

Goal Ensure Environmental Protection and Sensitivity

Deliver sustainable transportation infrastructure improvements that protect and reduce impacts to Maryland's natural, historic, and cultural resources

OBJECTIVES:

- Protect and enhance the natural, historic, and cultural environment through avoidance, minimization, and mitigation of adverse impacts related to transportation infrastructure, including support for broader efforts to improve the health of the Chesapeake Bay
- Employ resource protection and conservation practices in project development, construction, operations, and maintenance of transportation assets
- Implement initiatives to reduce fossil fuel consumption, mitigate Greenhouse Gas (GHG), and improve air quality

MDOT continues to streamline its business processes, minimizing any adverse impacts on the environment while conserving natural resources, and integrating sustainability into various aspects of the transportation systems at the policy, program, and project levels of implementation. MDOT has a well-rounded approach to environmental stewardship spanning a range of natural resources including air, land, and water. MDOT's actions encompass climate change mitigation by reducing GHG emissions, increasing climate adaptation and resiliency, and conservation of resources for more sustainable operations and service delivery. MDOT's Transportation Business Units (TBUs) continue to reduce the effects of transportation and the built-environment by way of effective planning, creative and interdisciplinary approaches to project delivery, and collaboration.

MDOT's commitment to environmental initiatives has been demonstrated in the form of policies, programs, initiatives, and project-level actions. An example of this is the conversion to more energy efficient vehicles. MDOT MPA's Dray Truck Replacement Program has replaced 275 older dray trucks with newer, cleaner-running engines that reduce emissions. The Diesel Equipment Upgrade Program has replaced or retrofitted diesel cargo-handling equipment such as forklifts, top loaders, locomotives, and tugs with cleaner engines. Other MDOT TBUs are replacing light duty fleet vehicles with electric vehicle (EV) models in response to legislation passed in 2021 and 2022. MDOT MTA, also in response to legislation mandates passed in 2021 and 2022, is planning facility upgrades and installation of charging infrastructure in preparation for introducing zero emission buses (ZEBs) into the MDOT MTA transit bus fleet. MDOT MAA is planning to replace parking lot shuttle buses at BWI Marshall Airport with electric models.

Maryland continues to be a leader in zero emission vehicles (ZEV) and ZEV infrastructure. In 2022, Maryland was ranked as the 6^{th} best state by the



American Council for Energy-Efficient Economy for its policy and program efforts supporting electrification deployment. Maryland also was among the first states in the nation to submit their National Electric Vehicle Infrastructure (NEVI) Plan to the Joint Office of the U.S. Department of Transportation (U.S. DOT) and the U.S. Department of Energy ahead of the August 1, 2022, deadline. The NEVI plan, as required by the 2021 U.S. Infrastructure Investment and Jobs Act (IIJA), and federally approved in September 2022, describes how \$57 million in federal funds will be allocated to EV charging infrastructure in Maryland. This plan is vital to support the growing number of EVs in Maryland and in the country. As of June 30, 2022, there are more than 52,300 registered EVs in Maryland—a 50% increase from the previous year. Currently, there are more than 1,200 charging stations with more than 3,300 outlets, of which 20% are DC Fast chargers (DCFCs), in Maryland.

Maryland is dedicated to protecting and enhancing its natural resources. In 2021, MDOT established the Urban Tree Program, providing grant funding to replace trees in communities where transportation construction projects impacted tree cover. MDTA initiated and completed the Chesapeake Bay Crossing Study Tier 1 National Environmental Policy Act (NEPA), and the Federal Highway Administration (FHWA) approved the Bay Crossing Study Tier 1 combined Final Environmental Impact Statement and Record of Decision (FEIS/ROD) that identifies Corridor 7-the corridor containing the existing Bay Bridge—as the Selected Corridor Alternative. MDOT also is committed to preserving cultural resources by identifying important historic site locations along our transportation system. MDOT supports the preservation and study of significant historic sites along scenic byways including Harriet Tubman's Birthplace in Dorchester County. Recent discoveries on the Tubman family are incorporated into public interpretive signage and exhibits located along the Harriet Tubman Underground Railroad Byway.

