

**SB 580 - EEE 02-19-2026 - MTAM Testimony - FAV.pdf**

Uploaded by: John Stefancik

Position: FAV



February 19, 2026

The Honorable Brian J. Feldman, Chair  
Senate Education, Energy & the Environment Committee  
2 West Miller Senate Office Building  
11 Bladen Street  
Annapolis, Maryland 21401

**Re: Senate Bill 580 – State Government – Walk-In Service Requirements**

Dear Chair Feldman:

On behalf of the Marine Trades Association of Maryland, I am writing in support of Senate Bill 580 which requires certain State divisions and programs to provide walk-in service on a first-come, first-served basis at a reasonable frequency and at reasonable locations.

Senate Bill 580 specifically applies to the Department of Natural Resources, Licensing and Registration Service Centers.

One of our members who runs a boat dealership has had difficulty obtaining registration of boats taken in trade during recent visits to his local DNR Licensing Center. Having to wait several weeks to receive the registration in the mail has delayed opportunities to re-sell the vessels and created an administrative expense to track the paperwork. Senate Bill 580 will help to address this delay.

The Marine Trades Association of Maryland is a 501(c)(6) organization representing the recreational boating industry in Maryland. The recreational boating industry has a \$4.2 billion economic impact in Maryland representing 16,871 jobs. With 3,190 miles of shoreline, our waterways and watersports are a big part of who we are and why people choose Maryland as their home.

I appreciate your time and consideration.

Sincerely,

John Stefancik  
Executive Director

cc: Members, Senate Education, Energy & the Environment Committee

**SB580\_Veterans.pdf**

Uploaded by: Veterans Caucus Maryland

Position: FAV



MARYLAND GENERAL ASSEMBLY  
VETERANS CAUCUS

February 17, 2026

Senator Feldman, Chair  
Education, Energy, and the Environment Committee  
2 West Miller Senate Office Building  
Annapolis, MD 21401

Re: SB580, State Government – Walk-In Service Requirements  
Hearing Date: February 19, 2026

Dear Chairman Feldman,

Please let this letter serve as notice of the support of the Maryland General Assembly Senate Veterans Caucus for Senate Bill 580.

After review by our respective legislative committee, the Senate Veterans Caucus believes that the above-mentioned legislation would provide a valuable benefit to the veterans of the State of Maryland and requests a favorable report.

With kindest regards,

A handwritten signature in cursive script that reads "Benjamin F. Brooks".

Senator Benjamin Brooks  
Senate Chair

A handwritten signature in cursive script that reads "Mike Rogers".

Delegate Mike Rogers  
House Chair

cc: Senator Jennings

**SB 580\_Commerce\_Letter of Concern.pdf**

Uploaded by: Jennifer LaHatte

Position: UNF



Wes Moore | Governor  
Aruna Miller | Lt. Governor  
Harry Coker, Jr. | Secretary of Commerce

**DATE:** February 19, 2026  
**BILL NO:** Senate Bill 580  
**BILL TITLE:** State Government - Walk-In Service Requirements  
**COMMITTEE:** Senate Education, Energy and the Environment  
**POSITION:** Letter of Concern

The Maryland Department of Commerce (Commerce) would like to express concerns with Senate Bill 580 - State Government - Walk-In Service Requirements.

**Bill Summary:**

SB 580 requires State agencies, including the Department of Commerce, to provide walk-in service to the public on a first-come, first-served basis at a reasonable frequency and at reasonable locations.

**Rationale:**

Commerce's concern centers around two aspects of the bill. Firstly, the bill references the Maryland Business Express (MBE) as being a program that is affiliated with or part of Commerce. The MBE is not a program, but rather a website that consolidates information from different State agencies. Although the MBE is a vital resource of State economic activity support, Commerce does not have ownership of the site, nor does the agency provide support for user benefit. Commerce staff would be unable to provide services to the general public related to the MBE, and Commerce does not anticipate a large amount of demand for in person assistance with this resource.

Secondly, Commerce does not provide services to the general public or individuals. Commerce staff provide business support in various ways, including one-on-one meetings with businesses at their preferred locations across the State. Many of the public-facing employees of the Department work in the "field" and visit the businesses they are assisting and working with at their offices. Additionally, applications for financial assistance and incentives are completed online which is the preference of the business community.

The Department occupies multiple floors of the World Trade Center-Baltimore (WTC). The WTC is not managed by Commerce. Visitors are permitted by invitation only due to security measures that are dictated by the Port Authority. Commerce would have to establish satellite offices and hire staff to fulfil the requirements of this bill. There is a concern that this would significantly increase operating expenses while offering support that is already provided through established procedures.

Thank you for your attention to these concerns as you consider Senate Bill 580.

**SB 580 - EEE- MDH - LOC (1).pdf**

Uploaded by: Meghan Lynch

Position: UNF



*Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary*

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: SB 580 – State Government - Walk-In Service Requirements – Letter of Concern**

Dear Chair Feldman and Committee Members:

The Maryland Department of Health (the Department) respectfully submits this letter of concern for Senate Bill (SB) 580 – State Government - Walk-In Service Requirements. This bill seeks to require certain State divisions and programs to provide walk-in services to the public on a first-come, first-served basis at a reasonable frequency and at reasonable locations. The Department’s Division of Vital Records (DVR) is one of the state divisions named in the bill.

