



STATE OF NEW MEXICO
Taxation and Revenue Department
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Susana Martinez
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Governor Martinez Special Guest at MVD Community Appreciation Day in Carlsbad

CARLSBAD – Governor Martinez will attend the first MVD Community Appreciation Day in Carlsbad this Saturday to congratulate MVD staff and community leaders for working together to improve customer service by cutting down on the wait times at its Carlsbad office from more than 90 minutes to about four minutes in a four-month period.

“MVD was able to reduce wait times for customers in their Carlsbad office by using existing staff more efficiently and providing necessary tools to employees without seeking additional resources,” said Governor Martinez. This is another example of how governmental agencies can work smarter with existing resources, especially in these tough economic times. I want to congratulate MVD and its Carlsbad staff for being good stewards of taxpayer dollars.”

“We implemented a new management tool as a pilot project here in Carlsbad MVD office to improve overall operational efficiencies and reduce wait times for customers,” Demesia Padilla, Cabinet Secretary for the New Mexico Taxation and Revenue Department that oversees MVD said. “It worked. The Carlsbad office went from the worst performing field office in the state last year to the best performing office this year.”

“The dramatic improvement in wait times and customer satisfaction in our Carlsbad office was very much a joint effort between MVD staff and the Carlsbad Community,” Mark Williams, MVD Director said. “We listened when the community told us that we needed to open earlier and to remain open during lunch. Both of those requests were implemented. All in all, MVD would like to thank the Carlsbad community for working with us to improve. We’re holding MVD Appreciation Day to celebrate our collective success.”

MVD Appreciation Day in Carlsbad will take place this Saturday, May 4th from noon until 2 PM. The public is invited, and a free BBQ lunch and refreshments will be served, compliments of the New Mexico Franchise Auto Dealers Association, Krumland Auto Group and the city of Carlsbad. No taxpayer dollars will be used for this event.

Secretary Padilla said that the lessons learned from Carlsbad MVD operations will be implemented at MVD offices statewide where the customer wait times are too high, and that MVD will hold MVD Community Appreciation Day events throughout New Mexico, as community by community, MVD works to deliver better service to the motoring public.

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