

MARYLAND DEPARTMENT of TRANSPORTATION

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CHARLES CENTER EXPRESS MVA MERGING WITH BALTIMORE CITY FULL SERVICE OFFICE

Charles Center Express Office Closes on August 1

GLEN BURNIE, MD (July 15, 2003) – After nearly ten years, the Charles Center Express MVA office in downtown Baltimore will cease operation on August 1. In the decade since opening the Charles Center Express, the MVA has increased the volume of services offered on-line, via the telephone and at self-serve kiosks. As a result, many customers have found the availability of services offered combined with the simplicity of the automated processes a viable and helpful alternative to visiting an MVA office.

"Once called MVA: Downtown Underground, the location and joint venture with the Mass Transit Administration (MTA) was heralded as the capstone of innovation, cooperation and purpose. It is in that same spirit that we now prepare to merge with the full-service Baltimore City Office. We took a hard look at the data, and the findings revealed an opportunity to consolidate forward-facing customer locations in the Baltimore metro area," says Anne Ferro, MVA Administrator. "The bond between the MTA and the MVA remains strong. We fully support and anticipate future strategic partnerships," said Ferro.

Four MVA Express offices remain and are located in Baltimore County in Towson at Kenilworth Mall, Howard County in Columbia, and at two Montgomery County locations; Walnut Hill in Gaithersburg and in Wheaton at the Glenmont Shopping Center. Limited services at express offices include the renewal or duplication of Maryland driver's licenses, the processing of identification card applications, requests for driving records, the return of tags, and the conversion of learner's permits and provisional driver's licenses. There are four kiosks in relative proximity to downtown Baltimore including the Glen Burnie MVA (available

24-hours), Kenilworth Mall in Towson and Owings Mills Mall in Owings Mills.

Additional automated services (www.marylandmva.com or telephone) include:

- Vehicle registration renewal
- Driving record requests
- Change-of-address
- Driving Test Appointments
- County Pride Stickers
- VEIP extension requests

For additional information or to schedule an interview, please contact Media Relations at 410-768-7386, the MVA Customer Service Center at 1-800-950-1MVA(1682) or go to www.marylandmva.com.

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