



Welcome to The State of New Mexico Motor Vehicle Division Partner Model

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MVD Mission:

Outstanding service to the motoring public- every customer, every transaction, every time.

MVD Vision:

National excellence in motor vehicle services and operations.

MVD Purpose:

To license commercial and non-commercial drivers; register and title commercial and non-commercial vehicles and boats; license auto dealers and title service companies; *contract with private partners for selected MVD services*; and assure that MVD work is performed in accordance with the Motor Vehicle Code (Chapter 66, NMSA 1978).

MVD Core Values:

To take care of our customers by taking care of our staff.

To provide a supportive and professional work environment with a focus on teamwork, documented policies and procedures, accountability, person responsibility, employee development, and good communication.

To provide quality customer services that are consistent, timely, accurate, confidential, efficient, and professional.

To value our customers' time by minimizing field office wait times, and by providing *alternative* service delivery channels which eliminate the need to wait in line.

To minimize fraud and opportunities for identity theft.

To meet state and federal requirements with budget parameters.



The State of New Mexico has had “Partner” offices for many years. We are authorized by State Statute to Appoint Agents to perform services on our behalf:

66-2-14 . Appointment of agents; termination. (1995)

- A. Whenever the secretary deems it necessary for the purpose of *effecting economy* in carrying out the functions of the department and *for the purpose of providing necessary service to the people of this state*, the secretary may appoint agents to receive applications for registration, to collect fees and revenues, to issue all licenses or permits and to act for the department in carrying out the duties imposed by law.
- B. The department *may specify the functions or services to be performed* by agents pursuant to Subsection A of this section and *may limit the amount to be paid to such agent by contract*. The department *may terminate* the designation of any agent for failure of the agent to perform to the secretary's satisfaction the agent's duties by notifying the agent of the termination. Agency agreements may provide for the form of notice and the length of the period, if any, between the notice and the effective date of the termination.

History: 1953 Comp., § 64-2-14, enacted by Laws 1978, ch. 35, § 18; 1987, ch. 185, § 1; 1989, ch. 318, § 3; 1995, ch. 135, § 6.



The State of New Mexico Licenses Title Service Companies by State Statute:

- 66-4-1. Dealers, wholesalers and distributors of vehicles and title service companies must be licensed; presumption of conducting business. (2015)
 - A. A person, unless licensed to do so by the department, shall not carry on or conduct the active trade or business of:
 - (1)...(3)...
 - (4) *a title service company. Any person who for consideration prepares or submits applications for the registration of or title to vehicles shall be presumed to be engaging in the business of a title service company.*
 - B. Application for a dealer, wholesaler, distributor or *title service company license* shall be made upon the form prescribed by the department and shall contain the name and address of the applicant and, when the applicant is a partnership, the name and address of each partner or, when the applicant is a corporation, the names of the principal officers of the corporation and the state in which incorporated and the place where the business is to be conducted and the nature of the business and such other information as may be required by the department. Every application shall be verified by the oath or affirmation of the applicant, if an individual, or, in the event an applicant is a partnership or corporation, by a partner or officer of the partnership or corporation. Every application shall be *accompanied by the fee* required by law.
 - C. To ensure that a dealer, wholesaler, distributor or title service company complies with this section, the secretary may apply to a district court of this state to have a person operating without a license as required by this section or operating without the bond required by Section [66-4-7](#) NMSA 1978 enjoined from engaging in business until that person complies with the requirements of licensing as provided by this section and the bonding requirements of Section [66-4-7](#) NMSA 1978.

History: 1953 Comp., § 64-4-1, enacted by Laws 1978, ch. 35, § 214; 1981, ch. 361, § 18; 1989, ch. 318, § 12; 1998, ch. 48, § 12; 1999, ch. 122, § 2; 2003, ch. 410, § 1; 2005, ch. 324, § 12; 2005, ch. 325, § 23.

Prior to September of 2016 Partners were brick and mortar and services were segmented.