MDOT ENVIRONMENTAL INITIATIVES

MDOT MAA: Working collaboratively with the Maryland Department of Natural Resources (MDNR), MDOT MAA finalized a Forest Conservation Easement (FCE) encompassing more than 122 acres, which includes 84 acres of wetlands of special state concern (WSSC). The FCE benefits rare, threatened, and endangered (RTE) species located within the easement and MDOT MAA by serving as forest mitigation to support ongoing development at BWI Marshall Airport. Also at BWI Marshall Airport, the Kitten Branch Stream Restoration is a compensatory mitigation project that was constructed in 2014, which MDOT MAA continues ongoing monitoring and adaptive management. Project objectives of channel stability, vigorous vegetative establishment, and low invasive species coverage continue to improve. In FY 2022, a Phase 3 Adaptive Management Repair Project was completed to enhance geomorphic stability. MDOT MAA also is implementing lighting improvements at four facilities at Martin State Airport. These improvements, funded with a 71% Baltimore Gas & Electric (BGE) grant, are estimated to reduce annual energy use in those facilities by 63% and save more than \$5,600 per year in operating expense.

MDOT TSO: In response to IIJA, MDOT prepared the Maryland State Plan for NEVI Formula Funding Deployment, describing how \$57 million in federal funds will be allocated to EV charging infrastructure in Maryland. This plan has become more necessary as between July 2021 and July 2022, EV ownership in Maryland increased by more than 46% from 30,080 to 52,966 registrations. In 2021, MDOT established the Urban Tree Program, providing grant funding to replace trees in communities where transportation construction projects impacted tree cover. MDOT TSO received several awards in 2022, including a Maryland Quality Initiative (MdQI) Innovation Award for its \$3.1 million Smart Ponds project, which installed monitoring and adaptive control features at stormwater ponds in Aberdeen, Hagerstown, and Fruitland to increase retention time and water guality and the Electronic Product Environmental Assessment Tool (EPEAT) Purchaser Award in four product categories, highlighting the commitment to sustainable electronics purchasing. MDOT is the only state DOT in the world to be recognized for this.

MDOT MTA: MDOT MTA is planning facility upgrades and installation of charging infrastructure, in preparation for introducing ZEBs into the MDOT MTA transit bus fleet. To support the growing demand for EV charging infrastructure, Maryland is working to deploy a robust EV supply equipment (EVSE) infrastructure of more than 1,200 charging stations and 3,300 charging outlets. Of these, 24 EV charging stations are available at Light Rail, Metro, bus, and MARC train stations, providing an EV-to-transit connection by allowing EV drivers to charge their vehicles at the transit station while completing their trips using transit.

MDTA: MDTA initiated and completed the Chesapeake Bay Crossing Study Tier 1 NEPA, and the FHWA approved the Bay Crossing Study Tier 1 combined FEIS/ROD that identifies Corridor 7—the corridor containing the existing Bay Bridge—as the Selected Corridor Alternative. MDTA also won an environmental award for Carsins Run Stream Restoration. MDTA also opened the 924/24 Park and Ride with bus shelters accommodating Harford Transit Blue Line service and sidewalks installed to create pedestrian access connection to MDOT MTA 410 bus transit line.

MDOT MPA: In 2022, MDOT MPA and the U.S. Army Corps of Engineers signed a Project Partnership Agreement (PPA) for the \$4 billion Mid-Chesapeake Bay ecosystem restoration project to rebuild the James and Barren islands using dredged materials. MDOT MPA also convened the Mid Bay Resiliency Working Group, a collaborative effort across state and federal resource agencies and stakeholders to maximize the coastal resiliency benefits of the project. The Barren Island restoration will create 72 acres of wetlands habitat, protect and preserve sub-aquatic vegetation, and improve water quality.

MDOT MVA: In December 2021, MDOT MVA completed its information technology (IT) modernization project known as Customer Connect, which enhanced the customer's experience by providing greater access to information, security, and the ability to conduct more online transactions than ever before. Customer Connect provides customers and employees with a complete view of the customer's status and history with the MDOT MVA by linking their driver and vehicle accounts. MDOT MVA also is becoming a "one-stop-shop" by partnering with other Maryland agencies, including MDNR, MDTA, Department of Veteran Affairs, and most recently the Maryland Department of Health to issue birth certificates of Maryland-born customers at select MDOT MVA branch offices to assist with the federal REAL ID document requirements. These innovations and collaborations increase efficiencies and reduce required trips for customers.

