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Governor Martinez Recognizes State-Leading Customer Satisfaction Rating at Belen MVD

100 Percent Customer Satisfaction Rate in October, All-Time Low Wait Times, Nearly 33,000 New Mexicans Served

Belen, NM – Today, Governor Susana Martinez recognized Belen’s MVD office for their state-leading customer satisfaction rating, boasting 100 percent customer approval for the month of October. The office reduced wait times from more than 50 minutes to less than 9 minutes since 2013 – an all-time low.

“Belen’s MVD has come a long way in the last few years,” said Governor Susana Martinez. “I could not be more proud of the way the staff has pulled together to serve as a model for good government in New Mexico.”

The Governor has implemented a series of reforms at MVD including replacing outdated technology, which slowed down customer service across the state. The new state-of-the-art computer system replaces a 25-year-old system. In addition, MVD has increased online services, installed the MVD customer satisfaction tracking system – [the first of its kind in the United States](#) – and launched management programs to help MVD offices operate more efficiently. These reforms have given MVD employees the tools and training they need to help New Mexicans more effectively.

“Belen has one of the highest performing offices in the state, and it is a result of strong leadership and hard-working employees,” said Demesia Padilla, Cabinet Secretary for the Taxation and Revenue Department. “From the managers down to every employee, the Belen MVD has dedicated itself to good service.”

This recognition comes on the heels of Governor Martinez announcing the launch of the new MVD Mobile Unit. The Mobile Unit is aimed at serving rural communities, which do not have full service MVD offices.

"The Belen MVD is now one of the highest performing MVD offices, experiencing some of the lowest wait times and highest customer satisfaction rating in the state," said Will Duran, Director of the Motor Vehicle Division. "We applaud the work of the Belen MVD to better serve their community."

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