Partner Type	Type	Services	Description	Authorization	Fees Them Us
Municipal Offices	Local Government	All Vehicle and Driver Transactions	Employees are those of the local government. We provide them the equipment and controlled consumables.	Contract	Yes No Cost Recovery
Private Retail Agents	Privately Owned/Operated	All Vehicle and Driver Transactions	Contracted and selected via the RFP process. They are full service and are able to print titles. They are responsible for their own equipment. We provide all controlled consumables and documents required to complete all transactions for both vehicles and driver transactions.	RFP/Contract	Yes \$2 Cost Recovery
Super Title Service	Privately Owned/Operated	Vehicle Title/Registration Print Titles	Licensed by the MVD Dealer Licensing Bureau. They are only able to process transactions directly to customer in counties where there is not a PRA. In those counties they can only provide services to dealers and title service companies. In other counties they are able to provided services directly to customers, dealers and title service companies. They are responsible for their own equipment. We provide titles, registration stickers and plates.	Contract/License	Yes \$2 Cost Recovery
Title Service	Privately Owned/Operated	Vehicle Title/Registration Titles are printed via Central Issuance	These parties were licensed by the MVD Dealer Licensing Bureau and provide services to walk in customers, other title services and dealers. Titles are printed through central printing and mailed to the customer or lien holder. They are responsible for their own equipment. We provide plates and registration stickers.	License	Yes \$2 Cost Recovery
Dealers	Auto Dealers	Vehicle Title/Registration Titles are printed via Central Issuance	Licensed by the MVD Dealer Licensing Bureau. They process the transactions for their customer sales. They are responsible for their own equipment. We provide the plates and registration stickers.	License	Yes \$2 Cost Recovery
Driving Schools	Privately Owned/Operated	Skills and Knowledge Testing	The Driving Schools are certified by the Traffic Safty Bureau of the New Mexico Department of Transportation. Because they are licensed and certified to know the ruled of the road, have the proper equipment and insurance/bonds, we authorize them by contract to perform the skills and knowledge testing on our behalf.	Traffic Safety License	Yes \$2 Cost Recovery

Prior to September of 2016

- Processes were segmented in mainframe, therefore partners were approved to provide services based on the segments.
- Municipal and PRA partners used MVD 2.0 system to process full services in the same type segments as our field offices.
- Other Partners used 3rd party systems and data was uploaded nightly and converted to the mainframe system for only those limited approved segments.
- Data generally posted within 24-72 hours.

Changes affecting New Mexico MVD Operations

NM MVD Builds New Customer Centric System



- In May of 2015 all driver applications move to the new MVD Tapestry System.
- In September of 2016 all vehicle applications move to the new MVD Tapestry System.

NM MVD Evaluates Current and Future Processes

As is Process		Operate Under						Process Using - System				Access Fee			Transaction/Print Title				Deposit by Count /Method							
# of Locations	Office Type	State	Contract		License				2D	2D Non-POS	SMBA	STS	Cost Recovery	SMBA Fee	STS Fee	Driver	Vehicle	Testing	Yes	No - Central Printing	ACH	Checks - RPD	Direct Deposit	Desktop	Counter	Walk-in
		RFP	Other Agreement	TSC	STSC	Dealer	NMDOT	CDL														Standalone	Wells Fargo			
33	State Field Office	✓						✓								✓	✓	✓	✓			2	30	1	28	1
38	Municipal		✓						✓							✓	✓	✓	✓		2	4	11	21	4	34
16	Private Retail		✓						✓				\$2/Tran			✓	✓	✓	✓		16					
8	Super Title Service Company			✓		✓			✓				\$2/ Tran			✓	✓	✓	✓		8					
35	Title Service Company				✓					✓			\$4 - \$15/Tran			✓	✓	✓	✓			35				
154	Dealer					✓				✓			\$4 - \$15/Tran			✓	✓	✓	✓			154				
74	Driving School			✓			✓	✓			✓			\$2.99/Test + \$150 License fee			✓	✓	✓							
358																										

