

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/Lydia VanOrman
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

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

PROTEST OFFICE					
Activity	Total	Audit	Non-Audit	%Audit	
Beginning Balance	982	259	723	26%	
Number of Protests Received	118	11	107	9%	
Informal Conference Requested	2	0	2	0%	
Protest Deficient	1	0	1	0%	
Protests Acknowledged	1	0	1	0%	
Protests Acknowledged/Closed	70	0	70	0%	
Protests Closed	38	15	23	39%	
Protest Invalid	26	1	25	4%	
Ending Inventory	A	966	254	712	26%
Ending Inventory Dollar Amount		\$570,828,004	\$95,816,113	\$475,011,892	17%
Legal Working-Atty. Assigned	B	331			
Legal (Case waiting on Decision from the hearing and/or courts)	C	159			
Inventory in Protest Office	D=A-(B-C)	794			
District Courts Cases		18			

INFORMATION TECHNOLOGY DIVISION (ITD)			
ServicePro	GenTax		
Open	1,799	Total SQRs on 04/01/22	381
Resolved	1,564	New	33
Total	235	Resolved	33
		Total SQRs on 04/30/22	381

ASD FINANCIAL DISTRIBUTION BUREAU (FSB)						
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)	\$198,036,422	\$180,429,900	\$5,251,990,114	\$4,213,420,311	\$1,038,569,803	25%
Oil & Gas Taxes	\$359,826,503	\$169,446,665	\$2,991,248,111	\$1,137,611,405	\$1,853,636,707	163%
CFT/MVET/Weight Distance Taxes	\$67,220,827	\$65,705,944	\$742,433,923	\$682,602,498	\$59,831,426	9%
Personal Income Tax	\$426,820,513	\$220,923,403	\$1,299,325,467	\$1,270,624,233	\$28,701,234	2%
Corporate Income Tax	\$80,423,550	(\$9,064,375)	\$178,826,270	\$88,445,621	\$90,380,649	102%
Royalties from Leasing MVD Data	\$589,855	\$617,824	\$6,172,737	\$5,798,843	\$373,893	6%
Other programs	\$45,021,223	\$54,221,053	\$574,728,531	\$535,228,862	\$39,499,669	7%
TOTAL:	\$1,177,938,893	\$682,280,414	\$11,044,725,153	\$7,933,731,772	\$3,110,993,381	39%

OFFICE OF INTERNAL AUDIT (OIA)		
Description	April	YTD
Audits & Special Project Carry-Over From FY 2021		2
Procedures Carry-Over From FY 2021		51
FY 2022 Internal Audits Assigned	1	4
FY 2022 Special Projects Assigned	0	0
Procedures Assigned	1	14
Revised Procedures	0	1
Total YTD:	72	
Closed		
Internal Audits	1	3
Special Projects	0	0
Procedures	0	33
Revised Procedures	0	1
Cancelled	0	1
Total Completed:	38	
Audits Month End Status		
Open	1	
Background Research	1	
Report-Draft	0	
Awaiting Responses	1	
Hold	0	
Subtotal:	3	
Special Projects Month End Status		
Hold	0	
Subtotal:	0	
Procedures Month End Status		
Open	15	
Management Review	0	
Sent for Signatures	0	
Pending	8	
Hold	8	
Subtotal:	31	
Closed and Month End Statuses Total YTD:	72	

**Monthly Executive Dashboard
APRIL 30, 2022**

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AUDIT AND COMPLIANCE DIVISION (ACD)		
Collections	April	Fiscal YTD
Collections Goal	\$19,626,292	\$196,262,917
Actual Collections	\$18,412,923	\$199,274,601
Percent of Goal	94%	102%
Performance Measures	April	Fiscal Year-End Goal
Collections Against Prior Year Receivables	13%	20%
Collections Against Current Year Assessments	38%	60%
Compliance	April	Fiscal YTD
Bankruptcy Collections	\$315,083	\$4,044,966
Bankruptcy Proofs #	30	254
Levy Recoveries	\$1,552,275	\$10,470,439
Audits in Progress	April	Fiscal YTD
# Rec'd for Review	61	1,004
# Assessed		1,173
Amount Assessed		\$48,231,310
*Measures do not include business taxes, post V12 upgrade		

PERSONAL INCOME TAX (RPD)					
Returns Processed	April \$\$	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	\$10,420	26,007		3%	
E-filed Returns	\$281,928	838,602	35,033	97%	4%
TOTAL:	\$292,348	864,609			
Refunds Issued	April \$\$	Apr Count	YTD Count	% YTD	YTD \$
Direct Deposit	\$331,854,892	504,147	286,021	19%	\$128,214,280
Paper Check	\$60,204,363	138,042	1,194,301	81%	\$818,332,975
TOTAL:	\$392,059,255	642,189	1,480,322		\$946,547,255
Payments Received	April \$\$	Apr Count	YTD Count	% YTD	YTD \$
Check	\$91,359	253,621,481	145,923	59%	\$291,697,724
ACH	\$62,563	95,217,813	102,944	41%	\$135,442,600
TOTAL:	\$153,922	348,839,294	248,867		\$427,140,324

TAX FRAUD INVESTIGATION DIVISION (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
April	Tax Fraud	A General Criminal Investigation was opened on a Gallup resident for potential Tax Fraud. The case is in the 11th Judicial District.	Ongoing

MOTOR VEHICLE DIVISION (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time and Customer Satisfaction	
Customer Arrivals (total)	62,406
Average Wait Time	0:05:41
Customer Satisfaction (percentage good/excellent)	99%
Call Center Incoming Calls, Average Abandon Rate, & Average Wait Time	
Calls Coming In (total)	26,078
Abandon Rate	38%
Average Wait Time	0:10:46
Customer Satisfaction Average (scale; 1-100; higher is better)	N/A
Average Insured Rate	
Average Insured Rate	91%

PROPERTY TAX DIVISION				
Delinquent Taxes	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	10,000	1,167	12%	Cumulative
Scheduled Delinquent Tax Sales	33	4	12%	Cumulative
Delinquent Tax Sales Held # Counties	0	0		Cumulative
State Assessed				
Full Value of Assessed Properties	\$20,000,000,000	\$17,349,426,601	87%	Cumulative
Number Of Companies Reporting	600	477	80%	
Returns Submitted/Completed	600	233	39%	
Appraisals				
Draft Assessor Evaluations Completed	33	7	21%	Cumulative
Assessor Evaluations Completed	33	0	0%	
Appraisals/Reviews Performed	75	18	24%	
Number of Protest Hearings Heard	250	3	1%	