

**WORLD TRADE CENTER—BALTIMORE**

Mary B. Hughes, *Director*  
(410) 385-4707

Operated by the Maryland Port Administration, the World Trade Center—Baltimore opened in 1977. The Center markets the port of Baltimore, the city of Baltimore, and the State of Maryland to the world through the World Trade Center Associations, which has over 200 members in 54 nations.

**GENERAL ADMINISTRATION**

Thomas Bongiovani, *Associate Administrator*  
(410) 787-7895

General Administration, formerly Planning and Engineering, encompasses Planning and Facilities Development, Data Systems Development, and Customer Service.

**MANAGEMENT SERVICES**

Joseph A. Vicchio, *Associate Administrator*  
(410) 768-7384

Management Services oversees five divisions: Public Information; Human Resources; Auditing; Departmental Services; and Fiscal Affairs.

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**MOTOR VEHICLE  
ADMINISTRATION**

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W. Marshall Rickert, *Administrator*  
William J. Long, *Chief Deputy Administrator*

6601 Ritchie Highway, N.E.  
Glen Burnie, MD 21062 (410) 768-7274

**24-HOUR RECORDED MVA INFORMATION**

From Baltimore metropolitan region  
..... (410) 768-7000  
From Prince George's County . . (301) 350-9770  
From Montgomery County . . . . (301) 948-3177

**MVA CUSTOMER SERVICE CENTER**

Telephone numbers listed below are toll free from the areas indicated.

From Washington, DC, metropolitan area  
..... (301) 950-1MVA  
..... (410) 950-1682  
From out-of-state . . . . . (301) 729-1567  
TTY for deaf . . . . . 1-800-492-4575  
Motorcycle Safety Training . . . . 1-800-638-1722  
Vehicle Emissions Inspection . . . 1-800-638-8347

Duties of the Motor Vehicle Administration began in 1910 when the Office of the Commissioner of Motor Vehicles was established (Chapter 207, Acts of 1910). The Commissioner was authorized to issue drivers' licenses and, from 1914 to 1935, employed Motorcycle Deputies to enforce traffic laws throughout the State. The Office became the Department of Motor Vehicles in 1943 (Chapter 1007, Acts of 1943). In 1970, the Department was renamed the Motor Vehicle Administration and placed within the Department of Transportation (Chapter 526, Acts of 1970).

The Administration issues motor vehicle certificates of title and registration, and drivers' licenses. *Welcome to Maryland*, a free pamphlet designed to aid new Maryland residents in obtaining a driver's license and vehicle registration, is available from MVA's Division of Public Information: (410) 950-1682.

The Administration is organized by five functions: General Administration; Management Services; Field Operations; Driver Services; and Vehicle Services (Code Transportation Article, secs. 12-101 through 12-209).

**FIELD OPERATIONS**

Thomas M. Walsh, *Associate Administrator*  
(410) 768-7451

Field Operations oversees four divisions: Field Services; Licensing and Consumer Services; Motorcycle Safety; and Investigative Services.

**DIVISION OF FIELD SERVICES**

Rebecca Cody, *Director*  
(410) 768-7332

The Division of Field Services oversees Branch Offices, Express Offices, and the Telephone Customer Service Center of the Motor Vehicle Administration. In 1969, the Division was created to fulfill the Motor Vehicle Administration's commitment to decentralize its public services through a series of branch offices. By 1972, eight full-service branch offices were serving citizens throughout the State. In 1986, thirteen full-service facilities were custom designed and placed strategically to provide 95% of Maryland's residents with a 30-minute or less drive to an MVA office.

**MVA BRANCH OFFICES**

The Administration's main office and thirteen branch offices offer a range of services, including vehicle registration, driver licensing, driver testing, license review hearings, driver rehabilitation clinics, title and driver record information, and sales of license plates. Six Express Offices are available to customers who wish quickly to obtain only driver-related services.

**DIVISION OF LICENSING & CONSUMER SERVICES**

Ronald E. Forbes, *Director*

6601 Ritchie Highway, N.E., Room 101  
Glen Burnie, MD 21062 (410) 768-7421

The Division of Licensing and Consumer Services licenses motor vehicle dealers, manufacturers, wreckers and scrap processors, professional driving schools, and title service agents. With its licensing and investigative powers, the Division ensures that