		Operate Under						Process Using - System				Access Fee			Transaction/Print Title				Deposit by Count /Method							
	Office Type	State	Contract		License				TYPESTRY				Cost Recovery			Driver	Vehicle	Testing	Yes	No - Central Printing	Daily Sweep	Direct Deposit	Direct Deposit			
		Option 1 Agreement	Option 2	TSC	Dealer	NMDOT	CDL														Wells Fargo	Desktop				
	State Field Office	✓						✓							✓	✓	✓	✓		✓	✓	✓				
	Municipal			✓				✓							✓	✓	✓	✓		✓	✓	✓				
	Agent	66-2-14	✓		✓	✓	✓	✓	✓				\$2/Tran		✓	✓	✓	✓		✓	✓	✓				

Where Are We Now and Where Are We Going

- May of 2015 all partners were moved from Third parties to direct access to the system for all driver related transactions and testing including driving school partners.
- September of 2016 all existing partners were given the option to sign new agreements to move from the third parties to direct access to the MVD system.
- In April of 2016 NM MVD provided the first new partner training to those who now want to become new partners.

What does a “Partner” look like in the new MVD Vision

In the new partner model, partners no longer have to be brick and mortar. Because the new system is “customer centric” partners are able to complete all transactions if they meet the requirements. The idea of making money off of MVD transactions is not the vision of today’s MVD. Rather, having the ability to add value added services to existing services.

For example:

- People do not make a trip to the local mall just to buy a pair of sunglasses at the sunglass kiosk but if they are able to renew their registration they may look at the sunglasses while they are there.
- In a small community it may not be cost effective to have a full time employee to operate an MVD office but the clerk at the convenience store can assist with the renewals or smaller routine transactions if they wish in order to provide those services to the community where the locals already come to purchase routine items.
- Now a dealer who at one time could only process the title and registration for the new sale, can offer renewals and bring in their customers for these convenient services which in turn may generate new sales. They can also renew a DL when processing the current title and registration if they see that the DL is going to expire saving the customer an additional trip to the MVD.
- Driving Schools who do testing on our behalf and only teach before 9:00 am and after 4:00 pm can now provide registration services between 9:00 and 4:00 and those that could only provide registration services can now provide the knowledge tests, none for the road exams and other driver services.



What Is The Purpose Of “Partners”

- New Mexico is not choosing the feared “Privatization”, but rather has been able to utilize the private sector to provide the needed services to our communities through value added services of existing services.
- With the budget issues facing our agencies and low job rates, New Mexico has found a way to provide the services within budget constraints that allows for private entities to be able to provide those services which helps job growth in communities statewide.
- The new partner model is designed to create opportunities for business to expand their services while meeting the needs of their communities.
- Partners are integrated with MVD so that transactions are:
 - Real Time.
 - Consistent with services provided by other MVD offices.
 - Provided with The MVD Mission, Vision, Purpose and Core Values regardless of where they are provided.
 - Completed correctly with reduced errors.

What Are The Requirements

- All partners are contracted under 66-2-14 and must meet RealID requirements.
 - All agents are required to meet fingerprint/background check requirements.
 - All Partners must be compliant with all tax reporting.
 - All Partners must have insurance/bond requirements based on transaction counts...
 - 1-5000 Transactions/yr. \$125k
 - 5001-15,000 Transactions/yr. \$250k
 - 15,001 and over Transactions/yr. \$500K
 - Commercial General Liability
 - Errors and Omissions
 - Crime, Employee Fraud, Theft and Dishonesty
- All partners must have required equipment including scanner subscription for scanning required documents at the time of transaction.
- All partners must have a partner support agreement.
- All partners must meet mandatory minimum security requirements.
- All partners and agents must complete mandatory FDR and Security Awareness as well as user training.
- Currently the agreement is on a year to year basis until all upgrades in partner services are complete. This may be moved to four years with annual automatic renewals up to the four years.

What is the Process for Becoming a Partner



For More Information

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