Monthly Executive Dashboard NOVEMBER 30

NMTRD EXECUTIVE STAFF

Secretary, Stephanie Schardin Clarke ACD/Aysha Mora Deputy Secretary, Emily Oster ASD/Denise Irion Chief Legal Counsel, Tim Van Valen

ITD/Mike Baca

PTD/Santiago Chavez MVD/Marcos Martinez RPD/Charlene Trujillo **TFID**/Vince Mares

Total SQRs on 11/30/20 207

New 16

33

Resolved

Resolved 2,780

Total 252

Office of the Secretary 505-827-0341 Audit and Compliance 505-827-2727 Administrative Services 505-827-0369 Motor Vehicle 505-827-2296 Property Tax 505-476-3092 Revenue Processing 505-827-0800 Tax Fraud Investigations 505-841-5578

ASD FINANCIAL DISTRIBUTION BUREAU (FDB)								
	MTD	Last Year MTD	YTD	Last Year YTD	YTD \$	YTD		
Tax Program	Distribution	Distribution	Distribution	Distribution	Change	%		
	Amount	Amount	Amount	Amount	Inc/(Dec)	Change		
Combined Reporting System (GRT, etc)	\$508,579,181	\$540,559,751	\$2,344,202,309	\$2,634,040,258	(\$289,837,948)	-11%		
Oil & Gas Taxes	\$108,255,251	\$133,849,993	\$418,807,797	\$684,707,152	(\$265,899,355)	-39%		
CFT/MVET/Weight Distance Taxes	\$87,763,792	\$77,127,912	\$364,739,583	\$344,875,457	\$19,864,126	6%		
Personal Income Tax	\$48,813,485	\$77,069,769	\$631,986,115	\$351,383,997	\$280,602,118	80%		
Corporate Income Tax	\$13,356,449	\$33,175,565	\$58,243,405	(\$93,684,194)	\$151,927,599	-162%		
Royalties from Leasing MVD Data	\$586,478	\$621,818	\$2,873,357	\$3,211,271	(\$337,913)	-11%		
Other programs	\$66,390,440	\$39,558,816	\$308,725,310	\$129,754,112	\$178,971,198	138%		
TOTAL:	\$833,745,075	\$901,963,624	\$4,129,577,876	\$4,054,288,052	\$75,289,824	2%		

AUDIT AND COMPLIANCE DIVISION (ACD)					
Collections	NOV	Fiscal YTD			
Collections Goal	\$20,120,272	\$100,601,361			
Actual Collections	\$11,722,185	\$89,906,893			
Percent of Goal	58%	89%			
Performance	NOV	Fiscal Year-			
Measures	NOV	End Goal			
Collections Against	110/	22%			
Prior Year Receivables	11%	23%			
Collections Against	270/	65%			
Current Year Assessments	27%	65%			
Compliance	NOV	Fiscal YTD			
Bankruptcy Collections	\$352,477	\$1,134,273			
Bankruptcy Proofs #	34	208			
Levy Recoveries	\$488,329	\$2,679,090			
Audits in Progress	NOV	Fiscal YTD			
# Rec'd for Review	155	868			
# Assessed		943			
Amount Assessed	\$2,975,963	\$33,153,836			

PROTEST OFFICE						
Activity		Total	Audit	Non-Audit	%Audit	
Beginnin	g Balance	891	294	597	33%	
Number of Protests	Received	110	15	95	14%	
Informal Conference R	equested	0	0	0	0%	
Protest	Deficient	1	0	1	0%	Curr
Protests Ackn	owledged	58	19	39	33%	
Protests Acknowledged/Closed		40	2	38	5%	E
Protests Closed		27	10	17	37%	
Protest Invalid		35	5	30	14%	
Ending Inventory	Α	897	294	603	33%	
Ending Inventory Dollar Amount	В	\$567,987,917	\$114,173,489	\$453,814,428	3 20%	
gal Working-Atty. Assigned		365				
Legal (Case waiting on Decision from the hearing and/or courts)	С	156			FCHNOLOG	SY DIVISION (ITD)
Inventory in Protest Office	D=A-(B-C)	688	1	ServicePro		GenTax
	1 1					

