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Secretary

Michael S. Wilson
Chief of Police

MARYLAND DEPARTMENT OF GENERAL SERVICES

MARYLAND CAPITOL POLICE

MEMORANDUM

June 10, 2021

TO: Maryland State ID Coordinators;
Maryland HR Directors
Maryland State Employees;
Maryland State Agencies;
Department of General Services

FROM: Michael Wilson, Chief - Maryland Capitol Police *MS Wilson*

RE: Security Card Processing Center (SCPC) Hours of Operation

SCPC Hours of Operation

I. PURPOSE

The Maryland Capitol Police of the Department of General Services (MCP) has adjusted the hours of operation of the Security Card Processing Center (SCPC) due to COVID-19 restrictions. Now that the Department of Budget and Management has moved to a normal Level II Pandemic Flu and Other Infections Diseases Policy, mandatory telework is no longer in effect; however, flexible operations and telework will still be permitted where appropriate.

The effective date will be Monday June 14, 2021. This memorandum will describe the new hours of operations for the SCPC in Baltimore and Annapolis. It will also discuss the newly developed procedures for submitting electronic applications for issuance of Maryland State Identification Cards.

II. HOURS OF OPERATION

The updated hours of operation for the SCPC are as follows:

- **Monday, Wednesday, Friday (Open to the public) 8am-2pm**
- **Tuesday/Thursday (Appointment Only) 8am-12pm**

In the event, you would like to schedule an appointment to obtain an ID on Tuesday or Thursday, please send an email request to Dgs.scpc@maryland.gov. Once we schedule your appointment, a confirmation via email will be sent from our office staff.

III. ELECTRONIC APPLICATION SUBMISSION

Effective immediately, the Security Card Processing center will no longer accept an application in person from any applicant for a Maryland State ID card. The designated ID coordinator for the agency must submit the application, **via encrypted email, to dgs.scpc@maryland.gov which is our centralized email inbox for both locations.**

- a. All individuals requesting a State of Maryland Security Card must submit a complete security card application to their ID coordinator and be signed by both the applicant and ID coordinator.

SCPC Hours of Operation

- b. Applications can be obtained from our MCP Website: <http://www.mcp.maryland.gov>
 - c. The applicant must submit a copy of a government issued photo ID in addition to the application (state issued driver's license, military ID, etc.).
 - d. Required documentation must include the following.
 - i. ID Application (MCP Form 2) signed by applicant and ID coordinator.
 - ii. Copy of driver's license (or other approved identification)
 - iii. Electronic JPEG formatted photograph of applicant
 - e. If applicable, fees which are the responsibility of the applicant must be paid by credit or debit card (Visa, Master Card and American Express), payment may be made in person while retrieving your ID card. For more information about this process please contact either security card processing center:
 - i. Baltimore SCPC:
 1. Office: 410-767-1910 Fax: 410-333-7777 email: dgs.scpc@maryland.gov
 - ii. Annapolis SCPC:
 1. Office: 410-260-2941 Fax: 410-974-2224 email: dgs.scpc@maryland.gov
2. Photographs for the security card must meet the following requirements:
 - a. Picture must be JPEG formatted.
 - b. Picture must be a white background.
 - c. Must be dressed in business or business casual attire.
 - d. No headgear or face coverings may be worn.
 - e. Picture must be of just the head and shoulders.
 3. ID coordinators will email the above mentioned information to the SCPC, after verifying all the above criteria has been met.

The SCPC will review all email submissions for all required documentation and verify all information submitted is correct. Once received, SCPC will notify the requestor that the application was received. The following process will occur:

- a. All applications will be logged and filed.
- b. SCPC supervisor will assign applications to appropriate personnel.
- c. Applications will be completed, and ID cards will be printed upon arrival of card retrieval.

The SCPC is currently in the process of improving client services. We are working with the Department of Information Technology to improve the way we provide our services to internal and external stakeholders. Our goal is to provide an improved level of service, the reduction of lines and update our access control systems at each SCPC. Your cooperation and understanding during this transition are greatly appreciated!



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