



 **MVA**



**MOTOR VEHICLE ADMINISTRATION**

**MOTOR VEHICLE ADMINISTRATION  
CAPITAL PROGRAM SUMMARY  
(\$ MILLIONS)**

	<u>FY 2014</u>	<u>FY 2015</u>	<u>FY 2016</u>	<u>FY 2017</u>	<u>FY 2018</u>	<u>FY 2019</u>	<u>SIX-YEAR TOTAL</u>
<b><u>Construction Program</u></b>							
Major Projects	2.0	1.9	1.2	1.0	0.7	1.6	8.4
System Preservation Minor Projects	21.9	17.6	15.4	13.1	10.6	10.1	88.8
<b><u>Development &amp; Evaluation Program</u></b>	<u>2.8</u>	<u>1.1</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>3.9</u>
SUBTOTAL	26.7	20.6	16.5	14.1	11.3	11.7	101.0
<b><u>Capital Salaries, Wages &amp; Other Costs</u></b>	<u>1.1</u>	<u>1.1</u>	<u>1.2</u>	<u>1.2</u>	<u>1.2</u>	<u>1.3</u>	<u>7.2</u>
TOTAL	27.8	21.8	17.7	15.3	12.5	13.0	108.1
Special Funds	25.9	21.4	17.5	15.3	12.5	13.0	105.7
Federal Funds	1.9	0.4	0.2	-	-	-	2.4



**PROJECT:** Real ID Act

**DESCRIPTION:** This project will verify identification documents presented to the MVA in connection with driver license and ID card transactions. The project will develop a more secure driver license and ID card, and a means to archive identity documents.

**PURPOSE & NEED SUMMARY STATEMENT:** This project will upgrade systems and policies within MVA in order to comply with federal regulations mandated in May 2005 by the signing of The Real ID Act. Proof of lawful presence in the United States is now required before an individual can be granted a new MD driver's license, learner's permit or ID card.

**STATE GOALS:** Maryland Transportation Plan (MTP) Goals/Selection Criteria:

- Quality of Service
- System Preservation & Performance
- Connectivity for Daily Life
- Safety & Security
- Environmental Stewardship

**SMART GROWTH STATUS:**  Project Not Location Specific  Not Subject to PFA Law

- Project Inside PFA
- Project Outside PFA
- PFA Status Yet to Be Determined
- Grandfathered
- Exception Will Be Required
- Exception Granted

**ASSOCIATED IMPROVEMENTS:**

Security System Preservation & Improvement (Line 4, Item No. 24)  
 DLS/POS Migration (Line 4, Item No. 23)

**EXPLANATION:** The MVA implemented business and functional requirements to comply with the passage of Lawful Presence Legislation, and systems changes to account for the need to capture an individual's full legal name during the Driver License and Identification Card application process. There are several additional requirements pertaining to electronic verification of information that will be implemented, once the verification system being developed by DHS/AAMVA is operational.

**STATUS:** All federally mandated benchmarks within MVA's control have been attained. Benchmarks pending are contingent on the verification system being developed by DHS/AAMVA to be operational. Remaining special and federal funds are to be used to cover the costs associated with connecting to the verification system.

**SIGNIFICANT CHANGE FROM FY 2013 - 18 CTP:** None.

<u>POTENTIAL FUNDING SOURCE:</u>		<input checked="" type="checkbox"/> SPECIAL		<input checked="" type="checkbox"/> FEDERAL		<input type="checkbox"/> GENERAL		<input type="checkbox"/> OTHER			
PHASE	TOTAL		CURRENT YEAR	BUDGET YEAR	PROJECTED CASH REQUIREMENTS FOR PLANNING PURPOSES ONLY				SIX YEAR TOTAL	BALANCE TO COMPLETE	
	ESTIMATED COST (\$000)	EXPEND THRU 2013			2014	2015	.....2016.....	.....2017.....			.....2018.....
Planning	0	0	0	0	0	0	0	0	0	0	
Engineering	2,295	2,295	0	0	0	0	0	0	0	0	
Right-of-way	0	0	0	0	0	0	0	0	0	0	
Construction	2,012	583	807	449	173	0	0	0	1,429	0	
Total	4,307	2,878	807	449	173	0	0	0	1,429	0	
Federal-Aid	1,771	941	303	354	173	0	0	0	830	0	

The screenshot shows the Maryland Motor Vehicle Administration website. A prominent orange banner reads "MVA Announcement" and states: "In preparation for an upcoming telephone system upgrade at the Glen Burnie branch including Headquarters, all telephone, IVR (Interactive Voice Response) and voicemail services will be unavailable for a period of 3 hours on Thursday, July 22, from 8 p.m. to 11 p.m. If you need to conduct MVA business over the phone, please call before 8 p.m. or after 11 p.m. on July 22nd. This outage will also impact the Cumberland, Gaithersburg and VEIP Call Centers as well. Customers trying to call into any of the affected offices during this timeframe will just hear ringing. We expect to resume normal operations at 11 p.m. on July 22nd." Below the announcement are sections for "Vehicle Services" (Registration Renewal, Insurance Compliance, etc.), "Driver Services" (Rookie Driver, Learner's Permit, etc.), and "Business Services" (Bulletins, Dealer Information, etc.).

