

March 5, 2026

The Honorable Marc Korman
Chair, House Environment and Transportation Committee
250 Taylor House Office Building
Annapolis, MD 21401

RE: Letter of Information – House Bill 1393 – Motor Vehicle Administration - Telephone Queuing System - Establishment

Dear Chair Korman and Committee Members:

The Maryland Department of Transportation (MDOT) takes no position on House Bill 1393 and offers the following information for the Committee’s consideration.

HB 1393 would require the Motor Vehicle Administration (MVA) to offer a callback option for customers who call its Call Center and would otherwise have to wait on hold before they can speak with a customer service agent.

In 2025, the MVA conducted the first phase to modernize its Contact Center’s primary telephone operations. The project includes call queuing and Interactive Voice Response (IVR) system used by the more than 100 employees staffing the Contact Center to serve more than one million calls annually. Prior to rollout in June 2025, the MVA was averaging approximately 13 minutes wait time per call, but since then has seen wait times reduced to as low as six minutes, on average.

The new system has allowed the MVA to integrate online services such as registration renewal, product tracking, and more for customers to complete self-service options and receive MVA policy information without having to come into a branch office or talk with a live agent. The new system also has the ability to turn on the “call back” feature that HB 1393 requires, however, the MVA has not opted to use this feature at this time. The MVA is implementing this project in phases, and with each new phase comes a training period for staff. The MVA wants to ensure staff are fully trained and understand the functionality of each phase’s features. If the new telephone system continues to provide a more seamless experience for both customers and staff, the need to add a call back feature may not be necessary. The Contact Center continues to evaluate its new systems and measures to further reduce average wait times using existing staff resources as the volatility of incoming call volume remains out of its control. The MVA will continue to evaluate if the existing call back feature should be added and when to best deploy it if warranted. The MVA has discussed this with the bill sponsor’s office and will continue to update them on the issue.

The Maryland Department of Transportation respectfully requests the committee consider this information during its deliberation of House Bill 1393.

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