



**MDOT** MARYLAND DEPARTMENT OF TRANSPORTATION  

---

MOTOR VEHICLE ADMINISTRATION

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

	<u>FY 2023</u>	<u>FY 2024</u>	<u>FY 2025</u>	<u>FY 2026</u>	<u>FY 2027</u>	<u>FY 2028</u>	<u>SIX - YEAR TOTAL</u>
<b><u>Major Construction Program</u></b>	<b>8.3</b>	<b>6.5</b>	<b>0.2</b>	<b>0.2</b>	<b>0.0</b>	<b>0.4</b>	<b>15.5</b>
System Preservation	7.3	6.2	-	-	-	-	13.4
Expansion/Efficiency	1.0	0.3	0.2	0.2	0.0	0.4	2.1
<b><u>Major Development &amp; Evaluation Program</u></b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b><u>Minor Program</u></b>	<b>28.3</b>	<b>27.5</b>	<b>8.3</b>	<b>8.1</b>	<b>7.4</b>	<b>7.7</b>	<b>87.2</b>
System Preservation	24.3	19.5	7.2	7.2	6.6	6.2	71.1
Expansion/Efficiency	2.5	7.3	0.3	0.3	0.2	0.9	11.6
Safety & Security	1.3	0.3	0.3	0.3	0.3	0.3	2.8
Environment	0.2	0.3	0.4	0.3	0.3	0.3	1.8
<b><u>Capital Salaries, Wages &amp; Other Costs</u></b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	<b>1.5</b>	<b>1.6</b>	<b>8.8</b>
<b>TOTAL</b>	<b>38.0</b>	<b>35.4</b>	<b>9.9</b>	<b>9.7</b>	<b>8.9</b>	<b>9.7</b>	<b>111.5</b>
Special Funds	38.0	35.4	9.9	9.7	8.9	9.7	111.5
Federal Funds	-	-	-	-	-	-	-
Other Funds	-	-	-	-	-	-	-



**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 more than 50% of core service 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.

**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

- SMART GROWTH STATUS:**
- Project Not Location Specific
  - Project Inside PFA
  - Project Outside PFA
  - PFA Status Yet to Be Determined
  - Not Subject to PFA Law
  - Grandfathered
  - Exception Will Be Required
  - Exception Granted

**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.

**STATUS:** Enhancement and expansion of ASD services are underway .

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 COMPLETE	
	ESTIMATED COST (\$000)	EXPENDED THRU CLOSE YEAR				YEAR 2022	YEAR 2023	YEAR 2024	FOR PLANNING PURPOSES ONLY			
						...2025...	...2026...	...2027...	...2028...	TOTAL		
Planning	0	0	0	0	0	0	0	0	0	0	0	
Engineering	1,701	1,352	118	122	227	0	0	0	0	349	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	27,587	25,850	808	916	74	150	150	5	442	1,737	0	
<b>Total</b>	<b>29,288</b>	<b>27,202</b>	<b>926</b>	<b>1,038</b>	<b>301</b>	<b>150</b>	<b>150</b>	<b>5</b>	<b>442</b>	<b>2,086</b>	<b>0</b>	
Federal-Aid	0	0	0	0	0	0	0	0	0	0	0	
Special	29,288	27,202	926	1,038	301	150	150	5	442	2,086	0	
Other	0	0	0	0	0	0	0	0	0	0	0	

**SIGNIFICANT CHANGE FROM FY 2022 - 27 CTP:** The project funding decreased \$4.5M due to funds being reallocated to the OIR Systems Software Enhancement project.



**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.

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

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Safe, Secure, and Resilient      | <input checked="" type="checkbox"/> Quality & Efficiency |
| <input checked="" type="checkbox"/> Maintain & Modernize             | <input type="checkbox"/> Environmental Protection        |
| <input type="checkbox"/> Economic Opportunity & Reduce Congestion    | <input type="checkbox"/> Fiscal Responsibility           |
| <input type="checkbox"/> Better Transportation Choices & Connections |  |

- SMART GROWTH STATUS:**  Project Not Location Specific  Not Subject to PFA Law
- |  |   |
|--|---|
| <input type="checkbox"/> Project Inside PFA              | <input type="checkbox"/> Grandfathered              |
| <input type="checkbox"/> Project Outside PFA             | <input type="checkbox"/> Exception Will Be Required |
| <input type="checkbox"/> PFA Status Yet to Be Determined | <input type="checkbox"/> Exception Granted          |

**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.

**STATUS:** Project completed.

**POTENTIAL FUNDING SOURCE:**

- SPECIAL  FEDERAL  GENERAL  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				...2025...	...2026...	...2027...	...2028...		
Planning	15,600	15,600	852	0	0	0	0	0	0	0	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	66,905	66,905	14,568	0	0	0	0	0	0	0	0
<b>Total</b>	<b>82,505</b>	<b>82,505</b>	<b>15,420</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Federal-Aid	0	0	0	0	0	0	0	0	0	0	0
Special	82,505	82,505	15,420	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0

**SIGNIFICANT CHANGE FROM FY 2022 - 27 CTP:** The project funding decreased \$3.5M as FY 2023 funds moved to the minor projects program.



