

Maryland Department of Transportation's Motor Vehicle Administration



Caring



Responsive



Committed

Caring for Customers Across Maryland

- 18 Full Service Offices
- 3 Limited Service Offices
- 1 Express Office
- 2 Satellite Offices
- 1 Mobile Bus
- 18 VEIP Testing Stations
- 10 VEIP Self-Service Kiosks
- 52 Kiosks
- 2 Call Centers
- e-Store/Website
- Mobile App
- Telephone Interactive
 - Voice Response (IVR)
- Mail Processing Center
 - Send 11.1 M pieces per year





MVA's Role in Transportation

- ❖ 4.3M valid MD driver's license holders
- ❖ 5.1M registered vehicles
- ❖ 597,000 identification card holders
- ❖ Processed 11M transactions
- ❖ Served 3.8M walk-in customers

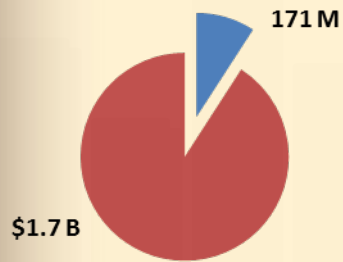


FY16

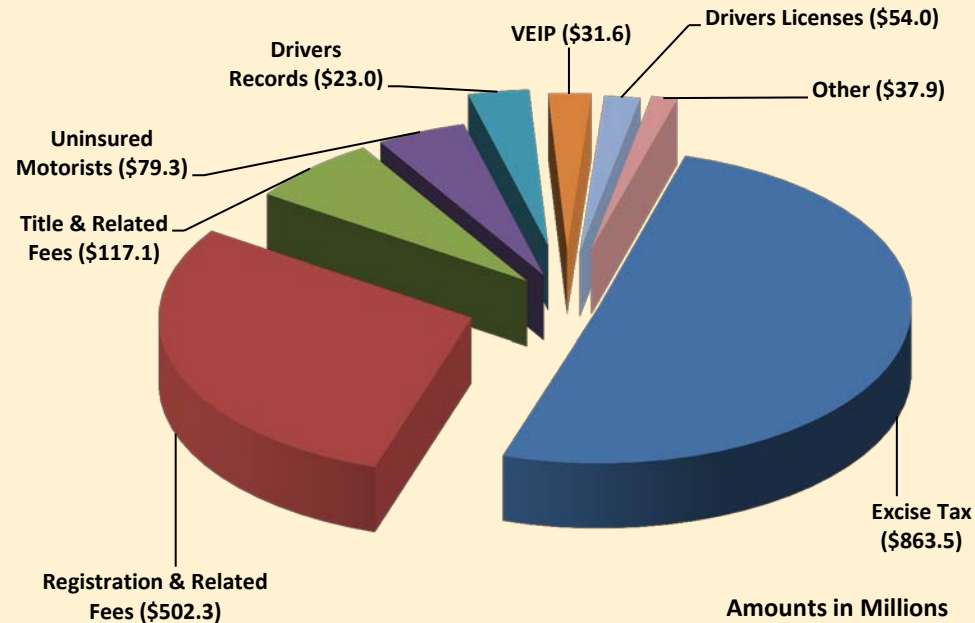
Business Licensing

- ❖ Tag and Title Vendors - 372
- ❖ Dealership Licenses -1,468
- ❖ Salesman Licenses— 5,630
- ❖ Driving Schools -264
- ❖ Driving Instructors -746

Revenue Collection



FY 16 Gross Revenue - \$1.7 Billion
External Disbursement of Funds - \$171 Million
Remainder to the Transportation Trust Fund - \$1.5 Billion
Represents approximately 1/3 of total TTF