MDOT SHA: MDOT SHA is identifying opportunities in operations and maintenance to meet specific GHG emissions reductions and direct emissions targets at MDOT SHA facilities. MDOT SHA also will coordinate with partners and stakeholders to review legislation establishing GHG performance measures and, if enacted, coordinate with partners and stakeholders to establish performance targets. MDOT SHA also funded a Freight AV Feasibility Study for FY 2023 to identify civil projects for AV freight vehicles, which will support the reduction in fuel consumption by heavy vehicles.

VEHICLE INSTITUTE

OBJECTIVE: Protect and enhance the natural, historic, and cultural environment through avoidance, minimization, and mitigation of adverse impacts related to transportation infrastructure, including support for broader efforts to improve the health of the Chesapeake Bay

ACRES OF WETLANDS OR WILDLIFE HABITAT CREATED, RESTORED, OR IMPROVED* **



MDOT agencies are in compliance with the various permits that are granted to construct projects needed to improve the transportation system on land and offshore.



*Acres created, restored, or improved depend on the amount of mitigation obligated by project permits in a given year, as well as the construction completion date for the mitigation projects. Data is a sum of acres of wetlands or wildlife habitat created, restored, or improved by MDTA, MDOT MPA, or MDOT SHA.

**Due to newly available data, data have been revised from previous reports.

WHY DID PERFORMANCE CHANGE?

The amount of wetland and/or wildlife habitat acres created, restored, or improved annually by Office of Environmental Design (OED) mitigation projects is dependent on the amount of mitigation obligated by project permits in a given year; several OED mitigation projects are under development currently and will continue to deliver required mitigation during the next several years

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- MDOT MPA looks to create wetlands and/or wildlife habitat through its Dredged Material Management Program (DMMP); Poplar Island was recently expanded to be a dredged material facility through the early 2030s, which will create an estimated 700+ acres of wetland and wildlife habitat; when Poplar Island is no longer able to accept dredged material, the Mid-Chesapeake Bay Island Restoration Project will restore more than 2,000 acres of wildlife and wetland over its lifetime
- MDOT SHA will continue to identify environmental impacts during project development and meet mitigation requirements as obligated in the project permits
- MDTA will be using existing Nice/Middleton bridge materials for artificial reef habitat creation on the lower Potomac River

WATER QUALITY TREATMENT TO PROTECT AND RESTORE THE CHESAPEAKE BAY* **



This measure tracks MDOT compliance with achieving impervious surface restoration as required by the National Pollutant Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System (MS4) permit.



TARGET: 4,621 acres by October 2022

**Restoration best management practices (BMPs) have changed, resulting in additional credits for previous years, causing past data to change to reflect the updated BMPs.

WHY DID PERFORMANCE CHANGE?

MDOT SHA continued implementation of stormwater management and water quality improvement projects and achieved 188% of the permit goal (20%) by treating its impervious surfaces not previously treated by stormwater management controls; approximately 8,692 impervious acres were treated by MDOT SHA through October 2021 to reduce pollution entering local waterways and ultimately the Chesapeake Bay

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

MDOT SHA's permit has been administratively continued and is in the planning phase preparing for the issuance of the next permit

^{*}Data is reported cumulatively.

RECYCLED/REUSED MATERIALS FROM MAINTENANCE ACTIVITIES AND CONSTRUCTION/DEMOLITION PROJECTS*



For years, MDOT has been working to minimize waste, reuse materials, and reduce GHG emissions through energy efficiencies and alternative energy sources. This measure tracks this progress for asphalt, metals, and concrete from maintenance activities and construction/ demolition projects. These combined efforts will save money and make Maryland communities more livable for decades to come.



CALENDAR YEAR

*Recently, more data sources have become available that have increased the historic recycled metals figures.



WHY DID PERFORMANCE CHANGE?

- The use of recycled asphalt pavement (RAP) materials in Hot Mix Asphalt (HMA) in CY 2021 was 22.5%, which is consistent with usage in previous years (20%-22%); the variations in the tonnages per year reflect the changes in the yearly tonnage of asphalt mix place; so far in CY 2022, the average RAP used in state paving projects are 29% and this could go down to around 25% as we use more specialty mixes for interstate paving
- Contractors can choose recycled concrete-graded aggregate base (RC-GAB) instead of conventional GAB material, provided the material specifications are met
- The tonnage of RC-GAB used in CY 2018 (10,180 tons) was greater than the average for the period 2012-2018 (8,997 tons); RC-GAB usage increased in 2019 to 12,490 tons and subsequently decreased during the COVID-19 pandemic
- During the COVID-19 pandemic, MDOT SHA increased its number of mill and pave asphalt projects so there was not enough scope to use RC-GAB as much as expected when completing full-depth pavement rehabilitation projects; as more full-depth pavement rehabilitation projects are done, it is expected that RC-GAB usage will increase if more than one Qualified Plant produces RC-GAB

