

Driver Improvement Program was established in 1962 to improve the attitudes of problem drivers. It consists of weekly sessions held for four weeks at one of MVA's full service offices. The *Alcohol Education Program* is a course for first offender social drinkers charged with alcohol-related offenses. It consists of weekly sessions held for six weeks.

The Division suspends the driving privileges of individuals who fail to appear in court after receiving a motor vehicle citation. The Division also distributes citation books to law enforcement officers and accounts for citations issued.

Within the Division are the central license file and case history files. Certified copies of driving records are available from the Division.

MEDICAL ADVISORY BOARD

Robert L. Raleigh, M.D., *Chair*

Louise M. Keefer, *Supervisor*

(410) 787-7803

The Division of Driver Control is aided by the Medical Advisory Board. Appointed by the Motor Vehicle Administrator, the Board consists of qualified physicians and optometrists who advise the Administrator on medical aspects of driver licensing. Whenever a person's physical or mental condition may affect driving ability, the Administrator relies on the Board for professional guidance (Code Transportation Article, sec. 16-118).

DIVISION OF DRIVER LICENSING & SCHOOL VEHICLE SAFETY

Henry N. Lightfoot, *Director*

6601 Ritchie Highway, NE, Room 207
Glen Burnie, MD 21062 (410) 768-7256

The Division of Driver Licensing and School Vehicle Safety started as the Division of Licensing and School Vehicle Safety. It received its present name in 1995.

The Division conducts examinations of all new drivers and renews motor vehicle drivers' licenses. Examinations test vision, knowledge of motor vehicle laws, and ability to operate a motor vehicle safely. Licensees also must meet age requirements.

Maryland licenses are classified according to the type of vehicle the driver will operate. The five kinds of licenses are:

Class A—tractor-trailers

Class B—trucks over 20,000 lbs. gross weight

Class C—buses

Class D—automobiles, station wagons, &
trucks up to 20,000 lbs. gross weight

Class E—motorcycles

Examinations are held at the Motor Vehicle Administration in Glen Burnie and at branch offices in Annapolis, Baltimore City, Bel Air, Chesapeake City, Cumberland, Easton, Frederick, Gaithersburg, Hagerstown, Largo, Salisbury, and Waldorf.

The Division also administers the *Commercial Drivers License Program* and ensures that each school bus is inspected for safety three times a year.

FIELD OPERATIONS

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

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

DIVISION OF FIELD SERVICES

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

In 1969, the Division of Field Services was created to decentralize public services through a series of branch offices. Today, the Division oversees Branch Offices, Express Offices, and the Telephone Customer Service Center of the Motor Vehicle Administration.

MVA BRANCH OFFICES

The Administration's main office and twelve branch offices offer 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 INVESTIGATIVE SERVICES

C. Victor Kendall, *Director*

6601 Ritchie Highway, NE, Room 102
Glen Burnie, MD 21062 (410) 768-7218

The Division of Investigative Services investigates violations of the Maryland Vehicle Law, including fraudulent drivers' licenses and vehicle ownership documents. Following complaints of alcohol or drug abuse, or physical or mental impairment, individuals applying to reinstate driving privileges are investigated by the Division. The Division enforces provisions of the Maryland Vehicle Law concerned with compulsory insurance, titling, and registration. Upon request, the Division also provides support to local law enforcement agencies.

The Division's Telecommunications Center provides motor vehicle information to law enforcement agencies daily from 8:00 a.m. to midnight. The Center is linked to the National Crime Information Center, and the Maryland Interagency Law Enforcement System.

DIVISION OF LICENSING & CONSUMER SERVICES

John J. (Jack) Joyce, *Director*

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

The Division of Licensing and Consumer Services licenses motor vehicle dealers, manufacturers,