Field Office Arrivals, Average Wait Time and Customer Satisfaction				
MVD services are by Appointment Only; customer satisfaction statistics are unavailable.				
Call Center Incoming Calls, Average				
Abandon Rate and Average Wait Time				
METRIC MEASURE	RESULTS			
Calls Coming In (total)	36,816			
Abandon Rate	51%			
Average Wait Time	0:18:28			
Customer Satisfaction Average	0%			
(scale; 1-100; higher is better)	0%			
Average Insured Rate				
Average Insured Rate				

TAXATION & REVENUE

NEW

ΜΕΧΙΟΟ



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TAX FRAUD INVESTIGATION DIVISION (TFID)				
Original Entry Date	Case Description	Disposition	Disposition Date	
November	Tax Evasion	Two Los Lunas Residents charged with Felony Tax Evasion. Case is ongoing and additional charges are expected. Case is being prosecuted out of the Thirteenth Judicial District.	Ongoing	

PERSONAL INCOME TAX (RPD)						
Returns Processed	NOV	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %	
Paper Returns	3,044	79,123	0	8%		
E-filed Returns	1,610	929,600	0	92%		
TOTAL:	4,654	1,008,723	3,673		0%	
Refunds Issued	NOV	NOV	YTD ount	% YTD	YTD \$	
Paper Check	136,903	\$67,641,411	1,040,768	16%	\$431,819,722	
Direct Deposit	560,458	\$328,107,266	5,082,733	84%	\$2,860,444,324	
TOTAL:	697,361	\$395,748,677	6,123,501		\$3,292,264,046	
Payments Received	NOV	NOV	YTD Count	% YTD	YTD \$	
Check	4,071	\$5,198,456	378,728	16%	\$428,937,069	
ACH	3,231	\$2,091,790	694,941	84%	\$433,713,670	
TOTAL:	7,302	\$7,290,245	1,073,669		\$862,650,739	

TRD
1-866-285-2996 or
505-841-6352
MVD
1-888-683-4636 or
505-827-4636 or
email
mvd.closure@state.nm.us

For Taxpayer Assistance:

PROPERTY TAX DIVISION (PTD)						
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type		
Delinquent Accounts Worked	7,500	7,421	99%	Cumulative		
Scheduled Delinquent Tax Sales	33	0	0%	Current		
Delinquent Tax Sales Held # Counties	33	0	0%	Cumulative		
DELINQUENT TAX SALES NOT OCCURRING DUE TO COVID RESTRICTIONS.						
State Assessed						
Full Value of Assessed Properties	\$20,000,000,000	\$25,386,825,595	127%			
Number Of Companies Reporting	600	594	99%	Cumulative		
Returns Submitted/Completed	600	588	98%			
Appraisals						
Draft Assessor Evaluations Completed	33	33	100%			
Assessor Evaluations Completed	33	33	100%	Cumulative		
Appraisals/Reviews Performed	75	91	121%	cumulative		
Number of Protest Hearings Heard	250	214	86%			

OFFICE OF INTERNAL AUDIT (OIA)				
Description	NOV	YTD		
Audits & Special Project carry-over from FY 2020		2		
Procedures carry-over from FY 2020		19		
FY 2021 Internal Audits Assigned	0	3		
Procedures Assigned	2	36		
Revised Procedures	1	4		
Т	otal YTD:	64		
Completed - Audit and Special Projects (Audit Plan)				
Internal Audits Completed	0	0		
S	ubtotal:	0		
Completed Procedures				
Completed	1	3		
Revised Procedures Completed	0	3		
Subtotal:		6		
Total Co	mpleted:	6		
Status for Month End - Audits & Special Projects (Audit P	lan)			
Special Projects:	On-Hold	1		
Audits: Open		1		
Audits: Field Work		1		
Audits: Awaiting Responses		1		
Audits: Hold		1		
Total Open or	On-Hold:	5		
Status for Month End - Procedures				
	Open	28		
Management Review & Approval		7		
	Pending	12		
On-Hold		6		
Total Procedures Open, On-Hold, or Pending:		53		
Completed, Open, On-Hold, or Pending To	tal YTD:	64		