

HOUSE BILL 1393

R7

6lr2641

By: **Delegate Nkongolo**

Introduced and read first time: February 13, 2026

Assigned to: Environment and Transportation

A BILL ENTITLED

1 AN ACT concerning

2 **Motor Vehicle Administration – Telephone Queuing System – Establishment**

3 FOR the purpose of requiring the Motor Vehicle Administration to establish a virtual
4 queuing system for telephone callers waiting to speak to a live representative at the
5 Administration; requiring the virtual queuing system to allow a telephone caller to
6 request a certain return call; and generally relating to the establishment of a virtual
7 telephone queuing system by the Motor Vehicle Administration.

8 BY repealing and reenacting, with amendments,

9 Article – Transportation

10 Section 12–104

11 Annotated Code of Maryland

12 (2020 Replacement Volume and 2025 Supplement)

13 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
14 That the Laws of Maryland read as follows:

15 **Article – Transportation**

16 12–104.

17 (a) In addition to the specific powers granted and duties imposed by this title, the
18 Administration has the powers and duties set forth in this section.

19 (b) The Administration may adopt rules and regulations to carry out:

20 (1) Those provisions of the Maryland Vehicle Law that relate to or are
21 administered and enforced by the Administration; and

22 (2) The provisions of any other law that the Administration is authorized
23 to administer and enforce.

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 (c) (1) (I) THE ADMINISTRATION SHALL ESTABLISH A VIRTUAL
2 QUEUING SYSTEM FOR TELEPHONE CALLERS WAITING TO SPEAK TO A LIVE
3 REPRESENTATIVE AT THE ADMINISTRATION.

4 (II) THE VIRTUAL QUEUING SYSTEM SHALL ALLOW A
5 TELEPHONE CALLER TO REQUEST A RETURN CALL INSTEAD OF REMAINING ON HOLD
6 WHILE RETAINING THE TELEPHONE CALLER'S ORIGINAL POSITION IN THE
7 TELEPHONE QUEUE.

8 (2) The Administration shall maintain as many offices in this State as the
9 Administrator considers necessary to carry out the powers and duties of the
10 Administration.

11 [(2)] (3) Each office shall be open on the days and during the hours that
12 the Secretary determines are needed to serve the public.

13 (d) (1) With the approval of the Secretary, the Administration shall employ
14 the deputies, subordinate officers, clerks, investigators, and other employees necessary to
15 carry out the powers and duties of the Administration.

16 (2) Except as otherwise provided by law, and subject to § 2–103.4 of this
17 article, each deputy, officer, and employee of the Administration:

18 (i) Is in the State Personnel Management System; and

19 (ii) Is entitled to the salary provided in the pay plan established
20 under Title 8, Subtitle 1 of the State Personnel and Pensions Article.

21 (e) The Administration may delegate to the Office of Administrative Hearings the
22 power and authority under the Maryland Vehicle Law to conduct hearings under this
23 article and render final decisions in hearings conducted under this article.

24 (f) In accordance with § 6–313 of the Courts Article and the Maryland Rules, the
25 Administration shall serve as the agent to receive a subpoena, a summons, or other process
26 for a nonresident driver named as a party in an action brought in a court of this State.

27 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
28 October 1, 2026.