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State Motor Vehicle Division Selects Private Retail Agents to Provide Additional Driver & Vehicle Services in Bernalillo, Santa Fe, Dona Ana and Valencia Counties

SANTA FE -- The New Mexico Motor Vehicle Division has awarded contracts to MVD Express and MVD Specialists to provide additional drivers' and vehicle services in Bernalillo, Santa Fe, Dona Ana and Valencia Counties.

MVD Express and MVD Specialists, called private retail agents, will operate a combined 18 offices, including four new locations in Albuquerque, and one new location in Los Lunas.

"These companies are great partners to us at MVD," said Rick Homans, Secretary for the New Mexico Taxation and Revenue Department. "They charge an extra service fee, but customers can take advantage of convenience, evening and weekend operations, and they help to relieve traffic at other state and city MVD locations."

In June, MVD issued a request for proposals (RFP) to provide private retail agents in Bernalillo, Santa Fe, Dona Ana and Valencia Counties. Final contracts were signed today, and are effective February 1, 2010.

MVD Express will operate at seven locations – five existing and two new – in Albuquerque, and one each in Santa Fe, Las Cruces and Los Lunas. MVD Specialists will operate at six locations – four existing and two new – in Albuquerque.

"We look forward to our continued partnership with our private retail agents and we are pleased to provide this added convenience to our customers," said Michael Sandoval, Director of the New Mexico Motor Vehicle Division.

Currently, there are nine private retail agents, including MVD Express and MVD Specialists, providing MVD services across New Mexico. As of February 1, the seven other companies will no longer provide driver and vehicle services as private retail agents, but they may apply for a license from MVD to provide vehicle title and registration services as title service companies. Those seven companies are Rapid MVD, ASAP MVD, New

Mexico Registration Services Inc., Complete Compliance Services, Flynn Enterprises, New Mexico Independent Auto Dealers Association and New Mexico Auto Dealers Association.

MVD Express will operate in the following locations in Albuquerque: 10200 Menaul NE; 4100 Menaul NE, Suite 1C; 4531 Eubank NE; 6271 Riverside Plaza Lane NW, Suite A; 8001 Wyoming Blvd. NE; 4411 San Mateo; and 3410 Hwy 528, Suite 112. In Las Cruces at 3961 East Lohman Suite 20; in Santa Fe at 850 St. Michaels Drive; and in Los Lunas at 1052 Main St. NE.

MVD Specialists will operate in the following locations in Albuquerque: 5728 Edith Blvd.; 901 Eubank NE; 1625 Rio Bravo; 110 98th Street; Shops at Paseo and Coors, 9370 Coors Blvd. NW, Suite 1; and 8050 Academy Rd., NE.

The Motor Vehicle Division plans to issue another request for proposals this spring to open MVD private retail agent offices in additional counties.

These initiatives are 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 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 various MVD transactions.