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## **Motor Vehicle Division Offers New Services to Make Online Appointments in Albuquerque Area**

**SANTA FE** - As an initiative to improve customer satisfaction, the New Mexico Motor Vehicle Division (MVD) is making it easier for citizens to make an online appointment and avoid the inconvenience of standing in line in the Greater Albuquerque Metro Area.

MVD announced today the addition of two new services that have been made available through the Online Appointment Scheduler, <https://secure.mvd.newmexico.gov/mvdappointments/>, an online service that allows individuals the opportunity to schedule appointments at the MVD office near San Mateo and Central in Albuquerque.

The online system now allows individuals to make appointments at the Albuquerque office for a first time New Mexico driver's license and first time New Mexico vehicle title from out of state. This easy to use application allows customers to plan ahead from six to 45 days in advance, and it allows them to choose the most convenient day and time for their appointment.

"The Motor Vehicle Division understands the need for a simpler, easier process when it comes to scheduling appointments," said Governor Susana Martinez. "These new services will allow MVD to improve efficiency even further and serve the needs of its customers – the people of New Mexico."

Using the online system is a simple process and only requires the user to choose an appointment time. Customers are required to enter basic information such as name, phone number, driver's license number, and date of birth. For even greater flexibility, individuals can search for the next available time.

"This is just one example of using technology to decrease wait times in our MVD field offices and improve our operational efficiencies," said Demesia Padilla, Secretary for the Taxation and Revenue Department. "We will use and explore every available smart and cutting-edge technology to improve customer service and satisfaction."

"No one likes to wait in line. Our new web-based appointment system will make it faster and more convenient to visit the MVD, and is one of many new initiatives designed to provide outstanding service to New Mexicans—every customer, every transaction, every time," MVD Director Mark Williams said.

**MVD.NewMexico.gov** is the official Web site of New Mexico's Motor Vehicle Division. The collaborative effort between New Mexico's Motor Vehicle Division and New Mexico Interactive provides online services and improves

public access to government information. New Mexico Interactive is part of eGovernment firm NIC's family of companies.

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