



Larry Hogan  
Governor

Boyd K. Rutherford  
Lt. Governor

Gregory Slater  
Secretary

---

**J00E00 MDOT MVA  
FY 2022 Operating Budget  
Response to the Department of Legislative Services Budget Analysis**

Senate Budget and Taxation Committee  
Public Safety, Transportation, and Environment Subcommittee  
Senator Cory McCray  
March 4, 2021

House Appropriations Committee  
Transportation and the Environment Subcommittee  
Delegate Marc Korman  
March 4, 2021

**J00E00 MDOT – MVA**  
**MDOT RESPONSE TO DLS ANALYSIS**  
**FY 2022 BUDGET**

***DLS Budget Analysis Issues***

---

**1. Impact of COVID-19 (Page 13)**

*Given the potentially significant consequences for an individual that does not have a REAL ID-compliant identification, the Department of Legislative Services recommends the adoption of committee narrative requesting that MVA provide data prior to and following the October 1, 2021 deadline regarding the number of noncompliant Maryland residents, the number of outstanding recalled IDs, and the agency's efforts to continue to ensure compliance for all individuals.*

**MDOT Response:**

The MDOT MVA concurs with the DLS recommendation.

**2. Office of Legislative Audits Audit Identifies Several Areas of Concern (Page 14)**

*MVA should comment on the audit findings and on efforts to address the issues raised in the audit.*

**MDOT Response:**

The MDOT MVA takes the issues identified by the legislative auditors very seriously, especially protecting our customers personal information. The Office of Legislative Audits (OLA) identified nine audit findings. The MDOT MVA originally took exception to two of the findings but through subsequent conversation with OLA we have resolved our differences. Many of these corrective actions have already been implemented. Some recommendations from the OLA will not be resolved until Customer Connect is fully implemented in December; however, it is important to note that all customer information is protected consistent with the Department of Information Technology standards as well as national standards. We look forward to the additional functionality and security that our new IT security system will add. Customer Connect is multi-layer secure architecture with many integrated security features, which will enhance protection of customer data and systems from all potential malicious attacks.

MDOT MVA Internal Auditing addressed the issues identified by OLA in a follow-up review with the respective business units that was finalized in late February. Quarterly follow-up reviews to ensure compliance will continue.

**J00E00 MDOT – MVA  
MDOT RESPONSE TO DLS ANALYSIS  
FY 2022 BUDGET**

***Operating Budget Recommended Actions***

---

- 1. Adopt Committee narrative requesting a report on Maryland REAL ID implementation. (Page 16)**

**MDOT Response:**

The MDOT MVA concurs with the DLS recommendation.

***PAYGO Budget Recommended Actions***

---

- 1. Concur with Governor's Allowance. (Page 16)**

**MDOT Response:**

The MDOT MVA concurs with the DLS recommendation.