



Susana Martinez
Governor

Demesia Padilla, CPA
Cabinet Secretary

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Media Contact: Ben Cloutier
Benjamin.Cloutier@state.nm.us

The Taxation and Revenue Department Recognized by Quality New Mexico with Multiple Performance Excellence Achievements

SANTA FE, N.M. – The Motor Vehicle Division and Returns Processing Bureau of the Taxation and Revenue Department have received recognition from the 2015 New Mexico Performance Excellence Awards Program. These achievements represent the progress made by Taxation and Revenue Department to better serve the citizens of New Mexico.

The Motor Vehicle Division received Roadrunner Recognition and the Returns Processing Bureau received Piñon Recognition. The Motor Vehicle Division previously received Piñon Recognition in 2013 and Roadrunner Recognition in 2014.

The Roadrunner Recognition is presented to an organization that has demonstrated progress in building sound and systematic processes and attaining improved outcomes. The Piñon Recognition is presented to an organization that shows evidence that it is in the beginning stages of identifying and using systematic processes and collecting data to reflect early results in areas of most importance. Such organizations have started their performance excellence journey and through their efforts can see longer-term benefits.

“We’re honored by these recognitions, but we will continue on our journey to achieve greater levels of operational efficiencies and customer service,” said Demesia Padilla, Cabinet Secretary for the New Mexico Taxation and Revenue Department. “We’re exploring every available strategic opportunity to ensure that we continue on this path for progress.”

“I also want to thank all our Revenue Processing Division and Motor Vehicle Division employees for their continued hard work and dedication in serving New Mexicans,” said Secretary Padilla.

The Returns Processing Bureau is a unit of the Revenue Processing Division which collects and deposits tax and fee revenues totaling nearly \$7 billion annually. In addition, the division collects and processes certain Motor Vehicle Division records and payments, including motor vehicle citations, DWI records and motor vehicle registrations and stickers. The Revenue Processing

Division provides services to a wide spectrum of the public, individual and business taxpayers, tax practitioners, state, county, municipal governments and the courts. The Revenue Processing Division is comprised of four bureaus: Administrative Resolution and Services Bureau; Data Capture Bureau; Postal Processing Bureau; and the Returns Processing Bureau.

The Motor Vehicle Division is responsible for administering driver's licenses and vehicle registrations in New Mexico. With over 300 team members, Motor Vehicle Division is the largest state retail organization and handles over 1.8 million transactions each year, producing \$350 million in revenue. The Motor Vehicle Division operates 33 field offices and partners with municipalities and private vendors across the state to administer driver services to New Mexicans. The Motor Vehicle Division can be contacted online at www.mvd.newmexico.gov and by phone at 1 (888) 683-4636.

Quality New Mexico's mission is to "Drive Performance Excellence in New Mexico". The non-profit organization provides services of training, assessments, coaching, facilitations, a best practice Learning Summit and public recognition to those who have achieved various levels of performance excellence.

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