



## New Mexico Taxation & Revenue Department Monthly Executive Dashboard as of October 31, 2013

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 - Demesia Padilla, CPA    Deputy Secretary - John Monforte    ASD - David Robbins  
 Legal - Nelson Goodin    Hearings - Monica Ontiveras    PTD - Caesario Quintana    ACRPD - Terry Rister  
 MVD - Mark Williams    ITD - Greg Saunders    TFID - Alvan Romero

Audit & Compliance Division (ACD)		
Collections	This Month	YTD
Collections Goal	\$ 17,136,017	\$ 205,632,200
Actual Collections	\$ 17,026,198	\$ 63,380,684
Percent of Goal	99%	31%

Tax Credits (YTD Only)	# Approved	Amount
Film Production Credit	30	\$ 13,364,513
High Wage Credit	70	21,055,118
Investment Credit	2	26,209
Technology Jobs Credit	14	1,390,166
Rural Jobs Credit	4	174,000
Lab Partnership Credit	0	-
Advanced Energy Credit	0	-
Alternative Energy Credit	0	-
<b>Total</b>	<b>120</b>	<b>36,010,006</b>

Compliance	This Month	YTD
Refunds Stopped*	\$ 4,704	\$ 120,016
Bankruptcy Collections	\$ 144,905	\$ 658,798
Compliance Assessments	\$ 2,782,228	\$ 12,940,225
Bankruptcy Proofs #	44	204
PIT Project Notices #	1,733	8,599

Audits in Progress	This Month	YTD
# Rec'd for Review	78	342
# Assessed	66	227
Amount Assessed	\$ 8,672,818	\$ 15,597,163

### \*\*\*Notes from ACD

The Monthly "Refunds Stopped" amount may be larger than the YTD amount because more previous year "Refunds Stopped" were released than new ones stopped, resulting in a negative balance. This occurred because additional refunds were stopped for taxpayers who failed to respond to our notice within the 30-day deadline. The refunds were subsequently released at a later time after such taxpayers provided documentation that verifies the refund is valid. As a result, we must reduce the amount of "Stopped Refunds" in the current fiscal year by the amount of refunds issued that were previously reported as stopped.

Personal Income Tax Results (PIT 2012)				
Returns Processed	Count	YTD Count	Inventory	Exception %
Paper Returns	1,178	160,327	5,694	
E-filed Returns	25,841	812,461	285	
<b>Total</b>	<b>27,019</b>	<b>972,788</b>	<b>5,979</b>	<b>0.61%</b>

Refunds Issued	Count	Amount	YTD Count	YTD Amount
Paper Check	5,943	\$ 4,605,286	208,080	\$ 77,900,120
Direct Deposit	4,821	\$ 3,735,225	480,150	\$ 233,237,823
<b>Total</b>	<b>10,764</b>	<b>\$ 8,340,511</b>	<b>688,230</b>	<b>\$ 311,137,943</b>

Payments Received	Count	Amount	YTD Count	YTD Amount
Check	20,554	\$ 24,649,503	326,832	\$ 365,955,958
ACH	5,101	\$ 2,310,357	81,578	\$ 39,925,569
<b>Total</b>	<b>25,655</b>	<b>\$ 26,959,860</b>	<b>408,410</b>	<b>\$ 405,881,527</b>

### \*\*\*Notes from RPD

Payments Received may include payments for multiple previous PIT tax years.

Tax Fraud Investigation Division (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
3/23/2011	Taxpayer 1 - Embezzlement and Tax Evasion case	Pleaded guilty to 6 counts of Tax Evasion. Sentenced to 1 year of incarceration (CCP) and 5 years of supervised probation.	10/7/2013
10/10/2013	Taxpayer 2 - FNDL fraud	Indicted on 4 counts of Fraud and 3 counts of Forgery. Arraignment scheduled for 11/04/2013.	10/10/2013
6/5/2009	Taxpayer 3 - TRD check fraud case	Sentenced to 3 years incarceration (CCP).	10/29/2013
9/27/2013	Fraudulent returns and refunds stopped by RPD and TFID - YTD	2,787 potentially fraudulent returns and \$6.27 million in fraudulent refunds have been stopped in 2013.	10/31/2013



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Motor Vehicle Division (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time &amp; Customer Satisfaction</b>	
Customer Arrivals (total for month)	128,640
Average Wait Time (average for month)	0:16:44
Customer Satisfaction (average for month)	4.88
<b>Call Center Incoming Calls, Abandon Rate, &amp; Average Wait Time</b>	
Calls Coming In (total for month)	34,912
Abandon Rate (average for month)	43%
Average Wait Time (average for month)	0:06:12
Customer Satisfaction (average for month)	3.26
<b>Average Uninsured Rate</b>	
Uninsured Rate (average for month)	9.33%

Financial Distribution Bureau (ASD) Fiscal Year 2014 Distribution						
Tax Categories	Current Month FY14	Same Month FY13	FY14 YTD	FY13 YTD	YTD \$ Change	YTD % Change
Combined Reporting System	\$ 408,572,746	\$ 394,597,676	\$1,609,074,224	\$1,561,770,715	\$ 47,303,510	3.0%
Oil & Gas Taxes	99,695,323	67,266,350	405,155,628	300,689,825	104,465,803	34.7%
CFT/MVET/Weight Distance	49,528,986	44,638,608	213,752,335	202,406,785	11,345,550	5.6%
Personal Income Tax	55,104,732	46,675,520	158,160,746	147,055,326	11,105,420	7.6%
Corporate Income Tax	628,655	3,843,335	63,866,923	66,273,707	(2,406,783)	-3.6%
Royalties from Leasing MVD Data	714,699	578,943	2,831,097	2,216,682	614,415	27.7%
Other Programs	23,573,643	21,343,712	89,128,339	83,727,692	5,400,647	6.5%
<b>Total</b>	<b>\$ 637,818,785</b>	<b>\$ 578,944,144</b>	<b>\$2,541,969,293</b>	<b>\$2,364,140,731</b>	<b>\$ 177,828,561</b>	<b>7.5%</b>

Human Resources	
Indicator	YTD Total
Total Actions/Work Orders YTD	1,319
FTE on TOOL	1,120
Filled Positions	916
Vacant Positions	197
Vacancy Rates	18%
Grievances Pending	0

Protest Office				
Activity	Total	Audit	Non-Audit	% Audit
Beginning Balance	353	117	236	33.1%
Protests Acknowledged	76	2	74	2.6%
Protests Closed	99	13	86	13.1%
Ending Inventory	330	106	224	32.1%
Ending Inventory Dollar Amount	\$164,118,353	\$91,169,616	\$72,948,737	55.6%
Formal Hearings Scheduled	NA			
Legal Working	149			
Inventory in Protest Office	181			

Information Technology Division (ITD)		
Common Categories	HelpStar	GenTax
Open	84	153
New	970	156
Resolved	(886)	(83)
<b>Total Open</b>	<b>168</b>	<b>226</b>

**Property Tax Division (PTD)**

**NO INFORMATION PROVIDED AT THIS TIME**