

MARYLAND STATE POLICE

SELF-FUNDED EGOV SERVICES

2016 VALUE STATEMENT



SERVICES LAUNCHED

2014

MARYLAND STATE VEHICLE INSPECTION SUITE

This statewide service improves the vehicle inspection process by allowing authorized vehicle inspection stations to report inspection results to the MSP electronically eliminating the need for the paper certificate.

2016

INSPECTION STATION LICENSE RENEWALS

The licensing system allows existing inspection station customers to lookup one or more stations and remit payment for their annual renewal. Moving the renewal process online has eliminated the agency's administrative overhead by 60% and reduced the error rate to 1%.

INSPECTION STATION EXAM REGISTRATION & SCHEDULING

This service allows mechanics to sign up to take one or more mechanic exams required by the state of Maryland.

GOVPAY PAYMENT PROCESSING - LICENSING PORTAL

Enterprise payment processing solution that integrates the MSP regulated firearms application with payment processing to allow customers to remit payment for required application fees.



THE BENEFITS

CITIZENS

- Protection from fraudulent or improper inspections
- Skip the trip to the MVA for vehicle registration saving time and money
- Reduced wait times at MVA due to less foot traffic
- Public look up site for valid inspection stations

INSPECTION STATIONS

- Tablet-first approach, allows inspections to be conducted in real-time on any touch screen device reducing inspection time by 15 - 20 minutes per inspection
- Eliminates the need to securely store blank inspection certificates and maintain paper files
- Creates a secure electronic process for stations to submit inspection results to the MVA

MARYLAND STATE POLICE

- Eliminates printing & delivery of 600,000 inspection certificates to stations manually (\$95,707 annual savings)
- Automates MSP process reducing paper intensive record keeping and administrative overhead by 50 to 60%
- Improves the use of man hours to regulate and enforce overall inspection program compliance
- Reduces fraudulent inspections

MARYLAND MOTOR VEHICLES

- Inspection data received electronically reducing the amount of data entry for MVA employees
- Improves the MVA's customer service
- Contributes to the state's strategic goal of reducing paper processing



THE STATS

85%

Maryland Inspection Stations have enrolled

90%

Vehicle inspections are submitted electronically

\$2,000,000

Inspection station annual savings by eliminating paper checklist forms and inspection reports

4

Major releases - continual enhancements

50+

Enhancements made to the application

7,250

NIC development hours invested

\$9.2 MILLION
SAVINGS TO STATE POLICE

(not including shared services - infrastructure, security, marketing etc.)



AWARDS

STATE INNOVATION OF THE YEAR

2015 State Scoop 50 Award

TESTIMONIALS



"The current inspection program is a tremendous tool helping to keep unsafe vehicles off the road and out of accidents due to mechanical failure. I personally believe that a "Mandatory Periodic Safety Inspection Program" would greatly contribute to keeping a higher level of unsafe vehicles off the road and the Electronic Inspection Reporting system now in place would make that much more manageable."

Frank N. Eberle, First VP
WMDA/CAR Service Station and Automotive Repair Association



"I feel having a central data base is not only critical in providing a uniform inspection program, it provides a more secure method of verifying the condition of the vehicle. The ability for the state to be able to monitor if a vehicle fails at one station and the very next day pass at another is a very useful law enforcement tool. All-in-all making our roads safer."

Robert C. Hoffman, Inspection Supervisor & Mechanic
BMW and MINI of Annapolis



"The system is easy to use, equipped with fail safes, and allows me to complete an inspection with a lot less paperwork."

Willie Olsen, Vehicle Inspector
Redds Automotive

ADDED BENEFITS PROVIDED TO OUR PARTNERS

- Custom developed services, rigorously tested & continuously enhanced
- Digital government services developed and supported that fail to cover operational costs
- Enterprise grade infrastructure hardware and software hosted in Tier IV data centers
- Certified by the Payment Card Industry Data Security Standards (PCI-DSS) Level 1 compliant
- SSAE 16 Type II certified and fully compliant with federal, state, local and industry standards
- Customized outreach plans and marketing strategies
- Annapolis based dedicated contract team

THE SELF-FUNDED DIFFERENCE

HOW DOES IT WORK?

NIC Maryland designs and maintains digital government services for the State of Maryland through a statewide self-funded master contract with Maryland Department of Information Technology (DoIT).

Under the enterprise self-funded model NIC Maryland develops, hosts, maintains, supports and markets free & fee based services at no cost to our agency partners.

SERVICES OFFERED

- **Application Development**
Web, Mobile Development & Hosting
- **Payment Processing**
Secure Online Payments
- **Multi-Channel Service Delivery**
Internet, IVR, Mobile, Point-of-Sale
- **Online Event Registration**
Create and Manage Customized Events
- **MyEvents2Go**
Mobile Conference Agenda Application
- **Marketing**
Raise Awareness, Increase Service Usage
- **Customer Support**
24x7x365 Email, Phone, Live Chat



REINVESTMENT

NIC Maryland develops and supports many services for small boards, commissions, and agencies that don't generate any or enough revenue from service fees to cover their costs. NIC Maryland provides for the ongoing costs of running the service, including direct support to users of the services as well as to the agency. If legislative or regulatory changes require modifications to the software, NIC Maryland performs these enhancements at no cost to the agency.

We can help. Contact us.

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