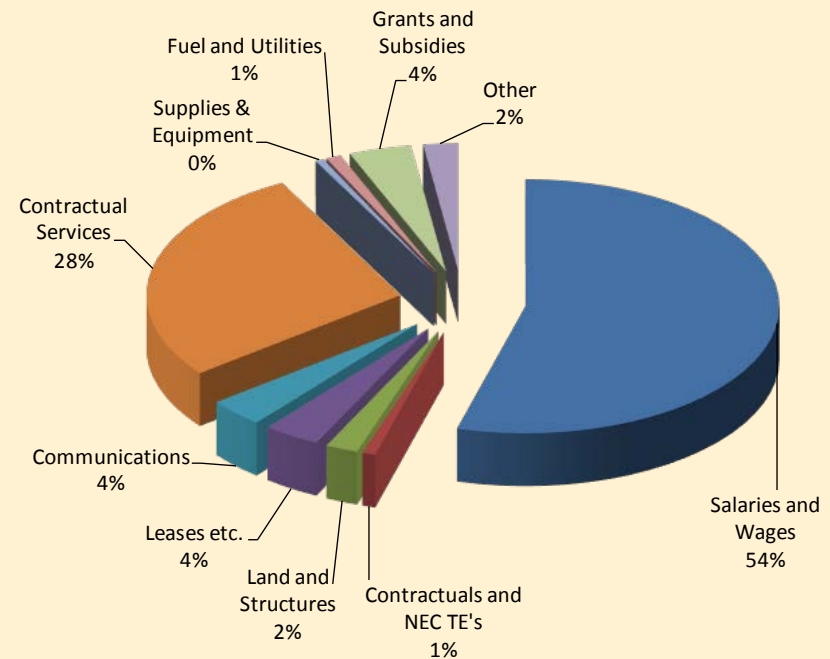


Expenditures

Internal Expenditures

Category	FY15 Expenditure	FY16 Expenditure
Salaries and Wages	\$117,757,723	\$119,711,987
Contractuals and NEC TE's	\$1,710,704	\$1,843,664
Land and Structures	\$8,068,706	\$4,560,342
Leases etc.	\$7,909,086	\$7,993,464
Communications	\$6,198,104	\$7,920,599
Contractual Services	\$55,408,293	\$61,274,203
Supplies & Equipment	\$1,223,679	\$1,193,509
Fuel and Utilities	\$2,189,931	\$2,178,929
Grants and Subsidies	\$9,483,932	\$8,759,647
Other	\$5,557,258	\$4,856,395
Total	\$215,507,416	\$220,292,739
Budget	\$230,178,570	\$227,963,315
% of Budget	93.6%	96.6%

