



Larry Hogan
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Boyd K. Rutherford
Lt. Governor
Gregory Slater
Secretary
Christine Nizer
Administrator

TO: All Law Enforcement Agencies, Officers and Troopers

FROM: Maryland Department of Transportation Motor Vehicle Administration

DATE: June 26, 2020

RE: Customer Connect Deployment and Law Enforcement

MDOT MVA is reaching out to share information regarding the impact on law enforcement during the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) deployment of Phase 1 of Customer Connect, its IT system modernization.

Phase 1 of Customer Connect will deploy over the July 4th holiday weekend. The Department of Public Safety (DPSCS), which provides the access to all law enforcement agencies at the federal, state and local levels to MDOT MVA data, will deploy this system on the morning of Tuesday, July 7. The MDOT MVA will continue to update its legacy system data until close of business on Thursday, July 2.

As a result, any transactions that are performed after the new system is deployed until July 7 will not be reflected in queries returned to law enforcement. Your access to the MDOT MVA legacy system will remain in place, but we will not be updating that system as new transactions occur. Transactions include:

- New title and registration
- Renewals
- Tag Returns
- Substitute Plates
- 60-day temp registrations
- Insurance information
- Vehicle flags

As a reminder, this deployment does not include information related to driver records, which will remain updated per the usual process.

MDOT MVA appreciates your cooperation. Additional staff will be available on Monday, July 6, during business hours to respond to your questions. Please reach out to James Farrell at 410-787-2981 or jfarrell@mdot.maryland.gov, Lisa Lauer at 410-787-7847 or llauer@mdot.maryland.gov, or Eric Danz at 443-463-3237 or edanz@mdot.maryland.gov.