

A MEMORIAL

REQUESTING THE MOTOR VEHICLE DIVISION TO STUDY ACCOMMODATIONS FOR PERSONS WITH DISABILITIES AND PERSONS WHO ARE ELDERLY AT MOTOR VEHICLE DIVISION OFFICES.

WHEREAS, offices of the motor vehicle division of the taxation and revenue department are required to meet standards for accessibility established by the Americans with Disabilities Act of 1990; and

WHEREAS, even though the motor vehicle division offices may meet minimum requirements for persons with disabilities or persons who are elderly, they remain confusing and difficult to navigate; and

WHEREAS, the "take-a-number-and-wait" system used in some motor vehicle division offices is confusing to persons more accustomed to the first-come, first-served model and who may believe that some other customers are unfairly jumping ahead of them; and

WHEREAS, some persons respond best to, and trust information given by, a knowledgeable person instead of signs and other written instructions that are difficult to follow; and

WHEREAS, persons who use a walker or a wheelchair and are confronted with counters made for people who can stand closer to the counter may have a difficult time conversing

with motor vehicle division staff; and

WHEREAS, the long wait times at many motor vehicle division offices are especially difficult for those who are less mobile, who may have to pay a driver to wait with them or who may not be able to withstand long waiting lines; and

WHEREAS, some motor vehicle division staff members may become impatient with persons whose hearing is not perfect instead of asking those persons whether they need an accommodation for their hearing loss;

NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES OF THE STATE OF NEW MEXICO that the motor vehicle division of the taxation and revenue department be requested to study what accommodations would be useful for the public and what accommodations the department can make in response to those needs; and

BE IT FURTHER RESOLVED THAT copies of this memorial be transmitted to the secretary of taxation and revenue and the chairs of the appropriate interim legislative committees.