

Department of Legislative Services
Maryland General Assembly
2026 Session

FISCAL AND POLICY NOTE
First Reader

House Bill 1393 (Delegate Nkongolo)
Environment and Transportation

Motor Vehicle Administration - Telephone Queuing System - Establishment

This bill requires the Motor Vehicle Administration (MVA) to establish a virtual queuing system for telephone callers waiting to speak to a live representative at MVA. The virtual queuing system must allow a telephone caller to request a return call (instead of remaining on hold) while retaining the telephone caller's original position in the telephone queue.

Fiscal Summary

State Effect: MVA can likely implement the bill's requirement with existing resources, as discussed below. Revenues are not affected.

Local Effect: None.

Small Business Effect: None.

Analysis

Current Law: MVA may adopt rules and regulations to carry out (1) those provisions of the Maryland Vehicle Law that relate to or are administered and enforced by MVA and (2) the provisions of any other law that MVA is authorized to administer and enforce.

MVA must maintain as many offices in the State as the administrator considers necessary to carry out its powers and duties. Each office must be open on the days and during the hours that the Secretary of Transportation determines are needed to serve the public.

State Expenditures: MVA advises that it recently conducted a complete overhaul of its telephone operations system and that the new system has the capability to utilize a callback

feature that meets the bill's requirements. However, MVA has not yet activated this feature because it is not clear if the callback process could be handled with current staffing levels. Nevertheless, MVA anticipates, and the Department of Legislative Services concurs, that implementing the feature can likely be handled using existing budgeted resources; however, to the extent that additional staff are needed, Transportation Trust Fund expenditures increase accordingly.

Additional Information

Recent Prior Introductions: Similar legislation has not been introduced within the last three years.

Designated Cross File: None.

Information Source(s): Maryland Department of Transportation; Department of Legislative Services

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Analysis by: Eric F. Pierce

Direct Inquiries to:
(410) 946-5510
(301) 970-5510