

Promoting Equity Across New Mexico

The Challenge

For years, the New Mexico Taxation and Revenue Department Property Tax Division (PTD) struggled with the lack of a comprehensive data management system to yield a clear picture of tax oversight. Paper-based forms, inconsistent data submission protocol, and disjointed processes complicated the department's statutory duty to ensure fair and equitable property taxation. What's more, the deficiency in both data and automated workflows required staff to travel across the state to monitor each assessor's performance, pulling them away from their focus on the big picture. When the COVID pandemic restricted travel, this approach was not only inefficient, but it was also impossible.

The Solution

Catalis' property tax oversight system gave PTD the ability to automate its workflows, supporting the development of a comprehensive property data warehouse. Implementing streamlined workflows across PTD has given rise to increased productivity, reduced errors, and precise metrics to promote transparency, equity, and fairness in property taxation. Integrating industry best practices have further improved PTD's ability to better serve the citizens of New Mexico. Through ongoing systems management and support, Catalis allows New Mexico's Taxation and Revenue Department to pursue fair and equitable property taxation through smarter data management.

The Results



75% Increase

in electronic filings



70% Reduction

in travel time for assessor reviews



8 Million

property records warehoused

"Implementing Catalis to automate our workflows and build our property data warehouse has enabled our staff to focus on the big picture: taking actionable steps to promote equity across the state. The ongoing support and training for our team, and the local governments that use the system, is unparalleled."

Santiago Chavez

Director of Property Tax
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