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Taxation and Revenue Department

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STATE OF NEW MEXICO  
**Taxation and Revenue Department**  
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## **New "DRIVE MVD" Initiative Puts Customers In The Driver's Seat**

**"Remember - there's no line when you go online."**

ALBUQUERQUE - The New Mexico Motor Vehicle Division (MVD) today unveiled its new web site ([www.mvd.newmexico.gov](http://www.mvd.newmexico.gov)) and announced a series of initiatives designed to improve customer service, including discounts for online registration renewals and Fast-Track service in field offices for people at least 75 years old and those customers with quick transactions.

The programs are part of a larger initiative, DRIVE MVD (Delivering Results, Innovation, Value and Efficiency) that will provide a multi-year focus on improved service, according to Rick Homans, Secretary of the New Mexico Taxation and Revenue Department, who oversees the MVD.

"DRIVE MVD is all about putting customers in the driver's seat so they have more options when they do business with MVD and it's our commitment to provide better customer service when they visit our field offices," said Secretary Homans. "We want our customers to remember - there's no line when you go online."

MVD customers can now go online and do the following:

- Renew their vehicle registrations at a five percent discount off the base rate. Although the user must pay the credit card company a \$1.25 service fee, every user will realize a discount, and it will increase for multi-year registrations or registrations of several vehicles at once.
- Check estimated wait times at most state-run MVD offices so they can plan their trips accordingly. This is real time information from field offices.
- For the five most commonly used forms (Parking placard for physically challenged; Change of address; Confidential records release; Bill of sale; Application for personalized and specialty plates), go on line, download the forms, fill them out and print them. When they take the form into the office, the transaction will go faster with fewer errors.
- Go to one source to obtain accurate and detailed information about forms required for licenses, registrations and other MVD services.

"Ultimately, we'd like the public to be able to do everything online," said MVD Director Michael Sandoval. "And while many people will still have to come into the office, we plan on making it a much better experience."

New Mexico MVD is also making the following operational improvements at its field offices as part of the DRIVE MVD initiative:

- Fast Track Services at 13 largest state-run offices to help seniors over 75 years and older and customers seeking the most common and simple transactions.
- Customers can now call ahead of time and make phone appointments at 18 different state-run MVD offices for the following services only: first time driver's license (non-commercial license); first time identification card; first time vehicle title transfer; and driver's license renewals for customers 75 years and over
- To serve more customers and reduce wait times, MVD has started deploying extra part-time staff at its busiest offices during lunch times and at peak periods normally during the beginning and end of the month, and right before holidays.

In the near future, MVD is also planning on allowing customers to take road tests administered by MVD-certified driving schools and use all major credit cards for MVD transactions. In addition, MVD is putting into place a new computer system to replace the 30-year-old system as part of the DRIVE MVD initiative. The new system will be able to handle the vast amount of data necessary to maintain a modern vehicle registration and license program.

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