**PROJECT:** Alternative Service Delivery Systems

**DESCRIPTION:** This project includes the design and implementation of electronic delivery of MVA services through the Internet, kiosks and telephone Interactive Voice Response (IVR) systems.

**PURPOSE & NEED SUMMARY STATEMENT:** Alternative delivery systems provide MVA customers with the ability to conduct transactions electronically. Web-based services, customer service kiosks, interactive voice recognition systems and other advancements not only make interaction with the MVA an efficient and pleasant experience, they will in turn reduce customer wait time and increase overall customer satisfaction.

**SMART GROWTH STATUS:**  Project Not Location Specific  Not Subject to PFA Law

Project Inside PFA  Grandfathered  
 Project Outside PFA  Exception Will Be Required  
 PFA Status Yet to Be Determined  Exception Granted

**ASSOCIATED IMPROVEMENTS:** Project Core (Line 3)

**STATUS:** Ongoing.

**STATE GOALS:** Maryland Transportation Plan (MTP) Goals/Selection Criteria:

- Quality of Service
- System Preservation & Performance
- Connectivity for Daily Life
- Safety & Security
- Environmental Stewardship

**EXPLANATION:** The implementation of new Kiosks will provide customers with the ability to receive real-time registration stickers, the option to pay in-cash or with a credit card, and the capability to receive certified and non-certified driving records, as well as the option to order scenic and personalized license plates. Providing this advanced functionality is a benefit to the public and will enhance customer satisfaction.

POTENTIAL FUNDING SOURCE:										
<input checked="" type="checkbox"/> SPECIAL <input type="checkbox"/> FEDERAL <input type="checkbox"/> GENERAL <input type="checkbox"/> OTHER										
PHASE	TOTAL		CURRENT YEAR	BUDGET YEAR	PROJECTED CASH REQUIREMENTS FOR PLANNING PURPOSES ONLY				SIX YEAR TOTAL	BALANCE TO COMPLETE
	ESTIMATED COST (\$000)	EXPEND THRU 2013			2014	2015	....2016....	....2017....		
Planning	0	0	0	0	0	0	0	0	0	0
Engineering	1,952	1,334	100	100	100	103	106	109	618	0
Right-of-way	0	0	0	0	0	0	0	0	0	0
Construction	21,189	14,883	1,054	1,394	894	889	580	1,495	6,306	0
Total	23,141	16,217	1,154	1,494	994	992	686	1,604	6,924	0
Federal-Aid	0	0	0	0	0	0	0	0	0	0

**SIGNIFICANT CHANGE FROM FY 2013 - 18 CTP:** Cost increase of \$1.6 million for additional enhancements and planned spending in FY 2019.



**PROJECT:** Project Core (Enterprise Management System)

**DESCRIPTION:** Project Core planning to modernize, standardize and integrate core MVA business systems to enable outstanding customer service, safety, and security. The current project phase will lead to development of an RFP to move MVA to a modernized Information Technology platform. This platform would define how components of an IT architecture are assembled, communicate, store/secure data, and interact with both MVA staff and customers, in order to create a core service infrastructure. Project Core would also serve as the base architecture for replacing existing legacy systems such as Titling and Registration System (TARIS).

**JUSTIFICATION:** Many existing business systems were developed over the years as independent applications in response to separate business unit needs, and have become outdated in meeting the needs of today's operating environment. These systems need to be more efficient for improved customer service and increased employee productivity, and must be re-engineered to allow MVA to maximize service using electronic commerce and a network of branch locations.

