

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/  
TFID/Vince Mares

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

PROPERTY TAX DIVISION (PTD)				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	10,000	863	9%	Cumulative
Scheduled Delinquent Tax Sales	33	2	0%	Current
Delinquent Tax Sales Held # Counties	33	0	0%	Cumulative
State Assessed				
Full Value of Assessed Properties	\$20,000,000,000	\$1,330,184,253	7%	Cumulative
Number Of Companies Reporting	600	461	77%	
Returns Submitted/Completed	600	60	10%	
Appraisals				
Draft Assessor Evaluations Completed (May)	33	0	0%	Cumulative
Assessor Evaluations Completed (June)	33	0	0%	
Appraisals/Reviews Performed	75	15	20%	
Number of Protest Hearings Heard	250	3	1%	

PERSONAL INCOME TAX (RPD)					
Returns Processed	Mar-22	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	9,878	15,587		3%	
E-filed Returns	556,674	556,674	7,617	97%	1%
<b>TOTAL:</b>	<b>566,552</b>	<b>572,261</b>			
Refunds Issued	Mar-22	Mar Count	YTD Count	% YTD	YTD \$
Direct Deposit	\$251,998,598	367,755	690,154	82%	\$68,009,917
Paper Check	\$39,946,310	89,037	147,979	18%	\$486,478,083
<b>TOTAL:</b>	<b>\$291,944,908</b>	<b>456,792</b>	<b>838,133</b>		<b>\$554,488,000</b>
Payments Received	Mar-22	Mar Count	YTD Count	% YTD	YTD \$
Check	21,629	\$25,243,934	54,564	57%	\$38,076,243
ACH	19,843	\$15,282,104	40,381	43%	\$40,224,787
<b>TOTAL:</b>	<b>41,472</b>	<b>\$40,526,038</b>			<b>\$78,301,030</b>

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance	992	264	728	27%
Number of Protests Received	144	9	135	6%
Informal Conference Requested	7	4	3	57%
Protest Deficient	5	0	5	0%
Protests Acknowledged	22	11	11	50%
Protests Acknowledged/Closed	94	3	91	3%
Protests Closed	29	10	19	34%
Protest Invalid	31	1	30	3%
Ending Inventory	<b>A</b> 982	259	723	26%
Ending Inventory Dollar Amount	\$563,996,176	\$98,674,103	\$465,322,072	18%
Legal Working-Atty. Assigned	<b>B</b> 338			
Legal (Case waiting on Decision from the hearing and/or courts)	<b>C</b> 159			
Inventory in Protest Office	<b>D=A-(B-C)</b> 803			
District Courts Cases	18			

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro	GenTax		
Open	2,636	Total SQRs on 03/01/22	374
Resolved	2,434	New	53
<b>Total</b>	<b>202</b>	Resolved	46
		<b>Total SQRs on 03/31/22</b>	<b>381</b>

AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	March	Fiscal YTD
Collections Goal	\$19,626,292	\$176,636,625
Actual Collections	\$24,127,607	\$180,861,678
Percent of Goal	123%	102%
Performance Measures	March	Fiscal Year-End Goal
Collections Against Prior Year Receivables	12%	20%
Collections Against Current Year Assessments	37%	60%
Compliance	March	Fiscal YTD
Bankruptcy Collections	\$306,247	\$3,729,883
Bankruptcy Proofs #	25	224
Levy Recoveries	\$1,484,189	\$8,918,164
Audits in Progress	March	Fiscal YTD
# Rec'd for Review	113	943
# Assessed		Report unavailable.
Amount Assessed		

\*Measures exclude business taxes, post V12 upgrade.

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

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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)	\$290,428,009	\$71,024,675	\$5,053,953,692	\$4,032,990,411	\$1,020,963,281	25%
Oil & Gas Taxes	\$319,509,794	\$143,394,534	\$2,631,421,609	\$968,164,740	\$1,663,256,869	172%
CFT/MVET/Weight Distance Taxes	\$63,087,114	\$59,764,656	\$675,213,096	\$616,896,554	\$58,316,543	9%
Personal Income Tax	\$222,784,411	\$278,703,323	\$872,504,954	\$1,049,700,831	(\$177,195,877)	-17%
Corporate Income Tax	\$2,732,322	(\$1,717,615)	\$98,402,720	\$97,509,995	\$892,725	1%
Royalties from Leasing MVD Data	\$618,402	\$632,408	\$5,582,881	\$5,181,019	\$401,862	8%
Other programs	\$24,727,882	\$8,054,559	\$529,707,308	\$481,007,809	\$48,699,498	10%
<b>TOTAL:</b>	<b>\$923,887,934</b>	<b>\$559,856,540</b>	<b>\$9,866,786,260</b>	<b>\$7,251,451,359</b>	<b>\$2,615,334,901</b>	<b>36%</b>

MOTOR VEHICLE DIVISION (MVD)	
Metric Measure	Results
<b>Field Office Arrivals, Average</b>	
Customer Arrivals (total)	69,787
Average Wait Time	0:05:22
Customer Satisfaction (percentage good/excellent)	99%
<b>Call Center Incoming Calls, Average</b>	
Calls Coming In (total)	28727
Abandon Rate	31%
Average Wait Time	0:09:13
Customer Satisfaction Average (scale; 1-100; higher is better)	N/A
<b>Average Insured Rate</b>	
Average Insured Rate	91%

**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)

TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
February	Tax Fraud	An ABQ resident charged with 36 Counts of Gross Receipts Tax Fraud, who plead No Contest to two Felony Counts of 3rd Degree Tax Fraud, agreed to a conditional discharge with full restitution amount of \$162,534.06, inclusive of taxes and interest. The 2nd Judicial District prosecuted the case. A Potential GRS and PIT Criminal Tax Fraud Case was opened on a Los Lunas resident for under-reported 1099Ks. A Potential PIT Criminal Tax Fraud Case was opened on a Tucumcari resident for under-reported 1099Ks.	Ongoing

OFFICE OF INTERNAL AUDIT (OIA)		
Description	March	YTD
Audits & Special Project carry-over from FY 2021		2
Procedures carry-over from FY 2021		51
FY 2022 Internal Audits Assigned	1	3
FY 2022 Special Projects Assigned	0	0
Procedures Assigned	3	13
Revised Procedures	1	1
<b>Total YTD:</b>		<b>70</b>
<b>Closed</b>		
Internal Audits	0	2
Special Projects	0	0
Procedures	3	33
Revised Procedures	0	1
Cancelled	0	1
<b>Total Completed:</b>		<b>37</b>
<b>Audits Month End Status</b>		
Open		2
Report-Draft		0
Awaiting Responses		1
Hold		0
Subtotal:		3
<b>Special Projects Month End Status</b>		
Hold		0
Subtotal:		0
<b>Procedures Month End Status</b>		
Open		15
Management Review		0
Sent for Signatures		0
Pending		8
Hold		7
Subtotal:		30
<b>Closed and Month End Statuses Total YTD:</b>		<b>70</b>