



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard as of November 30, 2016**

NMTRD Exec Staff: Secretary- Vacant Acting Cabinet 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

Audit & Compliance Division (ACD)		
Collections	December	YTD
*Collections Goal	\$18,951,742	\$ 227,420,905
Actual Collections	\$16,108,508	\$ 98,802,074
Percent of Goal	85%	43%
Tax Credits (YTD Only)		
# Completed	Disallowed Amount	
Film Production Credit	28	\$ 889,687
High Wage Credit	47	\$ 15,353,237
Investment Credit	6	\$ 210,461
Technology Jobs Credit	18	\$ 1,565,768
Rural Jobs Credit	6	\$ 642,603
Advanced Energy Credit	-	\$ -
Alternative Energy Credit	2	\$ 15,708
Total	107	\$ 18,677,463
Compliance		
December	YTD	
Refunds Denied	\$ 13,089	\$ 1,684,203
Bankruptcy Collections	\$ 1,335,837	\$ 2,371,594
Compliance Assessments	\$ 39,712	\$ 175,272
Bankruptcy Proofs #	24	269
PIT Project Notices #	783	9,350
Audits in Progress **		
December	YTD	
# Rec'd for Review	129	729
# Assessed	268	891
Amount Assessed	\$36,354,358	\$ 62,360,692
*The collections goal YTD is the annual goal for FY17. The snapshot of the YTD goal and collections would be, collections goal of \$113,710,453 with actual collections of		
**The Audits in Progress section only represents audits that have been reviewed by ATSS.		

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)	398,009,803	376,361,660	2,438,910,177	2,460,293,288	(21,383,111)	-1%
Oil & Gas Taxes	74,838,528	95,471,352	319,650,590	443,120,889	(123,470,300)	-28%
CFT/MVET/Weight Distance Taxes	52,248,765	52,296,299	351,480,071	346,979,772	4,500,299	1%
Personal Income Tax	18,517,887	17,567,476	182,547,840	211,235,675	(28,687,835)	-14%
Corporate Income Tax	7,181,261	(9,053,522)	17,052,510	59,091,659	(42,039,149)	-71%
Royalties from Leasing MVD Data	563,726	666,508	3,775,922	4,166,711	(390,789)	-9%
Other programs	26,173,670	35,560,313	140,060,902	142,434,596	(2,373,694)	-2%
Total	577,533,641	568,870,086	3,453,478,012	3,667,322,591	(213,844,579)	-6%

Human Resource (HR)	
Description	Total
Work Orders YTD	2,053
FTE on TOOL	1,086
Filled Positions	863
Vacant Positions	223
Vacancy Rate	21.0%
Grievances Pending	0

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	122,015
Average Wait Time	0:23:12
Customer Satisfaction (percentage good/excellent)	98.24%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	62023
Abandon Rate	43.17%
Average Wait Time	0:04:20
Customer Satisfaction Average (scale; 1-100; higher is better)	68.89%
Average Insured Rate	
Average Insured Rate	90.13%

Office of Internal Oversight (OIO)		
Description	December	YTD
Audits carry-over from FY 2016	9	9
FY 2017 Assigned	0	11
Canceled	0	7
Completed	0	7
Status for Month End		
Assigned	0	
Background	1	
Work in progress	3	
Report stage	1	
Awaiting responses	1	
Total open audits:	6	
Other		
None		

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PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	441	114	327	25.85%
Protests Acknowledged	97	9	88	9.28%
Protests Closed	107	4	103	3.74%
Ending Inventory	431	119	312	27.61%
Ending Inventory Dollar Amount	\$118,451,662.16	\$81,054,372.09	\$37,397,290.07	68.43%
Formal Hearings Scheduled	Not Available			
Legal Working	423			
Inventory in Protest Office	8			

Property Tax Division (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	11,036	92%	Cumulative
Scheduled Delinquent Tax Sales	33	33	100%	Current
Delinquent Tax Sales # Counties	33	33	100%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$18,000,000,000	\$20,497,540,536	114%	Cumulative
Number Of Companies Reporting	600	580	97%	Cumulative
Returns Submitted/Completed	565	580	103%	Cumulative
Appraisals				
Assessor Evaluations Completed	33	33	100%	Cumulative
Appraisals/Reviews Performed	60	80	133%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	28	100%	Cumulative

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Open	143	453
New	962	85
Resolved	(1105)	(73)
Net Total	265	465

Personal Income Tax Results (PIT 2015)					
Returns Processed	Dec 2016 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns		198,016		10.8%	
E-filed Returns	0	1,630,418		89.2%	
Total	0	1,828,434	197		0.01%
Refunds Issued	Dec 2016 Count	December \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Paper Check	1,218	\$3,623,556	177,037	25.8%	\$78,195,699
Direct Deposit	717	\$2,328,783	508,017	74.2%	\$259,314,190
Total	1,935	\$5,952,339	685,054		\$337,509,889
Payments Received	Dec 2016 Count	December \$	YTD Count	% of Returns Paper vs. E-File	YTD \$
Check	10,724	\$14,039,475	320,577	73.3%	\$349,046,691
ACH	5,024	\$2,613,891	116,533	26.7%	\$65,248,384
Total	15,748	\$16,653,366	437,110		\$414,295,075

Tax Fraud Investigation Divisions (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
December	Identity Theft/Computer Access with Intent to Defraud	A sentencing hearing scheduled on December 15, 2016 for an Albuquerque tax preparer who plead guilty to two (2) counts of Identity Theft and two (2) counts of Computer Access with Intent to Defraud or Embezzle was rescheduled for January 4, 2017	Ongoing
December	Tax Evasion	An Albuquerque woman plead guilty to one (1) count of Attempts to Evade or Defeat Tax and to one (1) count of Embezzlement (over \$20,000) in Second Judicial District Court on December 20th, 2016.	Ongoing
December	Tax Evasion	A case recommending twenty-one (21) counts of Attempts to Evade or Defeat Tax was delivered to the First Judicial District Attorney's Office for prosecution consideration on December 22, 2016	Ongoing
Personnel	The Tax Fraud Investigations Bureau gained a new employee (Special Agent) who started on December 5, 2016.		
Personnel	The Internal Investigations Bureau gained a new employee (State Investigator) who started on December 5, 2016		