

**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/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)	\$393,610,781	\$403,431,842	\$4,607,031,092	\$5,095,155,130	(\$488,124,038)	-10%
Oil & Gas Taxes	\$201,987,994	\$121,348,978	\$1,339,599,398	\$1,613,720,541	(\$274,121,142)	-17%
CFT/MVET/Weight Distance Taxes	\$92,861,374	\$61,235,104	\$775,463,872	\$725,398,510	\$50,065,361	7%
Personal Income Tax	\$281,170,394	\$196,556,601	\$1,551,794,627	\$1,204,975,182	\$346,819,445	29%
Corporate Income Tax	\$48,442,126	\$18,875,736	\$136,887,746	(\$61,516,983)	\$198,404,729	-323%
Royalties from Leasing MVD Data	\$701,327	\$573,558	\$6,500,171	\$6,860,339	(\$360,169)	-5%
Other programs	\$107,785,184	\$104,340,283	\$643,014,046	\$410,184,490	\$232,829,557	57%
<b>TOTAL:</b>	<b>\$1,126,559,180</b>	<b>\$906,362,102</b>	<b>\$9,060,290,953</b>	<b>\$8,994,777,209</b>	<b>\$65,513,743</b>	<b>1%</b>

AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	May	Fiscal YTD
Collections Goal	\$20,120,272	\$221,322,995
Actual Collections	\$17,488,336	\$204,847,891
Percent of Goal	87%	93%
Performance Measures	May	Fiscal Year-End Goal
Collections Against Prior Year Receivables	17%	23%
Collections Against Current Year Assessments	30%	65%
Compliance	May	Fiscal YTD
Bankruptcy Collections	\$182,364	\$2,669,434
Bankruptcy Proofs #	20	437
Levy Recoveries	\$583,754	\$6,255,627
Audits in Progress	May	Fiscal YTD
# Rec'd for Review	204	2,078
# Assessed	226	2,315
Amount Assessed	\$3,717,034	\$56,351,524

MOTOR VEHICLE DIVISION (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time and Customer Satisfaction</b>	
Customer Arrivals (total)	48,460
Average Wait Time	0:09:00
Customer Satisfaction (percentage good/excellent)	99%
<b>Call Center Incoming Calls, Average Abandon Rate</b>	
Calls Coming In (total)	39,101
Abandon Rate	51%
Average Wait Time	0:19:51
Customer Satisfaction Average (scale; 1-100; higher is better)	0%
<b>Average Insured Rate</b>	
Average Insured Rate	92%

PROTEST OFFICE					
Activity	Total	Audit	Non-Audit	%Audit	
Beginning Balance	853	307	546	36%	
Number of Protests Received	245	29	216	12%	
Informal Conference Requested	1	0	1	0%	
Protest Deficient	8	1	7	0%	
Protests Acknowledged	33	21	12	64%	
Protests Acknowledged/Closed	77	5	72	6%	
Protests Closed	38	9	29	24%	
Protest Invalid	34	6	28	18%	
<b>Ending Inventory</b>	<b>A</b>	<b>943</b>	<b>315</b>	<b>628</b>	<b>33%</b>
Ending Inventory Dollar Amount		\$547,655,414	\$113,507,985	\$434,147,429	21%
<b>Legal Working-Atty. Assigned</b>	<b>B</b>	<b>368</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>734</b>			

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro	GenTax		
Open	1,798	Total in SQR on 05/01/21	212
Resolved	1,517	New	30
<b>Total</b>	<b>281</b>	Resolved	27
		<b>Total SQRs on 05/31/21</b>	<b>215</b>

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TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
May	Tax Evasion/Embezzlement Personnel	As scheduled trial for a Roswell resident charged with Embezzlement and Tax Evasion was vacated with Defense Counsel requesting a continuance which was granted by the court. Case is being prosecuted out of the Fifth Judicial District. Special Agent graduated from the New Mexico Law Enforcement Academy.	Ongoing

PERSONAL INCOME TAX (RPD)					
Returns Processed	May-21	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	6,038	31,583	0	4%	
E-filed Returns	149,430	863,445	0	97%	
Total	155,468	895,028	5,806		1%
Refunds Issued	May-21	May 21\$	YTD Count	% YTD	YTD \$
Paper Check	142,826	\$53,207,863	353,611	16%	\$130,128,864
Direct Deposit	653,101	\$372,238,278	1,803,396	84%	\$1,046,389,236
Total	795,927	\$425,446,141	2,157,007		\$1,176,518,099
Payments Received	May-21	May 21\$	YTD Count	% YTD	YTD \$
Check	55,751	\$127,577,767	164,936	70%	\$285,319,796
ACH	46,015	\$48,103,767	99,935	30%	\$104,745,659
Total	101,766	\$175,681,534	264,871		\$390,065,455

OFFICE OF INTERNAL AUDIT (OIA)		
Description	May	YTD
Audits & Special Project carry-over from FY 2020		2
Procedures carry-over from FY 2020		19
FY 2021 Internal Audits Assigned	2	24
FY 2021 Special Projects Assigned	0	0
Procedures Assigned	8	59
Revised Procedures	0	4
<b>Total YTD:</b>	<b>108</b>	
Closed		
Internal Audits	0	19
Special Projects	0	0
Procedures	1	24
Revised Procedures	0	4
Cancelled	2	9
<b>Total Completed:</b>	<b>56</b>	
Audits Month End Status		
Field Work	3	
Report-Draft	0	
Awaiting Responses	2	
Hold	0	
<b>Subtotal:</b>	<b>5</b>	
Special Projects Month End Status		
Hold	0	
<b>Subtotal:</b>	<b>0</b>	
Procedures Month End Status		
Open	20	
Management Review	1	
Sent for Signatures	6	
Pending	10	
Hold	10	
<b>Subtotal:</b>	<b>47</b>	
<b>Closed and Month End Statuses Total YTD:</b>	<b>108</b>	

**For Taxpayer Assistance:**  
**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](mailto:mvd.closure@state.nm.us)

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	7,500	3,391	45%	Cumulative
Scheduled Delinquent Tax Sales	0	0	0%	Current
Delinquent Tax Sales Held # Counties	0	0	0%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$ 20,000,000,000	\$30,052,866,311	150%	Cumulative
Number Of Companies Reporting	600	563	94%	
Returns Submitted/Completed	600	563	94%	
Appraisals				
Draft Assessor Evaluations Completed	33	27	82%	Cumulative
Assessor Evaluations Completed	33	0	0%	
Appraisals/Reviews Performed	75	52	69%	
Number of Protest Hearings Heard	250	23	9%	