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MVD adds flexibility to appointment system

Customers can now book appointments as soon as 10 minutes from an opening

SANTA FE – The New Mexico Motor Vehicle Division customers can now book an appointment at any of its field offices as soon as 10 minutes from the time of the transaction, depending on availability.

Appointments are still required at all field offices and are subject to availability. Previously, the system would allow a customer to book an appointment no sooner than two hours from the time of the visit.

“Customers seem to really enjoy the efficiency and predictability of the appointment model since we rolled it out two years ago,” said MVD Director Htet Gonzales. “We hope this added flexibility will be welcomed, as well.”

The system still requires there to be an opening, which is contingent on staffing and other factors.

Appointments can be made online at mydonline.com or by calling 888-683-4636.

The Division still encourages customers to book their appointments as far in advance as possible and to be sure they have all paperwork they’ll need to complete their transactions.

Since implementing the appointment system, wait times in field offices have been cut from an average of 17 minutes to five minutes. About 86% of MVD customers now have their appointment within 10 minutes of arrival, up from about 50% prior to the appointment system.

Customers no longer have the uncertainty of just what they’ll find when they visit an office.

“I love how much more efficient the New Mexico MVD is with the appointment system. It took me less than 15 minutes to renew my license (and I had to do the RealID thing this time!),” said MVD customer Kevin Murray of Albuquerque.

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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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