While the Department appreciates the goal of increasing public access to state services, we wish to highlight several significant operational challenges that would hinder the DVR ability to implement a walk-in model effectively. Our primary concerns include:

- **Infrastructure and Space Constraints:** The current DVR facility was not designed for high-volume walk-in traffic, and the lobby space is insufficient to safely or comfortably accommodate first-come, first-served crowds.
- **Operational Predictability:** The current appointment system allows DVR to manage staffing based on known demand. Moving to a walk-in model would likely lead to unpredictable surges, resulting in extended wait times and a diminished experience for Maryland residents.
- **Fiscal Impact:** In order to comply with this requirement, the Department would need to move to a new facility and hire enough staff to accommodate a walk-in service model. The estimated cost to move to a new location is \$3 million for the first year.

Prior to moving to an appointment-based service model in 2020, approximately 500 constituents came to DVR to be serviced on a daily basis. This volume was overwhelming to staff and also led to long wait times for constituents. In some instances, constituents had to wait outside due to the lobby being at its maximum capacity. Since moving to the appointment-based model, DVR staff have been able to serve constituents in a more efficient and timely manner, and constituents are not asked to wait outside due to the lobby area being full.

In order to provide other locations for constituents to obtain vital records, the Department partnered with Motor Vehicle Administration (MVA) sites to allow them to issue birth and death certificates. This expansion reduced the burden at the DVR office and gave constituents other options within Baltimore City and Baltimore County that can be utilized to obtain their vital records. Additionally, Local Health Departments in all jurisdictions except Baltimore City and Baltimore County issue vital records.

For the reasons mentioned above, the Department respectfully opposes SB 580. The Department is committed to serving the public efficiently and would welcome the opportunity to discuss how we might balance accessibility with these practical constraints.

If you would like to discuss this further, please do not hesitate to contact Meghan Lynch, Director of Governmental Affairs at [meghan.lynch@maryland.gov](mailto:meghan.lynch@maryland.gov).

Sincerely,



Meena Seshamani, M.D., Ph.D  
Secretary of Health

**SB0580\_DNR\_LOC\_EEE\_2-19-26.pdf**

Uploaded by: Lydia McPherson

Position: INFO



*Wes Moore, Governor*  
*Aruna Miller, Lt. Governor*  
*Josh Kurtz, Secretary*  
*David Goshorn, Deputy Secretary*

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Date: February 19, 2026

**BILL NUMBER: SENATE BILL 580 - FIRST READER**

**SHORT TITLE: STATE GOVERNMENT - WALK-IN SERVICE REQUIREMENTS**

**DEPARTMENT'S POSITION: LETTER OF CONCERN**

**EXPLANATION OF DEPARTMENT'S POSITION**

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This legislation will impact the Department's Licensing & Registration Service Centers operationally. It requires service centers to provide walk-in service once a week during the hours of 10 a.m. - 4 p.m.

Complying with this legislation would hinder the flexibility of the various proven customer preferred methods currently in place when planning a visit to one of our seven service centers. The Department currently offers advanced appointment scheduling, same-day appointment scheduling, in addition to allowing "walk-in" visits any day of the week. The transactions that the Department processes are seasonal in nature. Offering multiple appointment methods during peak seasons for our service centers helps keep customer wait times to a minimum. Requiring the department to adopt a "first-come, first-served" policy would undermine these benefits.

Having scheduled appointments allows service centers to better understand the demand of a particular day and thereby ensure staffing is adequate for timely service. Scheduled appointments also allow staff to review the customer's needs in advance, allowing employees to be prepared for more complex and involved transactions that may require additional time and review.

**BACKGROUND INFORMATION**

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Currently, DNR uses advanced appointment scheduling, same day appointment scheduling, and customers are able to walk into any service center on any day to have a transaction completed. Appointments are the preferred method for most customers, as it allows them to come in at a scheduled time and have their transaction processed in a timely manner.

The Department's newly implemented licensing system is actively being updated to allow customers to complete more transactions completely online, including commercial license renewals and striped bass declarations. Staff already have the capability of processing commercial renewals through email or texting of completed and signed applications, with payment being processed over the phone.

**BILL EXPLANATION**

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This bill would require certain State Divisions and Programs that provide Public Services, including the Department's Licensing & Registration service centers to provide walk-in service to the public on a first-come, first-served basis at a reasonable frequency and at reasonable locations, which has been defined as at least one day a week from the hours of 10 a.m. - 4 p.m. beginning October 1, 2026.

Contact: Lydia McPherson, Director, Legislative and Constituent Services  
[lydia.mcpherson1@maryland.gov](mailto:lydia.mcpherson1@maryland.gov) ♦ 410-260-8113 (office) ♦ 443-875-7785 (cell)

# **SB0580 - LOC - MVA - State Government - Walk-In Se**

Uploaded by: Patricia Westervelt

Position: INFO

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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