

FOR IMMEDIATE RELEASE

May 28, 2020

Limited Services Available at Additional PennDOT Driver License and Photo License Centers in Yellow Phase Counties; Limited Motor Vehicle Services Available

Also Offering Designated Hours for Customers 60 and Older

Harrisburg, PA – The Pennsylvania Department of Transportation (PennDOT) announced today that beginning Friday, May 29, 2020, additional Driver License and Photo License Centers in yellow phase counties will reopen, adhering to restrictions on work and social interaction set by Governor Tom Wolf and the Pennsylvania Department of Health. This includes opening of limited motor vehicle services at its Harrisburg Riverfront Office Center (ROC) location.

These re-openings are in addition to those previously [announced](#) on May 21, 2020.

The following driver license centers will reopen with limited services **beginning Friday, May 29:**

- ? Chambersburg Driver License Center, 1320 Lincoln Highway East, Chambersburg;
- ? Lebanon Driver License Center, 900 East Old Cumberland Street, Lebanon;
- ? Hazleton Driver License Center, 1052 South Church Street, Hazleton;
- ? Schuylkill Haven Driver License Center, 972 East Main Street, Schuylkill Haven;
- ? Snyder'sville Driver License Center, 4218 Manor Drive, Snyder'sville; and
- ? Wilkes-Barre Driver License Center, 1085 Hanover Street, Wilkes Barre.

Hours of operation at the above locations will be Tuesday through Saturday from 8:30 AM to 4:15 PM. Wednesday and Thursday between 8:30 AM and 10:30 AM will be designated times for customers 60 years or older.

As the Driver License Centers open, they will offer limited services. Customers will be able to obtain the following services as they plan their visit to one of these centers:

- ? Commercial Driver License (CDL) transactions, including renewals, replacements, Medical Examiner's Certificates (MECs), date of proof transactions, Hazardous Material Recertifications, and related transactions;
- ? Initial issuance transactions, including out-of-state transfers, permit testing, ID card issuance, and related transactions;
- ? Photo license services;
- ? Driver license restoration services that cannot be completed online or via mail;
- ? Medical-related testing; and
- ? Non-U.S. citizen transaction processing.

Starting May 29, the Riverfront Office Center at 1101 South Front Street in Harrisburg will be open for motor vehicle services only. The Driver License and Photo License Centers located at the Harrisburg Riverfront Office Center will remain closed, and customers will be temporarily redirected to our Summerdale Driver and Photo License Center, 429 North Enola Road, Enola.

The Harrisburg Riverfront Office Center will be open from 7:30 AM to 4:30 PM. Wednesdays and Thursdays from 7:30 AM to 9:30 AM will be designated for customers 60 years or older.

Customers will be able to obtain the following motor vehicle services as they plan their visit to the Harrisburg Riverfront Office Center:

- ? Titles
- ? Registration renewals and restorations

For a list of driver license and photo license centers that will be open during the yellow phase, as well as their hours of operation, please visit www.dmv.pa.gov.

Customers seeking renewal of their non-commercial license or ID should renew online or by mail to avoid an unnecessary visit to the Driver License Center.

In an effort to support social distancing and reduce initial volume and demand at driver license centers, the following customer services will not be initially available:

- ? Non-commercial road testing;
- ? REAL ID applications and transactions, however, pre-verified customers can apply for REAL ID online; and
- ? Transactions or services that can be completed online at www.dmv.pa.gov.

In all reopened driver license centers, the following COVID-19 safety protocols will be in place:

- ? Customers will be prescreened and asked brief questions regarding any potential symptoms of COVID-19;
- ? Customers will be required to wear masks while in the facility;
- ? Seating will be reduced at all Driver License Centers to make social distancing easier to maintain six feet distances between each seat;
- ? The number of customers will be limited to correspond with available counter stations and available seating in the customer waiting area only;
- ? Admittance to the facility will be limited to only the customer requiring service, unless assistance is needed by an accompanying person;
- ? Plexiglass sneeze guards have been installed at each counter to protect customers and employees;
- ? Cleaning protocols have been enhanced to sanitize facilities on an ongoing basis; and
- ? Markings on floors have been added to assist with social distancing along with signage to communicate special instructions to customers.

As PennDOT reopens driver license and photo license centers, services will be in high demand, and customers should expect longer than normal waits. PennDOT staff will work with each customer when they arrive to plan their visit, with additional staff serving as greeters to screen documents and provide information for a smooth and safe transaction as possible. PennDOT apologizes for this inconvenience and appreciates customers' understanding during this transition.

Customers may continue to complete various transactions and access multiple resources online at www.dmv.pa.gov. Driver and vehicle online services are available 24 hours a day, seven days a week and include driver's license, photo ID and vehicle registration renewals; driver-history services; changes of address; driver license and vehicle registration restoration letters; ability to pay driver license or vehicle insurance restoration fee; and driver license and photo ID duplicates. There are no additional fees for using online services.

PennDOT will continue to evaluate these processes and will continue to reopen other locations as soon as safely possible. We will continue to communicate any reopening and changes with the public.

More COVID-19 information is available at www.health.pa.gov. For more information, visit www.dmv.pa.gov or www.PennDOT.gov.