



New Mexico  
Taxation and Revenue Department

## New Mexico Taxation & Revenue Department Monthly Executive Dashboard as of November 30, 2013

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

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	This Month	YTD
Collections Goal	\$ 17,136,017	\$ 205,632,200
Actual Collections	\$ 15,602,179	\$ 78,982,863
Percent of Goal**	91%	38%

Tax Credits (YTD Only)	# Approved	Amount
Film Production Credit	36	\$ 15,698,561
High Wage Credit	258	23,319,836
Investment Credit	4	29,490
Technology Jobs Credit	17	1,455,945
Rural Jobs Credit	4	174,000
Lab Partnership Credit	0	0
Advanced Energy Credit	0	0
Alternative Energy Credit	0	0
<b>Total</b>	<b>319</b>	<b>\$ 40,677,832</b>

Compliance	This Month	YTD
Refunds Stopped*	\$ 33,267	\$ 154,653
Bankruptcy Collections	\$ 76,412	\$ 735,434
Compliance Assessments	\$ 4,712,090	\$ 14,715,689
Bankruptcy Proofs #	28	232
PIT Project Notices #	250	8,903

Audits in Progress	This Month	YTD
# Rec'd for Review	121	463
# Assessed	54	281
Amount Assessed	\$ 2,118,872	\$ 17,716,035

### \*\*\*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. The drop in percentage is primarily due to the three less days for collections – Veteran's Day, Thanksgiving, and day after Thanksgiving.

Personal Income Tax Results (PIT 2012)				
Returns Processed	Count	YTD Count	Inventory	Exception %
Paper Returns	1,573	161,900	4,888	
E-filed Returns	331	812,792	144	
<b>Total</b>	<b>1,904</b>	<b>974,692</b>	<b>5,032</b>	<b>0.51%</b>

Refunds Issued	Count	Amount	YTD Count	Amount
Paper Check	1,446	\$ 1,337,471	209,526	\$ 79,237,597
Direct Deposit	1,036	\$ 1,221,914	481,186	\$ 234,459,737
<b>Total</b>	<b>2,482</b>	<b>\$ 2,559,386</b>	<b>690,712</b>	<b>\$ 313,697,334</b>

Payments Received	Count	Amount	YTD Count	YTD Amount
Check	8,383	\$ 5,684,784	335,215	\$ 371,640,742
ACH	3,647	\$ 227,990	85,225	\$ 40,153,559
<b>Total</b>	<b>12,030</b>	<b>\$ 5,912,774</b>	<b>420,440</b>	<b>\$ 411,794,301</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
10/10/2013	Taxpayer 1 - FNDL Fraud	Pleaded not guilty. Indicted of Fraud and 3 counts of Forgery.	11/4/2013
11/6/2013	Taxpayer 2 - FNDL Fraud	Indicted on 1 count of Making False Affidavit-Perjury, 2 counts of Altered, Forged or Fictitious License, 2 counts of Conspiracy and 1 count of Attempt to Commit a Felony.	11/6/2013
11/19/2013	Taxpayer 3 - FNDL Fraud	Arrested by NMSP. 2 FNDL applicants and the driver of the applicants were taken into custody by USBP.	11/19/2013
11/29/2013	Fraudulent returns and refunds stopped by RPD and TFID - Updated numbers	3,116 potentially fraudulent returns and \$6.8 million in fraudulent refunds have been stopped in 2013.	11/20/2013
<b>Audits Received &amp; Approved</b>	IA 13-114 GenTax – Audit and Accountability by FTI and Security Access List IA 13-120 GenTax – Audit and Accountability by FTI and Security Access List IA 14-101 GenTax – Audit and Accountability by FTI and Security Access List IA 14-102 Town of Red River MVD Municipality IA 12-118 Unclaimed Property Inventory Audit IA 13-117 MVD 2.0 User Account and Identity Management Audit IA 13-118 GenTax Distributions Audit		



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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)	100,410
Average Wait Time (average for month)	0:15:51
Customer Satisfaction Percentage ≥ 4.0 out of 5	98.07%
<b>Call Center Incoming Calls, Abandon Rate, &amp; Average Wait Time</b>	
Calls Coming In (total for month)	27,325
Abandon Rate (average for month)	38%
Average Wait Time (average for month)	0:04:58
Customer Satisfaction (average for month)	3.22
<b>Average Uninsured Rate</b>	
Uninsured Rate (average for month)	9.21%

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	\$ 400,554,872	\$381,931,139	\$2,009,629,096	\$ 1,943,701,854	\$ 65,927,243	3.4%
Oil & Gas Taxes	108,429,910	73,168,043	479,057,146	373,857,868	105,199,278	28.1%
CFT/MVET/Weight Distance	62,138,437	62,667,256	275,971,764	265,074,041	10,897,722	4.1%
Personal Income Tax	38,134,738	29,316,873	196,295,484	176,372,199	19,923,285	11.3%
Corporate Income Tax	36,446,574	52,418,360	100,313,497	118,692,067	(18,378,569)	-15.5%
Royalties from Leasing MVD Data	645,137	504,139	3,476,234	2,720,821	755,413	27.8%
Other Programs	18,765,025	21,090,841	107,893,364	104,818,534	3,074,831	2.9%
<b>Total</b>	<b>\$ 665,114,693</b>	<b>\$621,096,652</b>	<b>\$3,172,636,585</b>	<b>\$ 2,985,237,383</b>	<b>\$187,399,202</b>	<b>6.3%</b>

Protest Office				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	330	106	224	32.12%
Protests Acknowledged	95	4	91	4.21%
Protests Closed	112	7	105	6.25%
Ending Inventory	313	103	210	32.91%
Ending Inventory Dollar Amounts	<b>\$162,634,695</b>	<b>\$89,824,460</b>	<b>\$72,810,235</b>	55.23%
Formal Hearings Scheduled	Not Available			
Legal Working	136			
Inventory in Protest Office	177			

Information Technology Division (ITD)		
Common Categories	HelpStar	GenTax
Open	129	375
New	1,030	171
Resolved	(901)	(55)
<b>Net Total</b>	<b>258</b>	<b>491</b>

Human Resources	
Indicator	YTD Total
Total Actions /Work Orders YTD	1,481
FTE on TOOL	1,109
Filled Positions	942
Vacant Positions	177
Vacancy Rates	16%
Grievances Pending	1

**Property Tax Division (PTD)**

**NO INFORMATION PROVIDED AT THIS TIME**

