TAXATION & REVENUE
NEW MEXICO

Michelle Lujan Grisham
Governor

Stephanie Schardin Clarke
Cabinet Secretary

Media Contact: Charlie Moore
Charlie.Moore@state.nm.us
(505) 670-5406

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Appointments available at MVD due to expanded capacity

Improving public health conditions in most New Mexico counties have allowed for expanded capacity at Motor Vehicle Division field offices, many of which now have next-day appointment availability.

All services that cannot be completed online are available at most offices. Road tests, however, can be conducted only in "green" or "turquoise" counties.

Appointments are still required and can be made at mvdonline.com using the MVD Direct scheduler. Customers will find a link to the scheduling tool near the top of the home page.

"We want to make sure people know that we're in a much better position to serve them now. Public health is still a top priority in our offices, but we do have much more availability than we did just a month ago," said New Mexico Taxation and Revenue Secretary Stephanie Schardin Clarke.

The new MVD Direct scheduler allows customers to check in by text message from their cars when they arrive for their appointments. They'll then receive a text notification when their number is called.

The number of people allowed in MVD lobbies will continue to be limited. With the exception of counties designated as 'red', customers will no longer be screened at the entrances, but they will agree when making their appointments not to show up if they are exhibiting any symptoms related to COVID-19.

Throughout the pandemic, MVD has worked to move more of its services online to meet customer demand while ensuring COVID-19 safety. About 3,200 transactions per month that used to require in-person service are currently being completed outside of MVD offices due to innovations made by MVD throughout the pandemic.