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Governor Martinez Launches MVD Mobile Unit

SANTA FE, N.M. – Today, Governor Susana Martinez launched the MVD Mobile Unit. The Mobile Unit will act as a temporary MVD Field Office in rural communities without permanent offices and will serve customers in field office overflow situations.

“Our mission is to improve customer service for all New Mexicans and the Mobile Unit gives us the opportunity to better serve our rural communities and decrease customer wait times,” said Governor Susana Martinez. “This initiative combines our goals of making state government more efficient and improving our service to the public.”

The MVD Mobile Unit will meet the demand for driver and vehicle services in towns and communities, around the state, where customers are currently driving long distances to reach an MVD. The Mobile Unit will act as a full service MVD field office, providing a full range of driver and vehicle services.

“The Mobile Unit was born from the Governor’s initiative to make state Government more efficient,” said Will Duran Director of the New Mexico Motor Vehicle Division. “The Mobile Unit will reduce costs to the state by serving communities that need MVD services without opening a costly office in each community.”

The Mobile Unit will serve 4 people at a time with a "lobby" area for an additional 8, serving between 100-150 customers per day. It also has a wheel chair lift that makes it handicap accessible.

In recent years, MVD has made enormous improvements in customer service. MVD recently rolled out the Tapestry Project, which replaces the MVD’s 25-year-old computer system.

Since implementation, wait times have decreased dramatically and customer satisfaction is at an all-time high.

Tapestry aims to create a customer-centric system that will modernize MVD and create an efficient and helpful environment for customers.

“MVD now has process improvement tools in place, which show that 98 percent of customers have a positive experience in each of our offices,” said Secretary Padilla. “Wait times are down, customer satisfaction is up, and customer-centric improvements, like the Mobile Unit, are serving as a model for good government in New Mexico.”

The Mobile Unit will first visit the communities of Abiquiu, Angel Fire, Dulce, and Capitan. To find the schedule for the MVD Mobile Unit, please visit www.mvd.newmexico.gov.

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

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