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Survey ranks New Mexico MVD sixth best in nation
Drivers happy with value, wait times

SANTA FE—The New Mexico Motor Vehicle Division is ranked as sixth best in the nation in a new survey by CarInsurance.com.

The company surveyed 2,300 drivers 18 and older from all 50 states on how well they thought their state's motor vehicle agency was doing. Scores were based 40% on overall satisfaction, 20% on accessibility of offices and wait times, 10% on records accuracy, 10% on staff courtesy, 10% on fee structure and 10% on digital experience.

[CarInsurance.com](https://www.carinsurance.com) reported that the top-rated agencies offer excellent digital services.

"This is incredibly gratifying. Our team has been working very hard over the past several years to provide our customers the best possible service we can. Our switch to an appointment model has dramatically improved our service time in field offices, and more and more customers are taking advantage of our growing online offerings," said Motor Vehicle Division Director Htet Gonzales.

New Mexico was rated particularly high on value and wait times.

"New Mexico drivers appreciated the value they were getting for their dollars regarding fees and the generally low wait times. Despite being a sparsely populated state, drivers felt the (MVD) offices were well located and ranked it the top state in the nation for this metric," the site reported.

The top 10 motor vehicle agencies in the survey were:

1. Indiana
2. Alaska
3. Wyoming
4. Arizona
5. Utah
6. **New Mexico**
7. New York

8. Ohio
9. Georgia
10. Idaho

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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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