

MVD Procedural Quick Update

#20

RE: Driver Ed and Ignition Interlock Providers
Effective date: Immediate

Date: November 21, 2006
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

With one exception, the “None for the Road” class, offered exclusively by UNM, MVD customers seeking information about driver education schools or ignition interlock providers should never be referred to a single school or provider. Instead, they may be given TSB’s toll-free number (800-541-7952); or, when appropriate, they may be given one of the lists now available on the MVD intranet.

Both ignition interlock providers and driver education schools are approved and licensed by the Traffic Safety Bureau (TSB) of the New Mexico Department of Transportation. We can always give customers TSB’s toll-free number (800-541-7952) when they need to identify a vendor in their area.

Because there are a number of specialized driver ed courses, some of which may be offered by only one or two schools, field offices should only provide the TSB number when a customer asks who offers a particular, specialized course. There are two exceptions:

- customers who need information about the “None for the Road” course may be given the flyer provided by TSB and UNM Continuing Education; and
- those who seek a basic driver ed school that has contracted with MVD to issue learner permits and to perform written and road tests can be given the list of those schools that is available on the MVD intranet.

Also available on the MVD intranet is a complete list of TSB-approved ignition interlock providers.

Although we plan to keep both intranet lists current and up-to-date, the very most current information will always be available from the Traffic Safety Bureau (TSB) at its toll-free number. And remember, do not EVER direct a customer to a single provider when there may be multiple providers available to meet the customer’s specific requirements.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.
