

## MVD Procedural Quick Update

#69

**RE: Readers for Customers with Disabilities**  
**Effective date: Immediate**

Date: June 10, 2008  
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.]*

**Effective immediately, we will accept the statement of a New Mexico Division of Vocational Rehabilitation (DVR) counselor, on DVR letterhead, that a customer has a disability covered by the Americans with Disabilities Act (ADA) and must have the driver's license written exam read to him or her.**

We have always accepted such documentation from the customer's medical provider or school administrator. We will now also accept the statement of a DVR counselor. Accordingly, Chapter 9, Section E of the intranet Driver Procedures Manual has been revised to read as follows:

If a customer requests that someone read the written test for him or her, specific documentation must be provided and approved by the Field Office Manager prior to scheduling a reader for the customer.

If the customer meets the requirements below, the reader must be a MVD Agent, not a family member or friend.

**The disability must be covered by the Americans with Disabilities Act (ADA).**

Illiteracy does not fall under the category of a disability and is not covered by the ADA.

The disability must be documented by the customer's medical provider or a school administrator, or by a New Mexico Division of Vocational Rehabilitation (DVR) counselor. Acceptable documentation is typically a letter on the medical provider's, school's or DVR letterhead explicitly stating that the customer has a disability that is covered by the American Disabilities Act.

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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](mailto:mac.lewis@state.nm.us). Others are encouraged to direct comments or questions directly to Mac Lewis.

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