



New Mexico
Taxation and Revenue Department

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STATE OF NEW MEXICO
Taxation and Revenue Department
An Equal Opportunity Employer

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MVD Offers New Online Service to Answer That Persistent Question, “Where’s My Driver’s License?”

SANTA FE – The State Motor Vehicle Division is offering a new feature on its website (www.mvd.newmexico.gov) that will allow individuals who have been issued temporary paper licenses to go online and check the status of their permanent drivers’ licenses and identification cards.

“This new application provides our customers with a real-time answer to that persistent question from those holding a temporary paper license, ‘Where is my permanent license?’” said Rick Homans, Secretary of New Mexico Taxation & Revenue Department. “We are hopeful this will be a useful service to customers and will reduce the volume of calls we receive at our call center and field offices.”

Since April 2008, the State began using a new secure driver's license to protect New Mexicans from identity theft, along with addressing other security concerns. Customers are issued a temporary paper license valid for 45 days when they come in to apply for a new driver’s license or renew their existing licenses. MVD then runs the customer information through a security check to ensure they have no driving violations, have valid insurance and have been current with child support payments, if applicable. The same procedure is also used to issue identification cards.

It usually takes about two weeks before customers receive their permanent driver’s license or IDs in mail. The current drivers’ licenses and identification cards have 12 security features that not only protect customers from identity thefts, but also help law enforcement agencies, bars, restaurants, businesses and banks to easily detect fake drivers’ licenses and identification cards.

In 2009, MVD issued nearly 70,000 new drivers’ licenses and renewed an additional 315,000 drivers’ licenses; and issued over 35,000 new ID cards and renewed an additional 33,000 ID cards.

“We receive on an average between 2,000 and 3,000 phone calls each week from customers enquiring about the status of their drivers’ licenses,” said Michael Sandoval, Director of Motor Vehicle Division. “With this new service our customers could log on anytime and from anywhere to track the status without having to call us.”

The link to “Where’s My License” is on the front page under “How do I…” as well as on the drop-down menu for the Driver pages when you visit MVD website – www.mvd.newmexico.gov. It tells customers if their drivers’ licenses are in the verification, processing or mailing stages.

This new service is part of a larger program, DRIVE MVD (Delivering Results, Innovation, Value and Efficiency), that will provide a multi-year focus on improved customer service and providing different and practical options to New Mexicans when dealing with MVD.

Recently, MVD unveiled its new website (www.mvd.newmexico.gov) that allows customers to renew their vehicle registrations online at a discount, check estimated wait times at most state-run MVD offices, download, fill and print most commonly used forms before visiting an MVD offices and access accurate and detailed information on MVD transactions.