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

MDOT SHA is trying to implement balanced mix design technologies on an experimental basis in asphalt paving projects starting from CY 2023, this could increase the usage of recycled materials in asphalt paving projects without compromising the pavement performance

UTILITY ELECTRICITY USE AND RENEWABLE ENERGY GENERATION



MDOT is committed to reducing electricity consumption through efficiency measures and renewable energy sources to help Maryland reach its clean energy and GHG reduction goals. Reducing energy consumption and generating renewable energy can save Maryland taxpayers money, generate revenue, and decrease harmful air emissions. MDOT measures both the consumption of utility energy and the amount of renewable energy generated by MDOT.

| MEGAWATT HOURS IN THOUSANDS (FY) | 2017 | 2018 | 2019 | 2020 | 2021 |
|-------------------------------------|-------|-------|-------|-------|-------|
| Electricity Use | 364 | 379 | 367 | 338 | 343 |
| Renewable Energy Generation | 1.629 | 1.431 | 1.275 | 1.127 | 1.155 |

WHY DID PERFORMANCE CHANGE?

- Electricity use has decreased overall over time due to energy efficiency measures implemented across MDOT
- The COVID-19 pandemic caused many MDOT staff members to work from home, reducing MDOT's in-office electricity consumption; this number rose slightly in 2021 as more staff went back to working in the office, but still follows an overall decrease since pre-pandemic
- Many buildings across the state did see an increase in natural gas consumption as COVID-related HVAC policies required more outdoor/"fresh" air to be used; now that MDOT staff have returned to state-owned buildings, usage is more consistent with previous years of decreased electricity use

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

Maintenance projects are planned for several photovoltaic (PV) systems, which will increase renewable energy generation statistics in the future

TRANSPORTATION-RELATED EMISSIONS BY REGION

Emission reduction strategies foster transportation alternatives to single occupancy vehicle travel, including bicycle and pedestrian projects, transit improvements, and other travel demand management (TDM) strategies, such as telecommuting, alternative work schedules, and carpooling. These transportation alternatives are promoted through MDOT's Commuter Choice Maryland program. Providing reliable, safe transportation alternatives helps to reduce fuel consumption, improve air quality, and improve public health.



| | | CALENDAR YEAR | | | | |
|---|-------------|---------------|-------|-------|-------|--|
| PERFORMANCE MEASURE | REGION | 2011 | 2014 | 2017 | 2020 | |
| Volatile Organic Compound (VOC) Tons per Day | Baltimore | 45.5 | 41.3 | 25.9 | 18.9 | |
| | Washington* | 39.2 | 35.4 | 23.9 | 16.8 | |
| | Other | 20.7 | 21.1 | 13.4 | 8.8 | |
| Nitrogen Oxide (NOx) Tons per Day | Baltimore | 89.5 | 79.5 | 53.7 | 33.4 | |
| | Washington* | 74.4 | 63.3 | 45.3 | 27.7 | |
| | Other | 44.4 | 44.2 | 32.8 | 20.1 | |
| Carbon Monoxide (CO) Tons per Day | Baltimore | 445.1 | 431.8 | 365 | 283.8 | |
| | Washington* | 363.6 | 352.6 | 335.5 | 257.1 | |
| | Other | 202.4 | 229.1 | 180.1 | 145.3 | |
| Particulate Matter (PM2.5) Tons per Day | Baltimore | 3.5 | 3.4 | 2.2 | 1.3 | |
| | Washington* | 2.9 | 2.7 | 1.9 | 1.1 | |
| | Other | 1.4 | 1.5 | 1.1 | 0.6 | |

*Maryland portion of Washington region includes Montgomery, Prince George's, Frederick, and Charles counties.



WHY DID PERFORMANCE CHANGE?