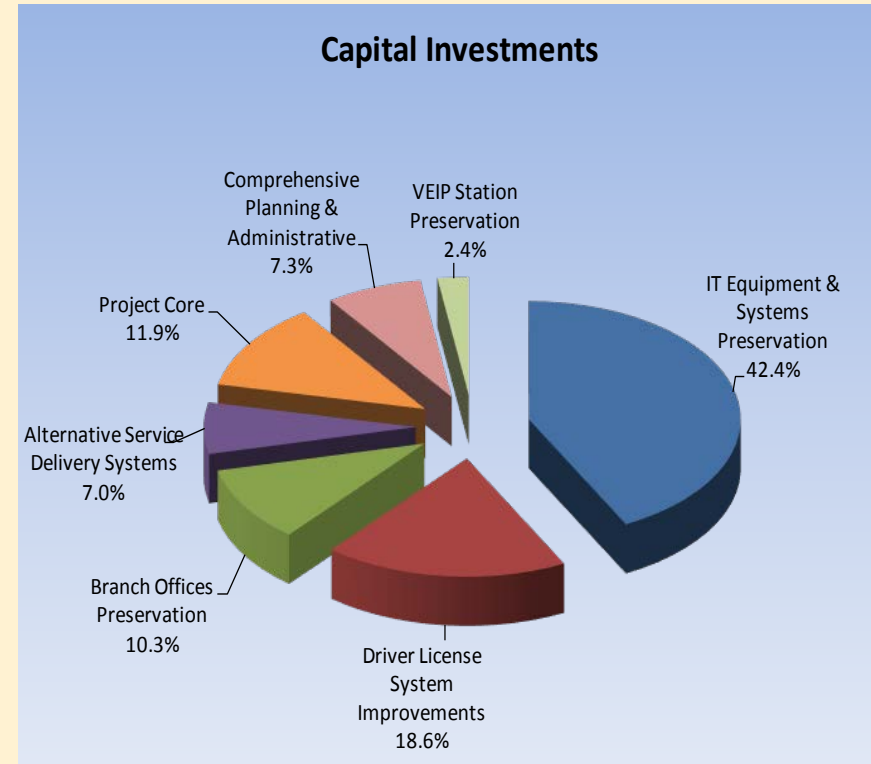
FY16 Expenditures - \$220.3 Million



Capital Projects

Capital Investments FY15-FY16

Project Category	Percent	Dollars
IT Equipment & Systems Preservation	42.4%	\$17,944,096
Driver License System Improvements	18.6%	\$7,856,283
Project Core	11.9%	\$5,048,734
Branch Offices Preservation	10.3%	\$4,369,197
Comprehensive Planning & Administrative	7.3%	\$3,100,480
Alternative Service Delivery Systems	7.0%	\$2,977,466
VEIP Station Preservation	2.4%	\$1,001,644
	100.0%	\$42,297,899



Comprehensive Customer Service Plan



Employee Driven

- ❖ Enhanced Training / Employee Development
- ❖ Senior Management Providing Branch Customer Support
- ❖ Service Improvements
- ❖ Enhanced Products
- ❖ Branch Appearance
- ❖ IT System Enhancements
- ❖ Employee Recognition

Improving Customer Service

“Skip the Trip” to the MVA!

MVA customers want to complete transactions through the same convenient methods they complete other retail transactions.



- ❖ Web, kiosks and mail to complete many transactions, including **24/7 VEIP Kiosk**
- ❖ Today, **more than half** of all MVA transactions are completed through these **customer-friendly methods**

