

**CLAIMS DEPARTMENT**

James E. Sale, Jr., *Director* (410) 269-8624  
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**CASUALTY UNIT**

Leonard Berkoski, *Manager* (410) 269-8160  
Barbara Perry, *Manager* (410) 269-8582

**CLAIMS SERVICE SPECIALISTS &  
PERSONAL INJURY PROTECTION UNIT**  
Vacancy, *Manager* (410) 269-8583

**MATERIAL DAMAGE UNIT**  
Matthew Knutsen, *Manager* (410) 269-8552

**PROPERTY DAMAGE UNIT**  
Benny E. Dreher, *Manager* (410) 269-8537

**SPECIAL INVESTIGATIONS UNIT**  
Joseph Asplen, *Manager* (410) 269-8761

**UNINSURED UNIT**  
William Bieber, *Manager* (410) 269-4925

**FISCAL DEPARTMENT**

Betty Kay Hines, *Director* (410) 269-8770  
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**COLLECTIONS**

Paul H. Malla, *Manager* (410) 269-4905

**FINANCE & ACCOUNTING**

Thomas M. Burnham, *Manager* (410) 269-8655

**HUMAN RESOURCES DEPARTMENT**

Thomas H. Dixon III, *Associate Director* (410) 269-8570  
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**INFORMATION SYSTEMS**

Alphonse J. Giunta, *Director* (410) 269-8598  
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**NETWORK SYSTEMS**

Diane A. Estes, *Manager* (410) 269-8559

**OPERATING SYSTEMS & COMPUTER  
OPERATIONS**

Jon Robinette, *Manager* (410) 269-8599

**SYSTEMS & PROGRAMMING**

Diane Williams, *Manager* (410) 269-8607

**UNDERWRITING DEPARTMENT**

Marcus W. Ramsey, *Director* (410) 269-8634  
e-mail: mramsey@maif.state.md.us

**CUSTOMER SERVICE CENTER  
(POLICY SERVICES & LOSS REPORTS)**

Karen Ratliff, *Manager* (410) 269-7930

**PRIVATE PASSENGER & COMMERCIAL  
UNDERWRITING**

Leslie Johnson, *Manager* (410) 269-8637

**PRODUCER RELATIONS**

Sheloundus Hale, *Producer Relations Specialist*  
(410) 269-4821

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**BAINBRIDGE DEVELOPMENT  
CORPORATION**


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**BOARD OF DIRECTORS**

*Appointed by Cecil County Board of County Commissioners to 4-year terms:* Harland R. Graef, *Chair (chosen by Board in Oct., 1-year term)*, 2003; Walter E. Buck III, 2002; Paul Gilbert, 2002; Glen Longacre, 2002; Howard J. Neff, 2002; Ross Cameron, 2003; Judy Leonard, 2003; Mary Maloney, 2003; John C. Scarbath, 2003.

*Ex officio (nonvoting):* David S. Iannucci, Secretary of Business & Economic Development; Peta N. Richkus, Secretary of General Services; Hans F. Mayer, Executive Director, Maryland Economic Development Corporation; J. Rodney Little, Director, Maryland Historical Trust; Nelson K. Bolender, President, Cecil County Board of County Commissioners; Wayne Lee Tome, Mayor, Port Deposit.

Katherine Heaton, *Project Coordinator*

c/o Cecil County Community College  
1 Seahawk Drive, Suite 400N, North East, MD 21901-1999  
(410) 287-6060, ext. 760

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**BALTIMORE CITY  
COMMUNITY COLLEGE**


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James D. Tschechtelin, Ed.D., *President*

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tty: 1-800-735-2258 (toll free)

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**ORGANIZATIONAL STRUCTURE****BALTIMORE CITY COMMUNITY COLLEGE  
BOARD OF TRUSTEES**

Ellestine J. Grant, Ed.D., *Chair (chosen by Board)*, 2005

*Appointed by Governor with Senate advice & consent to 6-year terms:* Jeanette L. Cole, Esq., 2001; Sara W. Taylor, 2002; David F. Johnson, Ph.D., 2003; Neetu Dhawan-Gray, 2004; Roger I. Lyons, 2005; Rosetta Kerr Wilson, 2005; Winston L. Smith, 2006.

*Appointed by Governor with Senate advice & consent to 1-year term:* Patrick Henderson, student, 2001

**PRESIDENT**

James D. Tschechtelin, Ed.D., *President* (appointed by Board of Trustees) (410) 462-7799

Jacqueline W. Mintz, *Counsel* (410) 576-6458

Lyllis M. Green, *Internal Auditor* (410) 462-8053