Maryland Motor Vehicle Administration (MVA)

Jurisdictional Showcase

AAMVA Workshop

New Orleans
Maryland – “America in Miniature”
MVA’s Transportation Role

“The MD Motor Vehicle Administration is the gateway to Maryland’s transportation infrastructure.”

- MVA touches the lives of nearly every resident in MD.
- Almost 4.5M people hold a valid MD driver’s licenses or identification Card
- Almost 5.0M vehicles are registered in the State of MD.
MVA Service Network

- 24 Branch, Express & Satellite Offices Statewide
- 18 Vehicle Emissions Inspection Stations
- “The Virtual MVA Office” (Internet, IVR, Self-Service Kiosks) – Anytime, Anywhere, MVA Online
- 2 Mobile Offices (MVA on Wheels)
MD MVA’s 1st Mobile Program

Originally Launched in August 1997
Renovated a 1982 MD. Transit Bus
We Borrowed from MTA
Mobile Office

- MVA’s “Good Will” Ambassador
- Brings MVA Services to Customers
- Visits Mountain Regions in Western Maryland to Ocean Resorts on Eastern Shore
- Military Installations to Senior Communities
- Can Serve as an Emergency Command Vehicle as needed
- Customer Satisfaction Rating = 100%
Due to Success of Mobile 1 – Began Evaluating 2\textsuperscript{nd} Mobile
Mobile 2 Concept
Mobile 2 - From Concept to Reality
Services Provided

• Vehicle Registration
• Return Tags
• Driver License Renewal
• Identification Cards
• Voter Registration
• Disable Parking Placards/Tags
• Organ Donor Designation
• 100% Customer Satisfaction
• More
Our Next Project

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