

HB 1393: Motor Vehicle Administration - Telephone Queuing System - Establishment:
Please vote to **SUPPORT** this bill.

Dear Environment & Transportation Committee:

I am writing to strongly urge you to **SUPPORT HB 1393**.

HB 1393 would require the Motor Vehicle Administration to implement a modern telephone queuing system that allows callers to receive a callback when their turn arrives, instead of being forced to stay on hold for long periods. The system would also provide estimated wait times and position-in-queue information, making phone interactions with the MVA more efficient and user-friendly.

Maryland residents frequently face excessive hold times when calling the MVA for essential services—vehicle registration renewals, title transfers, license issues, address changes, and more. These long waits waste time, create frustration, and **disproportionately affect working families, seniors, people with disabilities, and those in rural areas who may have limited access to MVA branch offices or online options. A virtual hold/callback system is a proven, cost-effective solution already used successfully by many government agencies and private companies to improve customer service without adding staff.**

This bill represents a practical, low-cost improvement that respects taxpayers' time and enhances the MVA's accessibility and responsiveness. It is a commonsense step toward modernizing state services in a way that directly benefits everyday Marylanders.

For these reasons, I respectfully ask you to **vote in favor of HB 1393**.

Thank you for your time and thoughtful consideration of this important customer service and government efficiency legislation.

Sincerely,

Trudy Tibbals