects Carry-over	//////////		29
FY 2020 Internal Audits	3		3
FY 2020 Special Projects	0		0
SP 20-101 Special Project for	0		13
Revised Procedures	0		1
Total YTD:			47
Completed or Cancelled - Audit and Special Projects (Audit Plan)			
Internal Audits Completed	1	Special Projects Completed	0
Internal Audits Cancelled	0	Special Projects Cancelled	0
Subtotal:			1
Completed or Cancelled - Procedures Special Project			
SP 19-102 Special Project for	2		7
SP 20-101 Special Project for	0		1
FY2020 Revised Procedures	0		1
Subtotal:			9
Total Completed or Cancelled :			10
Status for Month End - Audits & Special Projects (Audit Plan)			
SP 19-101: On-Hold	1	IA 20-102: Open	1
IA 20-101: Open	1	IA 20-103: Fieldwork	1
Total Open or On-Hold:			4
Status for Month End - Procedures Special Project			
SP 19-102: Open	18	SP 20-101: Open	11
SP 19-102: On-Hold	3	SP 20-101: Pending	1
Total Procedures Special Project Open, On-Hold, or Pending:			33
Total Open, On-Hold, or Pending:			47

PERSONAL INCOME TAX (RPD)					
Returns Processed	DEC 2019	YTD	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,646	75,966	0	8%	//////////
E-filed Returns	91	864,979	0	92%	//////////
Total	1,737	940,945	56	//////////	0%
Refunds Issued	DEC 2019	DEC 2019 \$	YTD	% YTD	YTD \$
Paper Check	143,501	\$62,805,263	1,264,284	19%	\$468,719,303
Direct Deposit	532,233	\$272,486,879	5,383,084	81%	\$2,619,048,806
TOTAL	675,734	\$335,292,142	6,647,368		\$3,087,768,109
Payments Received	DEC 2019	DEC 2019 \$	YTD	% YTD	YTD \$
Check	12,658	\$15,008,828	320,469	68%	\$436,744,937
ACH	6,346	\$3,358,528	150,834	32%	\$111,459,607
TOTAL	19,004	\$18,367,355	471,303		\$548,204,544

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	7,978	66%	Cumulative
Scheduled Delinquent Tax Sales	33	34	103%	Current
Delinquent Tax Sales Held # Counties	33	34	103%	Cumulative
State Assessed	//////////			
Full Value of Assessed Properties	\$20,000,000,000	\$24,007,331,412	120%	Cumulative
Number Of Companies Reporting	600	597	100%	Cumulative
Returns Submitted/Completed	600	595	99%	Cumulative
Appraisals	//////////			
Draft Assessor Evaluations Completed	33	33	100%	Cumulative
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	50	79	158%	Cumulative
Number of Protest Hearings Heard	250	163	65%	Cumulative