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MVD to keep appointment model, expanded online services
Wait times down significantly since implementation

New Mexico Motor Vehicle Division field offices will continue to operate on an appointment-only basis, which has dramatically improved service times. Additional online services developed since the beginning of the COVID-19 pandemic will continue as well.

MVD implemented the appointment-only model in March 2021 when it resumed full-service operations following a period of limited operations because of the COVID-19 pandemic. Using this new appointment model has significantly reduced wait times. The percentage of customers who wait 30 minutes or less has increased to 94%, and the percentage who wait 10 minutes or less has increased to 60%.

“Customers are finding that booking an appointment at our offices leads to much more efficient service than under the old walk-in model,” said Taxation and Revenue Secretary Stephanie Schardin Clarke. “Most offices have same-day availability, which means we can usually serve even those customers with last-minute needs.”

The easiest way to book an appointment is at www.mvdonline.com, but customers without internet access may call 888-683-4636 to book an appointment. Customers applying for a new license or ID can complete a pre-application online at mvdonline.com, which saves time on the day of their appointment.

MVD also has expanded its self-service options over the past year, so customers don't even need to come into the office for some of the most common transactions. Options include:

- Online at mvdonline.com. Services include renewing driver's licenses and vehicle registrations, updating addresses or insurance information, renewing parking placards, paying citations and more.

- Automated phone service at 888-683-4636. Services include license and vehicle registration renewals, payment of citations and other fees. The automated system accepts credit and debit card payments.
- Self-service kiosks. Kiosks are available at two locations in Albuquerque – the Albertson’s at San Mateo and Montgomery and the Albertson’s at Juan Tabo and Candelaria. Services include vehicle registration renewal (including on-site printing of the new sticker) and citation payments. More kiosk locations may be announced soon.

The Taxation and Revenue Department serves the State of New Mexico by providing fair and efficient tax and motor vehicle services.

The Motor Vehicle Division strives to offer customers convenient channels to conduct their business. MVD regularly adds to services offered online and through convenient retail kiosks.

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