MDOT

**MARYLAND DEPARTMENT
OF TRANSPORTATION**

**MOTOR VEHICLE
ADMINISTRATION**

Bulletin

Date: December 12, 2019

Bulletin: All Banking, Dealers, Driving Schools, Insurance Companies, Motor
Carriers, and Tag and Title

From: MDOT MVA

RE: Customer Connect Digital Town Hall on January 16, 2020

Save the date – Thursday, January 16, 2020, 9 a.m.

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA)
invites you to a digital town hall on **Thursday, January 16, 2020, at 9 a.m.** to preview its new
software application, Customer Connect, and learn more about what to expect during cutover
weekend.

MDOT MVA is implementing the Customer Connect system to modernize all customer-facing
IT systems. The application of Customer Connect will provide system users with a more
streamlined experience, enhance communication with partners through improved interfaces, and
help in achieving our goal of providing premier customer service to Marylanders every day.

Customer Connect is a motor vehicle software application from FAST Enterprises, LLC, that has
already been successfully implemented in 14 states. FAST is working with MDOT MVA to
personalize the software to align with Maryland's specific needs. Real-time updates and
verification will prevent fraud and outdated information from being used, as well as simplify
approval processes.

Rollout 1 will occur on May 26, 2020, and will include vehicle services, business licensing, and
the International Registration Plan (IRP).

Stay tuned for more information, including a conference link to view the town hall.