

# Bulletin

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**Date:** April 13, 2020  
**From:** MDOT MVA  
**RE:** Customer Connect Phase 1 Deployment Information

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) has been working hard over the past year to prepare our organization and our partners for the deployment of our system modernization, Customer Connect. Phase 1 includes vehicle services, business licensing, and the International Registration Plan (IRP). We appreciate that you, too, have been working along with us to prepare for Customer Connect.

In response to the State of Emergency and COVID-19, we have decided to postpone the deployment of Phase 1 (originally scheduled for May 26, 2020) of Customer Connect. Because of the great efficiencies this new system will bring, we are focused on finding a new deployment date as soon as feasibly possible. With this in mind, we ask that you continue to prioritize the completion of your work with the Customer Connect team. We will provide the information on a new deployment date as soon as it is available. Right now, our top priority is the health and safety of our staff and all our partners.

Thank you for your patience during this challenging time. If you have any questions or concerns, please contact me at 410-787-7830 or [cnizer@mdot.maryland.gov](mailto:cnizer@mdot.maryland.gov).

Sincerely,



Christine Nizer  
Administrator