- The number of EVs registered in Maryland continues to grow and in 2022 topped 1% of vehicles on the road, exceeding 52,000 EVs in June
- Through the Congestion Mitigation and Air Quality (CMAQ) program, MDOT invested more than \$1 million on three new projects in federal FY 2021, and more than \$45 million on continuing projects; CMAQ funding supported traffic signal systemization, ride sharing, transit improvements, transit bus replacements, and Metro rail-car upgrades
- Maryland's Port of Baltimore has been successful at securing grants for emissions reduction projects, including from the U.S. Environmental Protection Agency's (EPA) Diesel Emissions Reduction Act (DERA) Program, allowing the conversion of Dray Trucks to cleaner engines
- In the Washington region, the Purple Line Capital Crescent Trail is funded for construction; MDOT continues to invest in bicycle and pedestrian projects with grant awards through the Transportation Alternatives and Kim Lamphier Bikeways Network programs

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

Investments in projects that benefit air quality by MDOT MTA, MDOT MAA, and MDOT MPA are planned or underway, including programs to convert vehicles and equipment to electric models



TRANSPORTATION RELATED GREENHOUSE GAS (GHG) EMISSIONS



The transportation sector accounts for 40% of Maryland's GHG emissions, with most emissions coming from on-road gasoline and diesel vehicles. MDOT's work to lower GHG emissions includes boosting travel choice, improving travel efficiencies, adoption of clean vehicle and fuel technologies, and improved infrastructure design.



TARGET: 40% below 2006 emissions by 2030, or 18.43 mmt CO2e in 2030*

*MDOT Greenhouse Gas Reduction Act (GGRA) Plan, Appendix J of Maryland 2030 GGRA Plan.

**MMT CO2e stands for million metric tons of carbon dioxide equivalents, the standard unit of measurement for GHG emissions. Emissions are calculated using the most recent data and version of EPAs MOVES model available at time of analysis. MOVES2014a is used for analysis year 2016, 2017, 2018, and 2019. Highway Performance Monitoring System (HPMS) Vehicle Miles Traveled (VMT).

***2021 revised from previous report to reflect Final 2021 HPMS.

****2022 estimate based on Sept 2022 annual VMT estimate, forecast to Dec 2022.

WHY DID PERFORMANCE CHANGE?

- The pandemic affected changes in travel behavior as people and industries adapted to disruptions; telework continued a steady trend upward as more employers adopted telework arrangements; freight activity also has increased as more people rely on e-commerce
- MDOT's Commuter Choice Program launched the incenTrip mobile app and continued to promote alternative commute options to employers and commuters through a variety of outreach activities
- Efficiency of the on-road vehicle fleet continued to improve as older vehicles were replaced with newer vehicles that meet more stringent emission standards
- EVs were a growing share of the on-road fleet and in 2022 topped 1% of vehicles on the road
- MDOT maintains more than 100 Park-and-Ride lots across the state, which enable drivers to access buses, rideshare, and other forms of transit; MDOT SHA's Ride Share program offers an online interactive map to users who wish to access the location, space availability, Americans With Disabilities Act (ADA) features, and amenities of each Park-and-Ride lot

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- To meet a 40% reduction in GHG emissions by 2030, a reduction of 18.43 million metric tons of CO2 equivalent is needed; MDOT is taking a multi-pronged approach to achieve this goal
- Implementation of congestion mitigation measures to improve travel and freight reliability reduces GHG emissions; this includes all initiatives under the Transportation System Management and Operations (TSMO) umbrella
- Another strategy is the adoption of vehicle and fuel technologies that reduce consumption of fossil fuels, including Intelligent Transportation System (ITS), Connected and Automated Vehicles (CAVs), and EVs
- Continued investment in infrastructure for non-motorized forms of transportation is vital, including bicycle and pedestrian options

ROLL FULME

TOTAL ELECTRIC VEHICLES (EVS) REGISTERED IN MARYLAND AND TOTAL PUBLICLY AVAILABLE EVS CHARGING INFRASTRUCTURE*



Encouraging the adoption of EVs among Maryland residents requires communication of the benefits of EVs, education about the charging options available, and publicity about charging station locations. MDOT has an important role to play with other public agencies and the private sector to build-out the charging infrastructure strategically in a manner that allows for easy charging along corridors people commonly traverse. State and federal agencies, along with utility companies, provide financial incentives for EVs through tax benefits and rebates. As of June 2022, there were more than 52,000 registered EVs in Maryland—a 50% increase from the previous October. These vehicles are supported by a growing network of charging stations. In Maryland, there are more than 1,200 charging stations with more than 3,300 outlets, of which 20% are DCFCs.



