

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
Business Taxes (GRT, etc)	\$567,568,761	\$535,083,761	\$1,723,516,513	\$1,357,565,116	\$365,951,397	
Oil & Gas Taxes	\$252,295,830	\$94,863,133	\$675,314,281	\$206,544,659	\$468,769,622	227%
CFT/MVET/Weight Distance Taxes	\$68,990,825	\$63,621,099	\$232,607,450	\$213,542,397	\$19,065,054	9%
Personal Income Tax	\$31,986,859	\$55,381,784	\$221,076,769	\$489,273,148	(\$268,196,379)	-55%
Corporate Income Tax	\$12,194,006	\$19,142,250	\$40,702,675	\$47,765,071	(\$7,062,396)	-15%
Royalties from Leasing MVD Data	\$655,593	\$587,003	\$1,891,554	\$1,702,763	\$188,792	11%
Other programs	\$23,530,093	\$18,379,918	\$167,340,980	\$178,865,623	(\$11,524,643)	-6%
<b>TOTAL:</b>	<b>\$957,221,967</b>	<b>\$787,058,949</b>	<b>\$3,062,450,222</b>	<b>\$2,495,258,776</b>	<b>\$567,191,445</b>	

MOTOR VEHICLE DIVISION (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average Wait Time and Customer Satisfaction</b>	
Customer Arrivals (total)	60,500
Average Wait Time	0:08:19
Customer Satisfaction (percentage good/excellent)	99%
<b>Call Center Incoming Calls, Average abandon Rate, and Average</b>	
Calls Coming In (total)	32,950
Abandon Rate	40%
Average Wait Time	0:10:08
Customer Satisfaction Average (scale; 1-100; higher is better)	0.00%
<b>Average Insured Rate</b>	
Average Insured Rate	91%

Activity	Total	Audit	Non-Audit	%Audit	
Beginning Balance	956	299	657	31%	
Number of Protests Received	244	10	234	4%	
Informal Conference Requested	5	0	5	0%	
Protest Deficient	9	4	5	0%	
Protests Acknowledged	36	5	31	14%	
Protests Acknowledged/Closed	169	6	163	4%	
Protests Closed	40	11	29	28%	
Protest Invalid	31	3	28	10%	
<b>Ending Inventory</b>	<b>A</b>	<b>965</b>	<b>287</b>	<b>30%</b>	
Ending Inventory Dollar Amount		\$567,976,168	\$106,519,614	\$461,456,555	19%
<b>Legal Working-Atty. Assigned</b>	<b>B</b>	<b>358</b>			
Legal (Case waiting on Decision from the hearing and/or courts)	<b>C</b>	171			
<b>Inventory in Protest Office</b>	<b>D=A-(B-C)</b>	<b>778</b>			

AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	SEPT	Fiscal YTD
Collections Goal	\$23,194,708	\$69,584,125
Actual Collections	\$13,778,352	\$44,821,805
Percent of Goal	59%	64%
Performance Measures	SEPT	Fiscal YTD Goal
Collections Against Prior Year Receivables	Report unavailable.	20%
Collections Against Current Year Assessments		60%
Compliance	SEPT	Fiscal YTD
Bankruptcy Collections	\$221,488	\$809,309
Bankruptcy Proofs #	29	81
Levy Recoveries	\$930,558	\$2,408,350
Audits in Progress	SEPT	Fiscal YTD
# Rec'd for Review	145	353
# Assessed		
Amount Assessed		Report unavailable.

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro	GenTax		
Open	1,694	Total in SQR on 09/01/21	260
Resolved	1,454	New	35
<b>Total</b>	<b>240</b>	Resolved	25
		<b>Total SQRs on 09/30/21</b>	<b>270</b>

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TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
September	Tax Fraud/Evasion	A case investigated concurrently with Bernalillo County Sheriff's Office of two Albuquerque residents resulted in the referral of (2) Counts of Tax Fraud and two (2) Counts of Tax Evasion. Case was referred to the Second Judicial District.	Ongoing
	Search Warrant	TFID Special Agents (SAs) assisted NM Gaming Control Board SAs in executing a Search Warrant on a Rio Rancho residence suspected of housing an illegal gambling ring.	

OFFICE OF INTERNAL AUDIT (OIA)		
Description	SEPT	YTD
Audits & Special Project carry-over from FY 2021		2
Procedures carry-over from FY 2021		51
FY 2022 Internal Audits Assigned	0	1
FY 2022 Special Projects Assigned	0	0
Procedures Assigned	0	5
Revised Procedures	0	0
<b>Total YTD:</b>		59
Closed		
Internal Audits	0	2
Special Projects	0	0
Procedures	5	22
Revised Procedures	0	0
Cancelled	0	1
<b>Total Completed:</b>		25
Audits Month End Status		
Open	0	
Report-Draft	1	
Awaiting Responses	0	
Hold	0	
<b>Subtotal:</b>		1
Special Projects Month End Status		
Hold	0	
<b>Subtotal:</b>		0
Procedures Month End Status		
Open	19	
Management Review	1	
Sent for Signatures	0	
Pending	6	
Hold	7	
<b>Subtotal:</b>		33
<b>Closed and Month End Statuses Total YTD:</b>		59

**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

PERSONAL INCOME TAX (RPD)					
Returns Processed	Sep-21	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	837	33,871	0	4%	
E-filed Returns	9,672	891,554	0	96%	
<b>Total</b>	<b>10,509</b>	<b>925,425</b>	<b>1,937</b>		<b>0.20%</b>
Refunds Issued	Sep-21	Sept 21\$	YTD Count	% YTD	YTD \$
Paper Check	161,912	\$65,267,736	968,357	18%	\$366,959,912
Direct Deposit	686,837	\$402,814,623	4,493,475	82%	\$2,597,768,500
<b>Total</b>	<b>848,749</b>	<b>\$468,082,359</b>	<b>5,461,832</b>		<b>\$2,964,728,412</b>
Payments Received	Sep-21	Sept 21\$	YTD Count	% YTD	YTD \$
Check	31,875	\$57,143,283	241,725	74%	\$408,499,641
ACH	10,985	\$13,097,450	138,634	26%	\$145,544,471
<b>Total</b>	<b>42,860</b>	<b>\$70,240,733</b>	<b>380,359</b>		<b>\$554,044,103</b>

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	10,000	4,166	42%	Cumulative
Scheduled Delinquent Tax Sales	33	9	27%	Current
Delinquent Tax Sales Held # Counties	33	2	6%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$20,000,000,000	\$30,369,782,840	152%	Cumulative
Number Of Companies Reporting	600	571	95%	
Returns Submitted/Completed	600	566	94%	
Appraisals				
Draft Assessor Evaluations Completed	33	33	100%	Cumulative
Assessor Evaluations Completed	33	33	100%	
Appraisals/Reviews Performed	75	75	100%	
Number of Protest Hearings Heard	250	165	66%	