J00E00 MDOT MVA
FY 2023 Operating Budget
Response to the Department of Legislative Services Budget Analysis

Senate Budget and Taxation Committee
Public Safety, Transportation, and Environment Subcommittee
Chairman Cory McCray
February 14, 2022

House Appropriations Committee
Transportation and the Environment Subcommittee
Chairman Marc Korman
February 10, 2022

J00E00 MDOT MOTOR VEHICLE ADMINISTRATION
MDOT RESPONSE TO DLS ANALYSIS
FY 2023 BUDGET

DLS Budget Analysis Issues

1.   **The introduction of mDLs on Apple Wallet (Page 13)**

MVA should be prepared to comment on when it expects the introduction of mDLs on Apple Wallet and other platforms in addition to discussing any impediments to implementation and plans to address security and privacy concerns. The Department of Legislative Services (DLS) recommends that MVA submit a report detailing how it will handle privacy issues with residents' information in future iterations of mDLs.

MDOT Response:

Maryland has played a key leadership role in the development of mobile drivers' licenses (mDLs). Our previous pilot, along with several other jurisdictions, sponsored by the National Institutes of Standards and Technology allowed us to test the process of issuing mDLs and presenting those products in a variety of settings. Subsequent to the successful pilot, legislation was passed during the 2019 session to enable the ability to present a mDL in the same manner a physical driver's license or ID card would be presented. The benefit of the mDL is that the person has complete control over the data that is presented to the end user and only data necessary for that transaction is displayed. For example, for age verification, even the specific data of birth would not be displayed, just eligibility for the service as opposed to the physical license where all data is visible to the end user.

In addition to protecting customer's personal information through the minimal data approach, MDOT MVA is also committed to implementing a mDL solution that is consistent with the International Organization for Standardization (ISO) mDL standard which covers privacy and security standards. It is also important to note that the mDL is a voluntary product and it is completely up to the customer if they choose to obtain a mDL. MDOT MVA would be happy to submit a report to further explain these standards and the steps we are taking to protect customer's personal information.

DLS Budget Analysis Issues (continued)

2.   Appointment-only system (Page 13)

MVA should comment on the likelihood of keeping an appointment-only system post-pandemic.

MDOT Response:

Prior to the pandemic, MDOT MVA was already actively expanding the availability of appointments at branch offices, with 31% of our customers requesting an appointment. The customer response to appointments was extremely positive but what MDOT MVA quickly recognized was that the experience was very different for our walk-in customers who did not schedule an appointment, from a wait time perspective.

When the pandemic began, MDOT MVA was able to quickly pivot to an all-appointment process, to control the volume of customers who could be safely seen at any particular time. As conditions have changed, MDOT MVA has increased the availability of appointments to pre-pandemic levels and higher. Appointments offer the ability to serve customers much more efficiently throughout the day as opposed to the peaks and valleys that were traditionally observed with walk-in transactions, allowing all customers to experience wait time benefits. Customers have overwhelmingly expressed support for the all-appointment environment and the positive impact on the environment within branch offices.

MDOT MVA has added functionality to the system so that a customer can make an appointment the same day at any available branch office, at no charge. We have also added priority appointments for customers that we must cancel their appointments due to unforeseen circumstances, like weather, so they can quickly be rescheduled. Customers receive reminders for their appointments and can check themselves in upon arrival, even having the ability to wait in their vehicle prior to being served.

If customers arrive at a branch office without an appointment, MDOT MVA managers and supervisors have the discretion to schedule them an appointment later that day or another day, or under extenuating circumstances, allowing them to be served at that time as conditions allow. In addition to using the self-serve kiosks without an appointment, customers can return tags without an appointment.

Based on customer feedback, wait time benefits, and operational efficiencies, MDOT MVA believes the current all-appointments process provides the best possible customer service experience for all of our customers.

DLS Budget Analysis Issues (continued)

3.   REAL ID (Page 14)

MVA should comment on the primary impediments into bringing these MVA customers into REAL ID compliance.

MDOT Response:

We continue to move forward ensuring that Marylanders are REAL ID compliant by May 3, 2023. There is no impediment in bringing MDOT MVA customers into REAL ID compliance and in fact Maryland has one of the highest REAL ID compliance rates in the country**.** As of February 2022, there are 4,142,932 REAL ID compliant products. More than 85% of Marylanders are REAL ID-ready. Less than 200,000 customers have products that have an expiration date past the May 3, 2023 deadline or will not be eligible to renew by the current federal document. Of these, 30,565 have their documents on file already. There are another 162,000 customers who do not have their documents on file. MDOT MVA will reach out to these customers to assist them in meeting the May 3, 2023 timeline. It is also important to remember that a REAL ID driver's license or ID card is not the only method to meet the federal requirements. Someone who has a current U.S. Passport or other acceptable document could use that to fly or for other specified federal purposes.

MDOT MVA continues to find creative ways to help even more customers meet their REAL ID requirements. Over the past several months, we have expanded the printing of birth certificates at MDOT MVA branches to additional locations. More than 1,200 birth certificates have been printed at an MDOT MVA location.

Operating Budget Recommended Actions

1.   Adopt committee narrative to request a report on digital driver's licenses. (Page 15)

MDOT Response:

The MDOT MVA concurs with the DLS recommendation.

PAYGO Budget Recommended Actions

1. Concur with Governor's allowance. (Page 15)

MDOT Response:

The MDOT MVA concurs with the DLS recommendation.