



Pennsylvania
Department of Transportation

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Getting Customer Service Done: Shapiro Administration Upgrades 23 Driver License Centers Across Pennsylvania

Renovations to the Carlisle Driver License Center will allow PennDOT to reduce wait times and serve more Pennsylvanians.

Carlisle, PA – The Shapiro Administration is committed to making government more accessible and more effective for Pennsylvanians across the Commonwealth. Today, **Pennsylvania Department of Transportation (PennDOT) Secretary Mike Carroll** highlighted the Administration’s progress to upgrade PennDOT facilities while visiting the newly renovated Driver License Center in Carlisle. The Carlisle Driver License Center is one of 23 driver license centers across the Commonwealth that recently underwent renovations to modernize facilities and improve customer service for Pennsylvanians.

Millions of Pennsylvanians visit one of PennDOT’s many Driver License Centers each year and these facility improvements will help cut wait times, speed up processes, and serve more Pennsylvanians. As part of driver license centers’ renovations, PennDOT has been able to add additional workstations and counters, expand customer seating and overall building space, upgrade electrical and HVAC systems, and install new carpet, flooring, and lighting, among other projects.

"We are delighted to say that these renovations allow us to serve more customers, lower wait times, and provide an altogether more comfortable experience for Pennsylvanians visiting the driver license center," said **Carroll**. "Getting customer service done for Pennsylvanians is paramount to us at PennDOT."

In addition to physical renovations improving the customer experience, select driver license center locations offer free public Wi-Fi. All 76 driver license centers in Pennsylvania are equipped with the Motor Vehicle Network, which displays relevant information to customers on flat-screen TVs while they wait. 59 driver license centers also display customer queuing information on these screens.

Under the Shapiro Administration, PennDOT has given customers the ability to access and submit over 40 commonly used driver license and motor vehicle forms online, free of charge. Customers can access PennDOT's driver and vehicle services website 24 hours a day, seven days a week to complete, sign, and submit these forms, saving customers a trip to the driver license center and allowing PennDOT staff to process paperwork more quickly. Other available online services 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 fees; driver license and photo ID duplicates; REAL ID pre-verification, and driver exam scheduling. There are no additional fees to complete driver and vehicle services online.

Planning to fly domestically? You now need a REAL ID driver's license or ID card or other acceptable form of ID - like a passport - to board a domestic flight. If you're not sure whether a REAL ID is right for you, our [REAL ID online wizard](#) may help with your decision. Visit [pa.gov/REALID](#) today for information on how you can get a REAL ID.

Drivers can check conditions on major roadways by visiting [www.511PA.com](#). 511PA, which is free and available 24 hours a day, provides traffic delay warnings, weather forecasts, traffic speed information and access to more than 1,200 traffic cameras. 511PA is also available through a smartphone application for iPhone and Android devices, by calling 5-1-1, or by [following regional X alerts](#).

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