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FISCAL IMPACT REPORT

ORIGINAL DATE 03/11/09

SPONSOR Anderson LAST UPDATED _____ HM 46

SHORT TITLE Study MVD Office Disability Accommodation SB _____

ANALYST Lucero

ESTIMATED ADDITIONAL OPERATING BUDGET IMPACT (dollars in thousands)

	FY09	FY10	FY11	3 Year Total Cost	Recurring or Non-Rec	Fund Affected
Total		Minimal			Nonrecurring	General Fund

(Parenthesis () Indicate Expenditure Decreases)

SOURCES OF INFORMATION

LFC Files

Responses Received From

Aging and Long Term Services Department (ALTSD)

Taxation and Revenue Department (TRD)

SUMMARY

Synopsis of Bill

House Memorial 46 requests that the Motor Vehicle Division (MVD) of the Taxation and Revenue Department (TRD) study what accommodations would be useful for the public and what accommodations the department can make in response to those needs.

FISCAL IMPLICATIONS

The impact to the MVD operating budget impact would depend on how extensive a study is undertaken, and could be minimal.

SIGNIFICANT ISSUES

MVD) currently uses the Qmatic queuing system in most of its 34 state run offices. This system is based on a first-come, first-serve system. This system also assists MVD by providing information on customer wait times, number of customers served and other related pertinent information.

MVD's 33 state-run offices are designed to be in compliance with the Americans with Disabilities Act (ADA) of 1990 and do provide stations that are capable of accommodating walkers and wheelchairs. Future MVD offices will incorporate work stations with a lower

counter for customers who may require the use of a wheelchair, cannot stand for a period of time, etc. Managers at state-run offices have also been instructed by the Director's Office to provide special assistance to customers with disabilities.

MVD has also started deployment of options for scheduled customer appointments for certain field office services. It is possible that MVD could expand this program to better accommodate disabled and elderly persons.

Currently operating under contract with MVD are 39 county and municipal offices and 19 offices operated by private retail agents. There is nothing currently in those contracts that dictates what type of queuing system they use or in what order customers are to be seen.

ADMINISTRATIVE IMPLICATIONS

With current budgetary restraints and mandated hiring freeze, MVD does not have the resources in the short term to perform a comprehensive study of additional accommodations that could be made in our offices. However, an internal MVD review of services for the disabled and elderly could be accomplished with minimal administrative or operating budget impact.

OTHER SUBSTANTIVE ISSUES

According to the Aging and Long Term Services Department (ALTSD), people with disabilities and seniors comprise a large portion of New Mexico's population. According to the 2005-2007 American Community Survey (ACS) 12.5% of the population (242,552) include people 65 years of age and older and 16.9% (298,421) include people with disabilities 5 years of age and older. The 2007 ACS further defined the prevalence of disability among working age adults (ages 21-64) in New Mexico as 14.5 %, or 162,000 of the 1,116,000 working age people in New Mexico. Many of these individuals seek the services of MVD, either for vehicle-related issues, or to obtain government issued identification cards, (which are required for them to exercise their civil right to vote, among other reasons.)

The Americans with Disabilities Act (ADA) of 1990 (and renewed in 2008) requires public entities to provide access for people with disabilities to their physical facilities, programmatic services and information. This would include MVD offices. The ADA provisions are not meant to provide "special things for special people," but equal access to the services as people without disabilities.

AMENDMENTS

The Aging and Long Term Services Department (ALTSD) has extensive experience working with adults with disabilities and seniors to assess their needs and assist them in accessing needed services, supports and accommodations. With this expertise, ALTSD believes that it should be included along with TRD in determining what accommodations should be made for these populations in local MVD offices.