



MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

MOTOR VEHICLE ADMINISTRATION

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

	<u>Fiscal 2021</u>	<u>Fiscal 2022</u>	<u>Fiscal 2023</u>	<u>Fiscal 2024</u>	<u>Fiscal 2025</u>	<u>Fiscal 2026</u>	<u>SIX - YEAR TOTAL</u>
<u>Construction Program</u>							
Major Projects	16.3	6.7	1.7	1.0	1.1	1.1	27.8
System Preservation Minor Projects	18.4	11.8	9.5	6.3	6.9	6.9	59.8
<u>Development & Evaluation Program</u>							
	-	-	-	-	-	-	-
SUBTOTAL	34.7	18.5	11.1	7.3	8.0	8.0	87.6
<u>Capital Salaries, Wages & Other Costs</u>							
	1.4	1.4	1.4	1.4	1.4	1.4	8.4
TOTAL	36.0	19.8	12.5	8.8	9.4	9.4	96.0
Special Funds	36.0	19.8	12.5	8.8	9.4	9.4	96.0
Federal Funds	-	-	-	-	-	-	-
Other Funds	-	-	-	-	-	-	-

* For Minors breakdown, please refer to the System Preservation Minor Projects Program report.



- Top Activities
- Renew Vehicle Registration
 - Renew License
 - Check Wait Time At Local Service Center
 - Schedule An Appointment

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

- Safe, Secure, and Resilient
- Maintain & Modernize
- Economic Opportunity & Reduce Congestion
- Better Transportation Choices & Connections
- Quality & Efficiency
- Environmental Protection
- Fiscal Responsibility

EXPLANATION: New Kiosks 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 enhances customer satisfaction.

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

ASSOCIATED IMPROVEMENTS:
Customer Connect (MVA Line - 2)

STATUS: MVA customers currently complete more than 50% of core service transactions by using US mail, telephone, internet, kiosk, mobile office or County Treasurer office. A MVA web site redesign and additional options for renewing and obtaining a driver license via alternative service delivery systems are recent and current initiatives.

POTENTIAL FUNDING SOURCE:		<input checked="" type="checkbox"/> SPECIAL		<input type="checkbox"/> FEDERAL		<input type="checkbox"/> GENERAL		<input type="checkbox"/> OTHER			
PHASE	TOTAL		PREVIOUS YEAR	CURRENT YEAR	BUDGET YEAR	PLANNING				SIX YEAR	BALANCE TO
	ESTIMATED COST	EXPENDED THRU				FOR PLANNING PURPOSES ONLY					
	(\$000)	CLOSE YEAR	2020	2021	2022	...2023...	...2024...	...2025...	...2026...	TOTAL	
Planning	0	0	0	0	0	0	0	0	0	0	0
Engineering	1,701	1,346	112	115	118	122	0	0	0	355	0
Right-of-way	0	0	0	0	0	0	0	0	0	0	0
Utility	0	0	0	0	0	0	0	0	0	0	0
Construction	31,135	24,660	1,536	1,243	1,080	1,049	1,003	1,050	1,050	6,475	0
Total	32,836	26,006	1,648	1,358	1,198	1,171	1,003	1,050	1,050	6,830	0
Federal-Aid										0	
Special	32,836	26,006	1,648	1,358	1,198	1,171	1,003	1,050	1,050	6,830	0
Other										0	

SIGNIFICANT CHANGE FROM FY 2020 - 25 CTP: Total estimated cost declined by \$1.5 million. State funding deferred due to reduced revenues from COVID-19 pandemic. MDOT will be re-evaluating all deferrals for opportunities to restore funding in the final CTP as additional information becomes available on revenues and potential federal infrastructure support.



PROJECT: Customer Connect

DESCRIPTION: Customer Connect (formerly Project Core) is an enterprise-wide IT project with an emphasis on modernizing the MVA IT infrastructure, replacing legacy systems and enhancing the agency's ability to provide customers and employees with a 360 degree view of their services and needs.

PURPOSE & NEED SUMMARY STATEMENT: 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 Grandfathered
 Project Outside PFA Exception Will Be Required
 PFA Status Yet to Be Determined Exception Granted

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

- Safe, Secure, and Resilient
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- Quality & Efficiency
- Environmental Protection
- Fiscal Responsibility

EXPLANATION: Enable the MVA to maximize customer service by updating IT infrastructure. Provide the ability to conduct driver licensing, vehicle registration and titling transactions at any workstation or through any customer preferred interaction model including via the web and mobile devices. Improve data processing and efficiency for customers and customer service agents.

ASSOCIATED IMPROVEMENTS:
 Alternative Service Delivery Systems (MVA Line - 1)

STATUS: The implementation phase of the project is underway.

SIGNIFICANT CHANGE FROM FY 2020 - 25 CTP: An increase of \$5.0M was added for the next phase of the project .

POTENTIAL FUNDING SOURCE:		<input checked="" type="checkbox"/> SPECIAL		<input type="checkbox"/> FEDERAL		<input type="checkbox"/> GENERAL		<input type="checkbox"/> OTHER			
PHASE	TOTAL		PREVIOUS YEAR	CURRENT YEAR	BUDGET YEAR	PLANNING				SIX YEAR TOTAL	BALANCE TO COMPLETE
	ESTIMATED COST	EXPENDED THRU				FOR PLANNING PURPOSES ONLY					
	(\$000)	CLOSE YEAR				...2023...	...2024...	...2025...	...2026...		
Planning	17,784	15,538	2,202	2,246	0	0	0	0	0	2,246	0
Engineering	0	0	0	0	0	0	0	0	0	0	0
Right-of-way	0	0	0	0	0	0	0	0	0	0	0
Utility	0	0	0	0	0	0	0	0	0	0	0
Construction	58,579	39,885	23,777	12,698	5,498	498	0	0	0	18,694	0
Total	76,363	55,423	25,979	14,944	5,498	498	0	0	0	20,940	0
Federal-Aid										0	
Special	76,363	55,423	25,979	14,944	5,498	498	0	0	0	20,940	0
Other										0	

SYSTEM PRESERVATION MINOR PROJECTS PROGRAM
(Dollars in Thousands)

MOTOR VEHICLE ADMINISTRATION - LINE 3

PROJECT ID	PROJECT NAME	TOTAL PROGRAMMED COST	STATUS
<u>Comprehensive Planning</u>			
MVA0536	Comprehensive Planning Services	\$ 5,253	Ongoing
<u>Environmental</u>			
MVA0668	Environmental Management System Improvements	\$ 7,299	Ongoing
<u>Facility</u>			
MVA0552	Glen Burnie Reconstruction	\$ 9,632	Underway
MVA0742	Cumberland Office Interior Modifications and Site Work	\$ 4,557	Underway
<u>IT Hardware/Equipment</u>			
MVA0645	Computer Equipment System Preservation	\$ 49,278	Ongoing
<u>IT Software/System Enhancements</u>			
MVA0597	System Preservation	\$ 30,719	Ongoing
<u>Major Projects</u>			
MVA0721	Mobile Customer Traffic Management System	\$ 1,800	Underway
<u>MHSO</u>			
MVA0777	Maryland Highway Safety Office Bicycle Programs	\$ 367	Ongoing
<u>Safety and Security</u>			
MVA0518	Security System Preservation & Improvement	\$ 11,676	Ongoing
<u>VEIP</u>			
MVA0686	VEIP Preservation	\$ 6,898	Ongoing