

**Monthly Executive Dashboard  
APRIL 30, 2021**

**N M T R D E X E C U T I V E S T A F F**

Stephanie Schardin Clarke, Secretary  
Acting Chief Legal Counsel  
Acting MVD Director

Emily Oster, Deputy Secretary  
ACD/Aysha Mora

ASD/Denise Irion  
ITD/Mike Baca  
PTD/Santiago Chavez

RPD/Charlene Trujillo,  
Lakisha Holley  
TFID/Vince Mares

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

ASD FINANCIAL DISTRIBUTION BUREAU (FDB)						
Tax Program	MTD Distribution Amount	Last Year MTD Distribution Amount	YTD Distribution Amount	Last Year YTD Distribution Amount	YTD \$ Change Inc/(Dec)	YTD % Change
Combined Reporting System (GRT, etc)	\$180,429,900	\$279,022,549	\$4,213,420,311	\$4,691,723,288	(\$478,302,978)	-10%
Oil & Gas Taxes	\$169,446,665	\$157,828,087	\$1,137,611,405	\$1,492,371,563	(\$354,760,158)	-24%
CFT/MVET/Weight Distance Taxes	\$65,705,944	\$54,510,426	\$682,602,498	\$664,163,406	\$18,439,092	3%
Personal Income Tax	\$220,923,403	\$226,290,267	\$1,270,624,233	\$1,008,418,581	\$262,205,653	26%
Corporate Income Tax	(\$9,064,375)	\$19,840,072	\$88,445,621	(\$80,392,719)	\$168,838,339	-210%
Royalties from Leasing MVD Data	\$617,824	\$635,276	\$5,798,843	\$6,286,781	(\$487,938)	-8%
Other programs	\$54,221,053	\$23,792,951	\$535,228,862	\$305,844,207	\$229,384,655	75%
<b>TOTAL:</b>	<b>\$682,280,414</b>	<b>\$761,919,629</b>	<b>\$7,933,731,772</b>	<b>\$8,088,415,107</b>	<b>(\$154,683,335)</b>	<b>-2%</b>

MOTOR VEHICLE DIVISION (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time</b>	
Customer Arrivals (total)	44,373
Average Wait Time	0:06:37
Customer Satisfaction (percentage good/excellent)	99%
<b>Call Center Incoming Calls, Average Abandon Rate and Average Wait Time</b>	
Calls Coming In (total)	47,701
Abandon Rate	56%
Average Wait Time	0:21:02
Customer Satisfaction Average (scale; 1-100; higher is better)	NA
<b>Average Insured Rate</b>	
Average Insured Rate	92%

PROTEST OFFICE					
Activity	Total	Audit	Non-Audit	%Audit	
Beginning Balance	856	295	561	34%	
Number of Protests Received	121	31	90	26%	
Informal Conference Requested	1	1	0	0%	
Protest Deficient	5	2	3	0%	
Protests Acknowledged	46	17	29	37%	
Protests Acknowledged/Closed	45	8	37	18%	
Protests Closed	72	13	59	18%	
Protest Invalid	18	1	17	6%	
<b>Ending Inventory</b>	<b>A</b>	<b>853</b>	<b>307</b>	<b>546</b>	<b>36%</b>
Ending Inventory Dollar Amount		\$560,767,607	\$111,114,481	\$449,653,126	20%
<b>Legal Working-Atty. Assigned</b>	<b>B</b>	<b>366</b>			
Legal (Case waiting on Decision from the hearing and/or courts)	<b>C</b>	159			
<b>Inventory in Protest Office</b>	<b>D=A-(B-C)</b>	<b>646</b>			

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro	GenTax		
Open	1,645	Total in SQR on 04/01/21	214
Resolved	1,398	New	38
<b>Total</b>	<b>247</b>	Resolved	40
		<b>Total SQRs on 04/30/21</b>	<b>212</b>

AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	April	Fiscal YTD
Collections Goal	\$20,120,272	\$201,202,723
Actual Collections	\$18,033,287	\$187,359,555
Percent of Goal	90%	93%
Performance Measures	April	Fiscal Year-End Goal
Collections Against Prior Year Receivables	16%	23%
Collections Against Current Year Assessments	30%	65%
Compliance	April	Fiscal YTD
Bankruptcy Collections	\$100,856	\$2,487,070
Bankruptcy Proofs #	32	417
Levy Recoveries	\$983,179	\$5,671,873
Audits in Progress	April	Fiscal YTD
# Rec'd for Review	146	1,884
# Assessed	164	2,089
Amount Assessed	\$4,934,261	\$52,634,490

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TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
April	Tax Fraud	An Albuquerque resident was indicted by Grand Jury on 36 Third-Degree Felony Counts of Tax Fraud. Case is being prosecuted out of the Second Judicial District.	Ongoing

PERSONAL INCOME TAX (RPD)					
Returns Processed	Apr-21	YTDCount	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	8,318	25,545	0	4%	
E-filed Returns	158,617	555,398	0	96%	
TOTAL:	166,935	580,943	5,461		1%
Refunds Issued	Apr-21	April 21\$	YTD Count	% YTD	YTD \$
Paper Check	116,845	\$42,660,449	210,785	15%	\$76,921,000
Direct Deposit	574,958	\$331,992,762	1,150,295	85%	\$674,150,958
TOTAL:	691,803	\$374,653,211	1,361,080		\$751,071,958
Payments Received	Apr-21	April 21\$	YTD Count	% YTD	YTD \$
Check	52,899	\$77,691,702	109,185	62%	\$157,742,029
ACH	25,773	\$28,450,494	53,920	38%	\$56,641,883
TOTAL:	78,672	\$106,142,195	163,105		\$214,383,912

OFFICE OF INTERNAL AUDIT (OIA)			
Description	April	YTD	
Audits & Special Project carry-over from FY 2020		2	
Procedures carry-over from FY 2020		19	
FY 2021 Internal Audits Assigned	0	22	
FY 2021 Special Projects Assigned	0	0	
Procedures Assigned	4	53	
Revised Procedures	0	4	
Total YTD:	100		
Closed			
Internal Audits	4	19	
Special Projects	0	0	
Procedures	1	23	
Revised Procedures	0	4	
Cancelled	7	7	
Total Completed:	53		
Audits Month End Status			
Field Work	1		
Report-Draft	2		
Awaiting Responses	0		
Hold	1		
Subtotal:	4		
Special Projects Month End Status			
Hold	1		
Subtotal:	1		
Procedures Month End Status			
Open	19		
Management Review	1		
Sent for Signatures	0		
Pending	11		
Hold	11		
Subtotal:	42		
Closed and Month End Statuses Total YTD:	100		

**For Taxpayer Assistance:**

**T R D**  
1-866-285-2996 or  
505-841-6352

**M V D**  
1-888-683-4636 or  
505-827-4636 or  
email  
[mvd.closure@state.nm.us](mailto:mvd.closure@state.nm.us)

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	10,000	2,490	25%	Cumulative
Scheduled Delinquent Tax Sales	33	0	0%	Current
Delinquent Tax Sales Held # Counties	33	0	0%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$20,000,000,000	\$34,519,855,853	173%	Cumulative
Number Of Companies Reporting	600	534	89%	
Returns Submitted/Completed	600	459	77%	
Appraisals				
Draft Assessor Evaluations Completed	33	8	24%	Cumulative
Assessor Evaluations Completed	33	0	0%	
Appraisals/Reviews Performed	75	40	53%	
Number of Protest Hearings Heard	250	23	9%	