

RE: Authorized Personnel in MVD Administrative Offices
Effective date: Immediate

Date: December 4, 2007
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

Only MVD and other TRD employees and contract personnel are routinely allowed in the secure areas of MVD administrative offices without escort and without special permission. All others require MVD escort and/or special permission.

PQU#3 (July 28, 2006) provides that only authorized personnel are allowed behind field office counters and in break rooms. This PQU focuses on MVD's administrative offices, including Central Administration as well as Dealers, Commercial Vehicles and other non-field-office locations. Its intention is to protect both the confidential information of our customers and the personal security of MVD personnel.

Those for whom special permission and/or escorts are required include:

- Children and relatives of MVD employees are allowed for brief visits of no more than a few minutes, and only while accompanied by the employee.
- Any such visit lasting longer than a few minutes must be approved in advance by the Director or a Deputy Director; and the child or relative must be accompanied by the employee at all times.
- A prior MVD employee who left on good terms may visit as long as he or she is accompanied by an MVD employee escort.
- A prior MVD employee who left on other than good terms may visit only with prior approval from the Director or a Deputy Director and only if accompanied at all times by an MVD employee escort
- People doing business with MVD are welcome as long as they are accompanied by an MVD employee. However, individuals waiting for transactions to be completed (including our business partners, such as private retail agents and title service companies) should always be asked to wait in the reception area outside the Field Operations Help Desk.

Visitors should never go directly to the office of the MVD employee they are visiting, but should always be directed to check in first with the Director's Office reception area staff; be met there by the MVD employee; and be personally escorted out of the secure MVD office area when the visit is concluded.

No non-MVD visitor should ever be given the key code for entry into an MVD secure area without the specific direction and authorization of the Director or a Deputy Director.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.
