



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

**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

**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 Amount
Collections Goal	\$ 17,136,017	\$ 205,632,200
Actual Collections	16,574,132.00	95,556,995.00
Percent of Goal	97%	46%
Tax Credits (YTD Only)		
# Completed	Amount Disallowed	
Film Production Credit	39	\$ 1,305,765
High Wage Credit	265	91,266,231.00
Investment Credit	4	1,018,983.00
Technology Jobs Credit	18	400,846.00
Rural Jobs Credit	4	34,520.00
Advanced Energy Credit	0	0
Alternative Energy Credit	0	0
<b>Total</b>	<b>330</b>	<b>\$ 94,026,345</b>
Compliance		
This Month	YTD Amount / #	
Refunds Stopped*	\$ 128,621	\$ 283,284
Bankruptcy Collections	\$ 136,627	\$ 872,061
Compliance Assessments	\$ 523,032	\$ 15,238,721
Bankruptcy Proofs #	33	265
PIT Project Notices #	4,617	13,520
Audits in Progress		
This Month	YTD Amount / #	
# Rec'd for Review	79	542
# Assessed	66	347
Amount Assessed	\$ 10,563,044	\$ 28,279,079

### \*\*\*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 refunds are 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 This Month	YTD Count	Inventory	Exception %
Paper Returns	14,941	176,841	5,562	
E-filed Returns	0	812,792	80	
<b>Total</b>	<b>14,941</b>	<b>989,633</b>	<b>5,642</b>	<b>0.57%</b>
Refunds Issued				
Count This Month	Amount This Month	YTD Count	YTD Amount	
Paper Check	3,736	\$ 5,676,304	213,262	\$ 84,913,901
Direct Deposit	1,666	\$ 2,865,957	482,852	\$ 237,325,694
<b>Total</b>	<b>5,402</b>	<b>\$ 8,542,261</b>	<b>696,114</b>	<b>\$ 322,239,595</b>
Payments Received				
Count This Month	Amount This Month	YTD Count	YTD Amount	
Check	12,895	\$ 16,197,928	348,110	\$ 387,838,671
ACH	4,200	\$ 1,780,150	89,425	\$ 41,933,709
<b>Total</b>	<b>17,095</b>	<b>\$ 17,978,079</b>	<b>437,535</b>	<b>\$ 429,772,380</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
12/3/2013	1 Taxpayer - Tax Evasion	No Contest Plea to 1 count of embezzlement and 2 counts of tax evasion. Criminal complaint alleging the charges was filed on 10/22/2013	12/3/2013
12/24/2013	3 Taxpayers - FNDL fraud	All 3 Mexican FNDL applicants were taken into custody by United States Border Patrol Agents.	12/24/2013
12/10/2013	Fraudulent returns and refunds stopped by RPD and TFID - Updated numbers	3,165 potentially fraudulent returns and \$6.89 million in fraudulent refunds have been stopped in 2013.	12/10/2013
<b>Audits Received &amp; Approved</b>	IA 14-111 IRS Safeguard - Farmington ACD IA 14-112 Change Fund Cash Count - Farmington Office		



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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)	106,980
Average Wait Time (average for month)	0:14:45
Customer Satisfaction (average for month)	4.88
Customer Satisfaction Percentage: good-excellent	98.10%
<b>Call Center Incoming Calls, Abandon Rate, &amp; Average Wait Time</b>	
Calls Coming In (total for month)	27,802
Abandon Rate (average for month)	31%
Average Wait Time (average for month)	0:03:01
Customer Satisfaction (average for month)	3.13
<b>Average Uninsured Rate</b>	
Uninsured Rate (average for month)	8.90%

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>

Human Resources	
Indicator	Total
Work Orders YTD	1,540
FTE on TOOL	1,109
Filled Positions	936
Vacant Positions	173
Vacancy Rates	16%
Grievances Pending	1

Information Technology Division (ITD)		
Common Categories	HelpStar	GenTax
Open	48	347
New	800	160
Resolved	(752)	(103)
<b>Net Total</b>	<b>96</b>	<b>404</b>

Protest Office				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	313	103	210	32.91%
Protests Acknowledged	104	0	104	0.00%
Protests Closed	107	7	100	6.54%
Ending Inventory	310	96	214	30.97%
Ending Inventory Dollar Amount	\$ 161,741,196	\$ 89,252,115	\$ 72,489,081	55.18%
Formal Hearings Scheduled	Not Avail			
Legal Working	128			
Inventory in Protest Office	182			

**Property Tax Division  
(PTD)**

**NO INFORMATION  
PROVIDED AT  
THIS TIME**

