

wreckers and scrap processors, professional driving schools, and title service agents. With its licensing and investigative powers, the Division ensures that dealers and others in the automotive business honor their agreements and warranties. Consumer complaints are handled by the Division.

DIVISION OF MOTORCYCLE SAFETY

Andrew S. Krajewski, *Coordinator*

715 East Ordnance Road, Suite 101
Baltimore, MD 21226 (410) 508-2439

The Division of Motorcycle Safety was created in 1983 (Chapter 674, Acts of 1983). The Division works to improve motorcycle safety by rider education and a public awareness program that promotes the concept of "sharing the road."

INFORMATION SYSTEMS CENTER

John J. Ayd, Jr., *Acting Director*
(410) 768-7679

The Information Systems Center was organized in 1992. The Center provides information technology services to the Department, federal and State agencies, and the private sector.

Under the Center is the Office of Planning and Program Development, the Office of Security, and four divisions: Applications Systems; Client Services; Office Systems; and Technical Services.

MANAGEMENT SERVICES

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

Management Services oversees six divisions: Auditing; Departmental Services; Finance and Statistics; Financial Management; Human Resources; and Public Information.

PLANNING & ENGINEERING

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

Planning and Engineering encompasses Customer Service, Planning and Facilities Development, and Research and Planning.

VEHICLE SERVICES

Anne S. Ferro, *Associate Administrator*
(410) 768-7295

Vehicle Services is responsible for three divisions: Financial Responsibility; Vehicle Emissions; and Vehicle Registration.

DIVISION OF FINANCIAL RESPONSIBILITY

Marjorie A. Murphy, *Director*

6601 Ritchie Highway, NE, Room 217
Glen Burnie, MD 21062 (410) 768-7251

The Division of Financial Responsibility administers Maryland's compulsory insurance law to ensure that required insurance is maintained continuously for registered vehicles. Under the law, all Maryland licensed insurance companies are required to notify the Motor Vehicle Administration of terminations or lapses of liability insurance policies that occur within the policy's first six months. The Division, on a random sample basis, verifies the coverage of at least 10 percent of registered vehicle owners. Vehicle tags are suspended for those motorists who fail to present the required evidence of insurance.

The Division receives motor vehicle accident reports from motorists involved in accidents that have resulted in personal injury or property damage in excess of \$100 and that have not been investigated by police authorities. Persons who fail to satisfy judgments arising from uninsured motor vehicle accidents have their driving and registration privileges suspended by the Division.

DIVISION OF VEHICLE EMISSIONS

Bruce E. Diehl, *Director*

6601 Ritchie Highway, NE, Room 145
Glen Burnie, MD 21062 (410) 768-7208
toll free: 1-800-638-8347

The Division of Vehicle Emissions was created in 1984 to carry out the *Motor Vehicle Emissions Inspection Program* (Code Transportation Article, secs. 23-201 through 23-208). Every two years, the Program tests 950,000 cars for auto emissions in the Baltimore-Washington corridor. The corridor includes seven jurisdictions: Anne Arundel, Carroll, Harford, Howard, Montgomery and Prince George's counties, and Baltimore City.

Rules and regulations for emissions inspections are promulgated by both the Department of the Environment, and the Motor Vehicle Administration. Authorization for the Program continues until December 31, 2001.

DIVISION OF VEHICLE REGISTRATION

Eltra E. Nelson, *Acting Director*

6601 Ritchie Highway, NE, Room 120
Glen Burnie, MD 21062 (410) 787-2983

The Division of Vehicle Registration titles and registers all passenger and commercial vehicles in Maryland. It collects the five percent excise tax imposed on vehicles titled in the State and the annual registration fees; issues license plates; and administers the *International Registration Program* for interstate truck fee apportionment. By summer 1996, the Division will offer self-service vehicle registration via interactive electronic machines located at eleven sites.