

# The State of Maryland



## Proclamation

*From the Governor of the State of Maryland*

**CUSTOMER CONNECT DAY  
DECEMBER 6, 2022**

- WHEREAS,** *The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) completed its IT system modernization known as Customer Connection on December 6, 2021; and*
- WHEREAS,** *Customer Connect unifies a customer's driver and vehicle information to provide access on demand, enhanced security and ability to complete many popular transactions online; and*
- WHEREAS,** *More than 74% of customers are completing transactions through alternative methods, which means increased customer convenience and over 75% of branch customers being served in less than 15 minutes; and*
- WHEREAS,** *The completion of Customer Connect combined all online services and transactions to give customers a one-stop-shop through a myMVA account; and*
- WHEREAS,** *A myMVA account provides customers with a more than 60 services including access to their driver's license information, their vehicle registration status, copies of correspondence sent by the MDOT MVA, vehicle emissions deadline and much more; and*
- WHEREAS,** *The MDOT MVA seeks to raise awareness of a myMVA account to ensure each Marylander has access to their unique information in real-time.*

**NOW, THEREFORE, I, LAWRENCE J. HOGAN, JR., GOVERNOR OF THE STATE OF MARYLAND, do hereby proclaim DECEMBER 6, 2022 as CUSTOMER CONNECT DAY in Maryland and do commend this observance to all of our citizens.**



Given Under My Hand and the Great Seal of the State of Maryland,  
this 6th day of December  
Two Thousand and twenty-two

*Lawrence J. Hogan, Jr.*  
Governor

*Robert K. Lutherford*  
Lt. Governor

*John C. W. W. W.*  
Secretary of State