

February 19, 2026

The Honorable Brian J. Feldman
Chair, Education, Energy, and the Environment Committee
2 West Miller Senate Office Building
Annapolis, MD 21401

RE: Letter of Concern – Senate Bill 580 – State Government - Walk-In Service Requirements

Dear Chair Feldman and Committee Members:

The Maryland Department of Transportation takes no position on Senate Bill 580 but respectfully offers the following concerns for the Committee’s consideration.

SB 580 would require certain State departments, programs, divisions, and administrations to offer walk-in service on a public first-come, first-serve basis at least one day per week. Among those identified as being required to offer this service model is the Maryland Motor Vehicle Administration (MVA).

Presently, the MVA provides branch services to customers Monday through Friday from 8:30 a.m. to 4:30 p.m. in most branches across the State (two branches are open only part time due to operational needs in the respective communities). Additionally, the MVA is also open to the public on Saturdays from 8:00 a.m. to Noon and has extended service until 6:30 p.m. on some Thursdays. The MVA operates on an appointment only model, however it actively serves walk-in customers. Additionally, approximately 83% of customers engage with the MVA using alternative services (ASE), i.e. online, mail and via kiosks, with the remainder served at local branch offices.

In the past, MVA branches operated on a walk-in only model. Customer times were unpredictable, frequently resulting in prolonged wait times for customers and significant overtime expenditures for branches. In 2019, the MVA introduced a limited appointment option in a “hybrid” service model for customers that wanted to ensure service at a time most convenient to their schedule. In 2020, the MVA conducted an agency-wide systems modernization project to convert many outdated information systems used in operations into one single platform - Customer Connect - that can access up-to-date technology to enhance performance and customer service. At that time, the MVA also moved to an “appointments” model for all services.

The modernization efforts resulted in more efficient processing of customer transactions along with an increased number of transactions that can be performed online or at a kiosk based on customer preference. Internally, it also offers greater flexibility in agency operations to improve customer experience. Although the branches operate on an “appointments” model, the MVA actively serves walk-in customers today. The model was intentionally designed with built-in capacity to serve customers without appointments understanding that it would take time for customers to adapt to making appointments, not all appointment slots would be taken daily, and there would be “no shows.” Available appointment slots and the “no shows” are actively used to serve customers that visit branch offices without appointments. Currently, nearly 50% of all appointment slots are taken by customers. Additionally, the MVA ensures appointment slots are set aside for those needing a same-day appointment when entering a branch without one. It also offers the ability to book an appointment ahead of time not just by using a myMVA

The Honorable Brian J. Feldman
Page Two

account or scheduling online, but also through its customer call center for those preferring non-computer access.

In December 2025 alone, the MVA served almost 60,000 customers as walk-in appointments. In Fiscal Year 2025, the MVA served 1.733 million customers by appointment and an additional 560,556 customers via walk-in. The MVA did this while still averaging a five-minute wait time statewide (a 75% decrease from the 25-minute average under the hybrid model in 2019) and the MVA achieved a 98% customer satisfaction rate.

The MVA's modernized systems offer premier customer service for Marylanders that accounts for customer demand, preferred visit times, service type, and the amount of time each transaction takes to process. For example, there are more appointments available during morning hours based on customer preferences, and services such as on road driving tests are allocated sufficient appointment times based on the length of the service. While using an appointment model, the MVA averages a lead time of next day for skills testing, ensuring Marylanders looking to get their license for the first time are not left waiting for a test to experience that special day they get their first license.

The appointment model also benefits MVA staff. It allows branch operational teams to allocate staffing schedules and resources more effectively to include breaks and lunches without the service disruption normally experienced in a walk-in only operation. Appointments spread throughout the day reduces the rush of customers at the end of the day, which previously left many branch employees working several hours of overtime at many of our busier branch offices, to ensure all customers in the building at the end of the day were served. An appointment-based system creates a more predictable schedule; reducing overtime and temporary staffing expenditures while allowing a better work-life balance for employees all while creating a more stable budget for the State that meets customer demands without sacrifices in service. A return to the previous model, even one day a week, would reduce MVA efficiency and staff satisfaction while leaving customers with unpredictable waiting times and limited satisfaction.

The Maryland Department of Transportation respectfully requests the committee consider this information during its deliberation of Senate Bill 580.

Respectfully submitted,

Christine E. Nizer
Administrator
Maryland Motor Vehicle Administration
410-787-7830

Matthew Mickler
Director of Government Affairs
Maryland Department of Transportation
410-865-1090