permits the Department to locate outstanding tickets rapidly for the quick identification of unsafe drivers and the proper accounting of State revenue.

## Division of Data Processing

### Robert A. Cox, Director

The Division of Data Processing maintains currently updated records within its Computer Center on over 2,000,000 Maryland drivers and over 1,700,000 motor vehicles. Associated with the driver file is a driver conviction file housing updated information from uniform arrest tickets, Baltimore City arrest tickets, Departmental actions, and current point system status. This file contains over 4,000,000 entries. Other computerized files include suspensions, revocations, special restrictions, stolen cars and arrest ticket accountability data.

The computerization of these large data files not only replaced the tedious, time and space-consuming manual file system, but it also provided the Department greater security for its records as well as quick access to this information which is never "out of file"; plus holding to a minimum capital outlays for additional headquarters facilities and minimizing the need for new employees. Users of these "quick access" (two to fifteen seconds retrieval time) files are the several divisions of the Department, the Maryland State Police, and the Municipal Court of Baltimore City. Interdepartmental inquiries are processed by way of teletype machines and/or CRTs (TV-type screens). State Police inquiries are processed computer-to-computer from their headquarters in Pikesville to the Department's Computer Center in Glen Burnie, via leased telephone lines. Inquiries from the Municipal Court are processed by way of teletype or CRT from Baltimore to Glen Burnie over leased telephone lines. A typical day's request into the system for instant retrieval of data by these sources is near 10,000.

The Computer Center's success lies in the fact that it has the ability to handle the voluminous transactions required to maintain the Driver and Vehicle Files on a current basis. During a one-year period, the Center must handle the production and processing of over 1,000,000 driver renewal applications, and the issuance of over 2,000,000 vehicle registrations and the production of approximately three-quarters of a million vehicle titles. Related transactions, including changes of address, changes of name, violation convictions, etc., approach 5,000,000 annually. In addition, the Center produces over one-half million certified copies of driving records for law enforcement agencies, insurance companies, credit corporations, etc., each year.

The development of the Data Processing Center, in addition to improving the recordkeeping at the Department, provides the Department with an excellent tool with which to conduct research and to test the effectiveness of existing motor vehicle programs, plus facilitating the coordination with various Federal and State agencies in the development of National Highway Safety and other important programs.

## Division of Departmental Services

### George E. Benton, Director

The Division of Departmental Services maintains the Department's physical plant and equipment. The Communications Section, which is included in this Division, operates on a twenty-four hour, seven day a week basis. Personnel of this section are in constant contact with law enforcement agencies throughout the State and furnish them with a