



# Drivers Education Town Hall

Motor Vehicle Administration  
Virtual Town Hall  
May 19, 2026



# Housekeeping

- Presentation includes topics we received before town hall
- Questions can be submitted via "Q & A" at any time
- Answer questions at the end of the presentation
- Presentation will be shared

# Town Hall Agenda

- Regulations – Overview, Review & Feedback
- New Driver Education Curriculum
- Administrative Actions
- Information Sharing
- Upcoming Priorities
- Q & A



# Working Together...

- Motor Vehicle Administration
  - Issues licenses
  - Issues certifications
  - Drafts regulations
  - Assures regulatory compliance
  - Approves programs
- Driving Schools
  - Facilitate instruction in the driving of motor vehicles
- Driving Instructors
  - Employed by driving schools to deliver instruction in the driving of motor vehicles



# Regulations – Overview, Review and Feedback

- Overview of regulation process
- Reasons for new or changed regulations
- Opportunities for participation
  - Industry request to change or propose regulation
  - Information gathering before drafting proposed change
  - Pre-publication review by industry representatives
  - Public comment period once published
  
- Example: Recent change to the age of the training vehicle. This was in response to an industry request to change the age and model year selected was the result of an industry survey.

# New Driver Education Curriculum

- Collaborative effort between MVA and driver education industry
- Curriculum developed by MVA and 9 industry experts
- Curriculum went through several layers of review, such as a plain language review, editing, and formatting
- Instructor guide based on new curriculum was developed
- Final draft of curriculum and instructor guide reviewed by curriculum workgroup
- Pilot of new curriculum and instructor guide will be conducted over the summer
- Final curriculum and instructor guide scheduled for industry roll out in fall 2026

# New Driver Education Curriculum

- What's new in this curriculum?
  - Updated information
  - Significantly more learning centered activities
  - More adaptable to virtual instruction
  - A fresh new look
- What language options will be available?
  - English and Spanish
  - Schools – at their own expense - can translate the curriculum and instructor guide in other languages but MVA **must** approve the translated curriculum and instructor guide before use.
    - Schools must use certified professionals for translation services
    - Schools can't use interpreters or interpretation software

# Administrative Actions

- Complaints
- Conferences
- Administrative Sanctions

## *Note about Legal Representation*

- Anyone involved in any interaction with the MVA has a right to be represented by an attorney at their own expense.
- Unlike in criminal cases, MVA will not provide an attorney to those who cannot afford an attorney.



# Where to Report

- FMCSA
  - Unlicensed CDL Training
  - Report to: 1-800-832-5660
- MVA Investigations
  - Unlicensed driving schools for non-CDLs
  - Report to: 410-768-7541
- MVA Business Licensing & Compliance
  - Improper certification of completion
  - Report to: 410-768-2952



# Complaint Types

1. Customer Service or Communication Issues
  - No violations of law or regulations
  - Typically caused by lack of understanding or communication breakdown
  - MVA may attempt to mediate, but generally the issue is between the business and the customer.
2. Violations of Law or Regulations
  - Investigation may include:
    - Complainant and/or witness interviews
    - Interviews with those involved in the alleged violations
    - Records reviews
    - Collection of other pertinent evidence
  - Investigative reports are generated relating to all investigations

# What is a "conference"?

It's a generic term used to describe 3 types of meetings with MVA.

- **Investigatory Conference:** Provide participants the opportunity to respond to allegations.
- **Mitigating Circumstances Conference:** Provide participants the opportunity to explain any circumstances surrounding a factual allegation.
- **Conciliatory Conference:** Provide MVA and the licensed entity an opportunity to reach an agreement on the best resolution to an offense in lieu of formal hearing. These are only an option if there are sufficient grounds for suspension or revocation of a license.

# Participating in Conferences

- Participating in a conference is strictly voluntary but...
- Not participating in a conference has consequences.
  - Not participating in an investigatory or mitigating circumstances conference means MVA will make a determination using the information we have and potentially without any other information from the licensed entity.
  - Not participating in a conciliatory conference means MVA will trigger a formal administrative hearing.
- This is your opportunity to provide clarity.

# Administrative Sanctions

- Sanctions may include:
  - Conciliatory conference
  - Imposition of fines
  - Suspension of a license
  - Revocation of a license
- Sanction Notice
  - If MVA decides to proceed with sanctions, MVA will provide notice of the citations violated, the allegations of those violations, the sanction imposed or sought, and the involved party's right to a hearing. The notice is in the form of a statement of charges.
  - Suspension or revocation of a license can only be imposed by administrative hearing.

# Information Sharing

- Bulletins – Clarify regulatory requirements or share best practices for meeting those requirements.
  - Example: Share information and form for documenting efforts to comply with the 18-week regulatory requirement.
  - Example: Distinguish between “practice” driving and “remedial” training.
- Industry Town Halls – 2 times per year
- Association Meetings – 2 times per year or as needed

# Upcoming Priorities – Short Term

- Refund Definition – Clarifying refund policy requirements
- Payment Assistance – Defining what "payment assistance" means in annual report data
- Use of Portal with Indicators – Clarifying use of portal when a driving school has certain indicators
- Review of BTW curriculum and evaluation criteria
- Determine need to train and approve additional instructor trainers

# Upcoming Priorities – Long Term

- Review of COMAR 11.23.02
- Enhanced portal functions in the Drive Education Course Management access for “Submit Classroom and BTW Log” and “Transfer School and Course Hours”. These are not yet live and won’t become live until the concept is fully developed.
- Explore building and use interfaces to transfer student data from driving schools' systems to MVA's system
- Review and update instructor development process

# Questions?

# Thank you!

