PTD Business Modernization Project

The New Mexico Taxation & Revenue Department's Property Tax Division contains three Bureaus: Appraisal, Delinquent Property Tax, and State Assessed Property. These three Bureaus conduct highly specialized work in support of county valuation and taxation. The Division currently conducts most of their work without support from data management systems or automated workflows. Manual processes and institutional knowledge are relied upon to complete the work.

A business process map and gap analysis of as-found and recommended processes was completed in December 2015. Preliminary concepts for process refinement and workflow automation were identified at that time to optimize staff time, increase transparency, and improve overall work product for PTD and New Mexico county assessors.

This project leverages this preliminary analysis to define, develop and deploy an enterprise information system (EIS) to support and automate PTD business processes. This (EIS) is comprised of four distinct modules (1) Assessment Oversight, (2) Delinquent Property Management, (3) State Assessed Properties and (4) Property Information Exchange (County Core) and includes a total of seven sub-modules. The EIS will support GIS-enabled web applications with interfaces for county government (Assessors and Treasurers), the public (searching for delinquent property) and PTD.

The proposed automated processes to be enabled by this EIS will improve efficiency in all PTD business process areas. They will reduce clerical workloads and allow specialized PTD staff to focus on the administration of business personal property tax, management of delinquent property tax collections and auctions, and support for fair and equitable county valuation and assessment.