**PROJECT:** Glen Burnie Headquarters Renovation

**DESCRIPTION:** Improvements and renovation of the Glen Burnie Headquarters site and facility ground floor and main branch office. Consolidate Driver Licensing functions located in the Annex Building and trailers into the branch office of the main building. Improve vehicular and pedestrian site circulation and maximize parking. Renovate aging infrastructure and site utilities.

**PURPOSE & NEED SUMMARY STATEMENT:** Improve customer service, operational efficiency, safety, security, and work environment. Improve service and efficiency by consolidating Driver and Vehicle transactions conducted in multiple buildings/trailers into a single main office, while separating customers from back office functions located on other floors. Contain all branch functions on the ground floor of the Headquarters Building. Reconfigure traffic and driving test courses, separate employee and customer parking while adding to total parking spaces. Upgrade fire protection system and improve energy efficiency through equipment and window replacement. Replace HVAC distribution equipment plumbing piping and fixtures, electrical service and distribution, and site utilities.

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

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Safe, Secure, and Resilient      | <input checked="" type="checkbox"/> Quality & Efficiency     |
| <input checked="" type="checkbox"/> Maintain & Modernize             | <input checked="" type="checkbox"/> Environmental Protection |
| <input type="checkbox"/> Economic Opportunity & Reduce Congestion    | <input type="checkbox"/> Fiscal Responsibility               |
| <input type="checkbox"/> Better Transportation Choices & Connections |  |

**EXPLANATION:** MVA is building the IT infrastructure to support 360 degree customer service, and needs to configure the main branch location to allow for delivery of comprehensive service from each workstation. At the same time, the aging Glen Burnie site and facilities will be renovated, creating a safer, more secure, efficient and environmentally improved workplace, and space for customers.

**STATUS:** Phase I Site Improvements are completed. Design for Phase II Branch Office/Ground Floor is underway.

**POTENTIAL FUNDING SOURCE:**

- SPECIAL     FEDERAL     GENERAL     OTHER

PHASE	TOTAL		PREVIOUS YEAR	CURRENT YEAR	BUDGET YEAR	PLANNING				SIX YEAR	BALANCE TO			
	ESTIMATED COST (\$000)	EXPENDED THRU CLOSE YEAR				YEAR 2022	YEAR 2023	YEAR 2024	FOR PLANNING PURPOSES ONLY					
									...2025...			...2026...	...2027...	...2028...
Planning	157	157	0	0	0	0	0	0	0	0	0			
Engineering	1,556	701	646	0	855	0	0	0	0	855	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	17,325	4,769	1,341	7,250	5,306	0	0	0	0	12,556	0			
<b>Total</b>	<b>19,039</b>	<b>5,627</b>	<b>1,987</b>	<b>7,250</b>	<b>6,162</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13,412</b>	<b>0</b>			
Federal-Aid	0	0	0	0	0	0	0	0	0	0	0			
Special	19,039	5,627	1,987	7,250	6,162	0	0	0	0	13,412	0			
Other	0	0	0	0	0	0	0	0	0	0	0			

**SIGNIFICANT CHANGE FROM FY 2022 - 27 CTP:** None.

**MINOR PROJECTS PROGRAM**  
(Dollars in Thousands)

**MOTOR VEHICLE ADMINISTRATION - LINE 4**

PROJECT ID	PROJECT NAME	TOTAL PROGRAMMED COST	STATUS
<b><u>Facility</u></b>			
MVAPRJ000189	OIR Facade	\$ 1,300	FY 2023
MVAPRJ000190	Frederick Fire Control	\$ 500	Design Completed
MVAPRJ000191	Gaithersburg Fire Control	\$ 227	FY 2023
MVAPRJ000192	Hagerstown Fire Control System	\$ 205	Design Completed
MVAPRJ000193	OIR Computer Room Upgrades	\$ 1,200	FY 2023
MVAPRJ000196	Easton Roof	\$ 500	Under Construction
MVAPRJ000197	Branch Canopies	\$ 1,950	FY 2023
MVAPRJ000204	Largo Remodel	\$ 4,150	Design Underway
MVAPRJ000211	Power Distribution Systems	\$ 1,291	Design Underway
<b><u>IT Software/System Enhancements</u></b>			
MVAPRJ000210	OIR System Software Enhancement	\$ 24,279	Underway
<b><u>Major Projects</u></b>			
MVAPRJ000184	MDOT MVA Digital Mail	\$ 1,200	Under Construction
MVAPRJ000185	Law Test Project	\$ 1,000	Under Construction
<b><u>MHSO</u></b>			
MVA0777	Maryland Highway Safety Office Bicycle Programs	\$ 503	Ongoing
<b><u>VEIP</u></b>			
MVAPRJ000183	VEIP RFP Transition	\$ 4,000	FY 2024

\* Project funding enabled by IIJA increases