**SMART GROWTH STATUS:**  Project Not Location Specific  Not Subject to PFA Law

- Project Inside PFA
- Project Outside PFA
- PFA Status Yet to Be Determined
- Grandfathered
- Exception Will Be Required
- Exception Granted

**ASSOCIATED IMPROVEMENTS:**  
Alternative Service Delivery Systems (Line 2)

**STATUS:** Project planning underway.

**POTENTIAL FUNDING SOURCE:**  SPECIAL  FEDERAL  GENERAL  OTHER

PHASE	TOTAL				PROJECTED CASH REQUIREMENTS				SIX YEAR TOTAL	BALANCE TO COMPLETE
	ESTIMATED COST (\$000)	EXPEND THRU 2013	CURRENT YEAR 2014	BUDGET YEAR 2015	FOR PLANNING PURPOSES ONLY	FOR PLANNING PURPOSES ONLY	FOR PLANNING PURPOSES ONLY	FOR PLANNING PURPOSES ONLY		
Planning	4,294	439	2,782	1,073	0	0	0	0	3,855	0
Engineering	0	0	0	0	0	0	0	0	0	0
Right-of-way	0	0	0	0	0	0	0	0	0	0
Construction	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4,294</b>	<b>439</b>	<b>2,782</b>	<b>1,073</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,855</b>	<b>0</b>
Federal-Aid	0	0	0	0	0	0	0	0	0	0

**SIGNIFICANT CHANGE FROM FY 2013 - 18 CTP:** None.

**SYSTEM PRESERVATION MINOR PROJECTS PROGRAM**

**MOTOR VEHICLE ADMINISTRATION - LINE 4**

ITEM NO.	DESCRIPTION AND IMPROVEMENT TYPE	TOTAL ESTIMATED COST (\$000's)	CONSTRUCTION START
	<b><u>FY 2014 and Prior</u></b>		
	<b><u>Building Improvements</u></b>		
1	Walnut Hill Express Office Relocation (0682)	490	Complete
2	Parkville Express Office Modifications (0696)	128	Underway
3	Columbia Express Office Relocation (0674)	200	Underway
4	Glenmont Express Office Relocation (0676)	200	Underway
5	Salisbury Branch Renovation (0693)	2,595	Underway
6	Building and Interior Modification (0598)	505	Ongoing
7	Comprehensive Planning Services (0536)	550	Ongoing
8	Environmental Management System Improvements (0668)	800	Ongoing
9	Essex Branch Office Relocation (0675)	700	Ongoing
10	Glen Burnie Office Systems Preservation (0512)	1,141	Ongoing
11	VEIP Preservation (0686)	1,278	Ongoing
	<b><u>Information Technology</u></b>		
12	CDL Skills Test Electronic Issuance & Wireless System (0683)	657	Complete
13	Internal Auditing Automation (0691)	100	Underway
14	Inventory Management (0692)	390	Underway
15	Accounts Payable System Improvements (0690)	25	Underway
16	Automated Compulsory Ins Sys (ACIS) 2 Planning (0672)	250	Underway
17	Central Issuance (0772)	3,209	Underway
18	Data Loss Protection (0697)	700	Underway
19	Disaster Recovery Hot Site Planning (IT & Telecom) (0671)	750	Underway
20	Driver Law Test System (0695)	1,438	Underway
21	Central Document Processing System Preservation (0651)	500	Ongoing
22	Computer Equipment System Preservation (0645)	2,811	Ongoing
23	DLS/POS Migration (0681)	1,777	Ongoing
24	Security System Preservation & Improvement (0518)	198	Ongoing
25	System Preservation (0597)	2,279	Ongoing

**SYSTEM PRESERVATION MINOR PROJECTS PROGRAM**

**MOTOR VEHICLE ADMINISTRATION - LINE 4 (cont'd)**

ITEM NO.	DESCRIPTION AND IMPROVEMENT TYPE	TOTAL ESTIMATED COST (\$000's)	CONSTRUCTION START
	<b><u>FY 2014 and Prior (cont'd)</u></b>		
	<b><u>Information Technology (cont'd)</u></b>		
26	Telecommunication System Preservation & Improvement (0545)	695	Ongoing
	<b><u>FY 2015</u></b>		
	<b><u>Building Improvements</u></b>		
27	Building and Interior Modification (0598)	435	Ongoing
28	Comprehensive Planning Services (0536)	550	Ongoing
29	Environmental Management System Improvements (0668)	800	Ongoing
30	Essex Branch Office Relocation (0675)	2,000	Ongoing
31	Glen Burnie Office Systems Preservation (0512)	941	Ongoing
32	VEIP Preservation (0686)	1,278	Ongoing
33	Frederick Branch Renovation (0694)	1,600	Summer, 2014
34	Glen Burnie Branch Office (0540)	716	Summer, 2014
	<b><u>Information Technology</u></b>		
35	Central Document Processing System Preservation (0651)	500	Ongoing
36	Computer Equipment System Preservation (0645)	2,586	Ongoing
37	DLS/POS Migration (0681)	910	Ongoing
38	Security System Preservation & Improvement (0518)	198	Ongoing
39	System Preservation (0597)	2,074	Ongoing
40	Telecommunication System Preservation & Improvement (0545)	842	Ongoing
	<b><u>Information Technology Project (Appr 8)</u></b>		
41	DIWS Upgrade (MITDP) (0684)	4,400	Summer, 2014