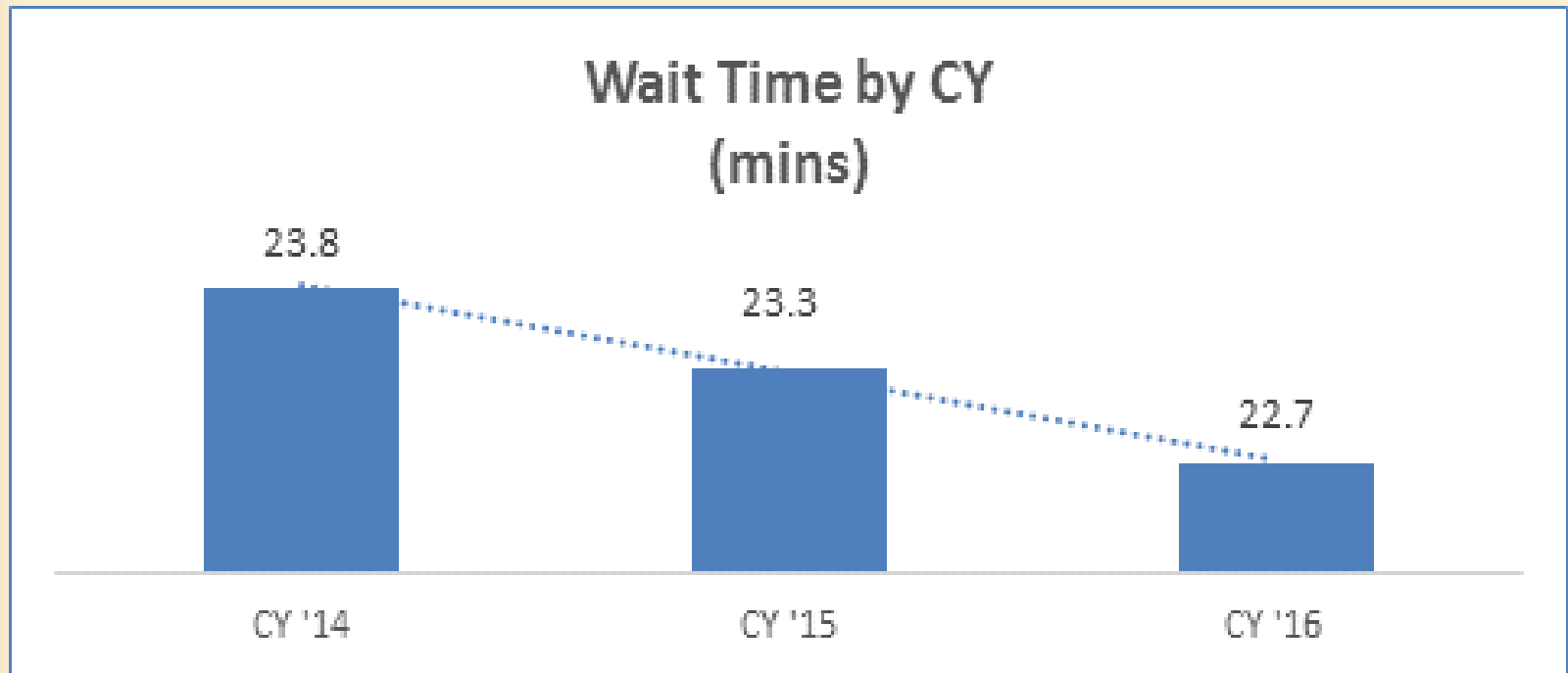
Customer Service Enhancements

- ❖ **Decreased time** to take driving test from 50 days to less than 10 days
- ❖ One click registration renewal from email
- ❖ Permanent registration stickers for **disabled veterans**
- ❖ 10 emission self-service kiosks



- ❖ Traffic fine payment kiosks for **one-stop shop** experience
- ❖ **Nepali** language added to the law test
- ❖ Order an **expedited title online**

Comparing Overall Avg. Wait Time (mins) CY '14 - CY '16



Enhanced Products

Maryland Proud Driver's License & License Plate

- ❖ New license/ID most secure in the nation
- ❖ Prevent ID theft and fraud
- ❖ New **Maryland Proud** plate replaces War of 1812 plate
- ❖ New plate more easily readable by law enforcement
- ❖ New products showcase pride in our state



Highway Safety

- ❖ MVA Admn. serves as Governor's Highway Safety Representative
- ❖ Vision of *Toward Zero Deaths*
- ❖ Responsible for distributing National Highway Traffic Safety Administration Grant Funding - \$12.5 million FFY 2016
- ❖ Collaboration in Strategic Highway Safety Plan has been viewed as a model by FHWA.
- ❖ Executive Council – MDOT, MSP, DHMH, MIEMSS



MVA's Future: It's All About The Customers

- ❖ Implemented soft launch of **Quick Check** – Fall 2016
- ❖ Added new VEIP Kiosk in Columbia – October 2016
- ❖ Expanded Call Center hours to 5:30pm – January 2017



- ❖ Add tag return at info. counter – Early 2017
- ❖ Provide online pre-fill renewal application – Spring 2017
- ❖ Launch major IT upgrade – Spring 2017
- ❖ Offer other Gov't services at MVA

MVA's Future: One Stop Shop for Gov't Services



- ❖ MSP Mechanics Test at all full-service MVA Branch Offices
- ❖ Maryland residents can obtain a duplicate Social Security Card online
- ❖ Finalizing agreement TSA Pre-Check / TWIC
- ❖ Partnership with DNR at Essex Branch Office



MDOT RESPONSE TO DLS ANALYSIS

DLS Budget Analysis Issues

1. Goal for ASD Transactions (Page 6)

MVA should increase its goal for Alternative Service Delivery transactions.

MDOT Response:

Alternative Service Delivery (ASD) transactions continue to trend upward from 55.8% in FY 2015 to 57.0% in FY 2016. The MVA's new goal for FY 2017 ASD is 62%. We continue to increase our product offerings on ASD. We recently implemented the option to order an Expedited Title online, and the ability to purchase a two-year vehicle registration online after you obtain a safety inspection for a previously owned car.

DLS Budget Analysis Issues (Continued)

2. *MVA should comment on why it has not hired permanent positions for Noah's Law and increase in vehicle sales (Page 10)*

MDOT Response:

MVA's request for temporary positions is to support the increased enrollment resulting from enactment of the Drunk Driving Reduction Act of 2016 – Noah's Law (SB945). MVA will continue to monitor the customer enrollment and reassess the workload to determine the ongoing effort to manage this program. Similarly, in terms of the increased vehicle sale, as more transactions are being pushed out to alternative services MVA will monitor and reassess the ongoing workload and assign staff appropriately.

MDOT RESPONSE TO DLS ANALYSIS

Operating Budget Recommended Actions

1. Concur with Governor's Allowance

MDOT Response:

The MVA concurs with the DLS recommendation.

PAYGO Capital Budget Recommended Actions

2. Concur with Governor's Allowance

MDOT Response:

The MVA concurs with the DLS recommendation.