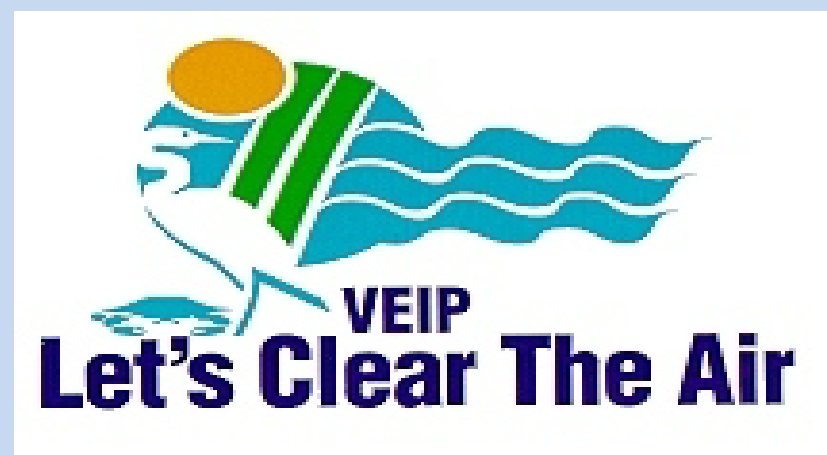




Maryland's Vehicle Emissions Inspection Program

Past, Present, and Future





VEIP- Past

In 1984 we started our initial program:

- Maryland State Police (MSP) had oversight of program.
- It was a centralized program with 25 state owned stations in Baltimore City and in 13 of Maryland's 23 counties that was managed day to day by a private contractor, Systems Control at the time.
- We offered one test. Idle Tailpipe and Gas Cap Test.
- The wait times and service times were 10 to 15 min. on average.



VEIP- Past

In 1992 we transitioned to Dynamometers:

- Maryland Motor Vehicle Administration (MVA) assumed oversight.
- It was a centralized program with 19 new state owned stations in Baltimore City and in 13 of Maryland's 23 counties that was managed day to day by a private contractor, MARTA Technologies at the time.
- We offered two tests. Idle Tailpipe and Gas Cap Test and Dynamometer Test.
- The system struggled to get off the ground and we experienced extreme wait times and had a lot of issues with damage to cars and stations because of new dynamometer.
- We expanded hours of operations and increased the fee.



VEIP- Past

In 2003 we transitioned to OBDII Testing:

- Maintained the previous set-up of the centralized system.
- ESP took over as the day to day manager of the program.
- Offered three types of tests.
- Reduced wait times and improved overall service.

In 2009 we modernized the program:

- We removed Dynamometers.
- We refurbished and outfitted all stations with new test equipment.
- Made the process more efficient
- Kept the cost low to customers because of improvements

VEIP- Present

How we are currently structured since 2009:

- A jointly managed by MD Dept. of Environment (MDE) and Motor Vehicle Administration (MVA). MVA is responsible for direct oversight and MDE is responsible for auditing and EPA reporting.
- A centralized program with 18 state owned stations in 13 of Maryland's 23 counties and Baltimore City that is managed day to day by a private contractor, currently Envirotest.
- We offer two test. OBD and Idle Tailpipe and Gas Cap Test. The fee is \$14 per test.
- Registration suspension enforcement with graduated late fees.



VEIP- Present

Customer Service Results:

- We conduct ~1.7MM test annually.
- The average wait time is ~5:30 min.
- The average service time is ~2:45 min.
- We have ~500K annual customer contacts via email, phone, and mail.



VEIP- Future

2014 and beyond:

- Support and maintain State-owned facilities
- Implement stable and tested service enhancements
 - Kiosk based self-testing
 - Remote OBD
- Consideration of decentralized environment
- We have ~500K annual customer contacts via email, phone, and mail.



VEIP- Future

Self-Service Kiosk in Ohio



Using telematics and mobile technology, as they drive, information is shared wirelessly, via AT&T's network, with Progressive.





Questions