TARGET: 300,000 by 2030

*2018, 2019, and 2020 data are through June 30 of their respective years. Previous reports indicated the data was through July 31.

**BEV = Battery Electric Vehicles; PHEV = Plug-In Hybrid Electric Vehicles.



WHY DID PERFORMANCE CHANGE?

- Maryland now has 23 electric vehicle alternative fuel corridors (EV-AFCs), with the newest corridor, the Intercounty Connector/MD 200, nominated in May 2022; EV drivers can find publicly accessible EV charging stations in close proximity of EV-AFCs
- In FY 2021 and FY 2022 combined, MDOT TBUs purchased 55 Hybrid EVs (HEVs), nine Plug-in Hybrid EVs (PHEVs), and one Battery Electric Vehicle (BEV); these purchases were among the 130 EVs purchased for the state fleet in FY 2021 and FY 2022
- The number of publicly accessible EV charging stations in Maryland grew to 1,241 stations and 3,373 outlets by the end of June 2022, in response to growing demand and more EVs on the road
- Through a pilot program authorized by the Public Service Commission, Maryland's public utilities are installing EV charging stations at sites across the state; as a result of this pilot program, EV charging stations are now located at BWI Marshall Airport, at the Bay Bridge *E-ZPass®* Office, at certain MDOT MVA facilities, at the North Linthicum Light Rail station, and at several MDOT SHA facilities and Park-and-Ride lots
- Public interest in EVs continues to grow, affected by the cost of gasoline, automaker commitments to bring more EV models to market, heightened interest in climate change, and new federal commitments to electrification

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- In response to the NEVI Program established by the Bipartisan Infrastructure Law (BIL), MDOT prepared the NEVI Plan describing how \$57 million in federal funds will be allocated to EV charging infrastructure in Maryland during the next five years
- The focus of NEVI Formula Funding in the short-term will be on building out and certifying Maryland's 23 EV-AFCs; long-term focus will be building out community charging in rural and disadvantaged communities
- In addition to NEVI Formula funds, discretionary NEVI funds are expected to become available in late 2022
- MDOT continues to lead the Zero Emission Electric Vehicle Infrastructure Council (ZEEVIC), which provides a public forum for discussion and informationsharing from interested parties and stakeholders engaged in expansion of ZEV infrastructure in Maryland as well as conversion of state fleets

COMPLIANCE RATE AND NUMBER OF VEHICLES TESTED FOR VEHICLE EMISSIONS INSPECTION PROGRAM (VEIP) VERSUS CUSTOMER WAIT TIME*



Monitoring the VEIP testing compliance rate ensures system effectiveness and identifies vehicles exceeding allowable standards. Tracking the average wait time at VEIP stations ensures that the 15-minute average wait time requirement is met. Timely and efficient customer service helps the state meet federal clean air standards by identifying polluting vehicles and encouraging regular vehicle maintenance.



*14 counties offer VEIP tests: Anne Arundel, Baltimore, Baltimore City, Carroll, Harford, Howard, Queen Anne's, Cecil, Washington, Calvert, Charles, Frederick, Montgomery, and Prince George's.

**2019, 2020, 2021 data have been revised from previous report.

**2022 data are preliminary and subject to change.

WHY DID PERFORMANCE CHANGE?

- All MDOT MVA VEIP stations were fully operational during FY 2022; as a result, testing volumes increased from previous years as customers not testing during 2021 and 2022 because of COVID-19 returned to the testing pool
- As testing volumes increased statewide, compliance rates and wait times normalized to pre COVID-19 levels due to all MDOT MVA VEIP stations being fully operational, appropriate staffing levels to support operations, and a higher percentage of customers using the 24-hour self-serve VEIP kiosk
- MDOT MVA modernized IT systems to allow for both the agency and customers to have more rapid and reliable access to VEIP testing information and better communication regarding testing and compliance requirements

WHAT ARE FUTURE PERFORMANCE STRATEGIES?

- Continue to modernize VEIP to improve customer service benefits and preserve air quality progress achieved by the state; MDOT MVA and the Maryland Department of the Environment (MDE) continue to monitor the ongoing advancements with an emphasis in technology and innovation in vehicle manufacturing and vehicle emissions testing industries
- Issue new VEIP contract to further improve VEIP performance and customer convenience

