

**ATTENTION**  
**MESSENGERS**

**Services Available:**

- **Counter**
- **Drop Off**
- **Pick Up**

**Due to social distancing, we are asking messengers to sort work before coming to the messenger room. Cubicles not available for use. We are asking that messengers drop off and pick up work promptly to allow other messengers access to the Messenger Room.**

**1. Call Manager/Supervisor below:**

- **Tonya Mansure 717-787-4020**
- **Jestine Wise 717-783-3644**
- **Shybree Swanson 717-772-2639**

**Note: You will be placed “in line” based on the order of your phone call. Due to Social Distancing, there is a limit of 6 Messengers in the Messenger Room.**

- 1. Proper Identification required.**
- 2. Must wear masks at all times and follow social distancing protocols.**
- 3. Must sign in when you enter the Messenger Room.**
- 4. Access is limited to 4<sup>th</sup> floor Messenger Room only. Work that needs to be distributed to other areas of the ROC may be left in the Messenger Room.**

Tonya L. Mansure | Manager

PA Department of Transportation | Messenger Services

1101 South Front Street | Harrisburg, PA 17104

Phone: 717-787-4020 | Fax: 717-705-1109

Moving  
PennDOT  
Forward

# Driver and Vehicle Services Update

Bureau of Motor Vehicles – Research and Support Operations Section  
P.O. Box 68031, Harrisburg, PA 17106-8031

This bulletin may be downloaded by visiting the Driver and Vehicle Services  
website at [www.dmv.pa.gov](http://www.dmv.pa.gov).



pennsylvania  
DEPARTMENT OF TRANSPORTATION

Tom Wolf, Governor

Yassmin Gramian, Secretary

BULLETIN NO. 20-13

May 2020

## SPECIAL EDITION

### Operational Changes at the Riverfront Office Center

As you are aware, the Pennsylvania Department of Transportation (PennDOT) has implemented operational changes in response to Governor Wolf's mitigation guidance regarding COVID-19. This includes operational changes at the Harrisburg Riverfront Office Center (ROC) location. Due to COVID-19 mitigation efforts, please see the following changes at the ROC.

Starting May 29, the ROC, located at 1101 South Front Street in Harrisburg is open for motor vehicle services only. The following is closed at the ROC.

- Driver License and Photo License Centers located at the ROC will remain closed, and customers will be temporarily redirected to our Summerdale Driver and Photo License Center, 429 North Enola Road, Enola.
- Dealer counter services will remain temporarily closed. The dealer counters have been temporarily converted to serve the public. A dealer drop off box is made available for dealers to drop off work at the ROC counter entrance. Work will be processed by staff and mailed.
- Dealers inquiring on the status of temporary tag plate orders may email us at [RA-PDDASPILOT@pa.gov](mailto:RA-PDDASPILOT@pa.gov). Temporary tag plate orders are being processed for agents in yellow phase counties and for online registration dealers based on the Governor's April 20<sup>th</sup> directive. Applications for temporary tag plate orders are being handled immediately by PennDOT staff. Due to COVID-19 mitigation efforts, please allow up to 7 to 10 days shipping from the DGS warehouse.

Limited messenger counter services (accessed through the employee entrance) is available. Due to COVID-19 mitigation efforts, social distancing protocols are in place. Messengers will be required to wear masks while in the facility. Messengers will need to sort work before coming to the ROC. Cubicles are not available for use. Messengers are limited to dropping off and picking up work promptly. There is a limit of 6 messengers in the messenger room at one time. Messengers arriving at the ROC employee lobby will see a sign with a number to call. Messengers will be placed "in line" based on the order of their phone call. Messengers will be prescreened and asked brief questions regarding any potential symptoms of COVID-19. Work for other motor vehicle areas may be dropped off in the messenger room. Messengers are limited to accessing the 4<sup>th</sup> floor messenger room only and are restricted from access to other areas of the building.

**AGENTS ARE REQUIRED TO ENSURE ALL OF THEIR EMPLOYEES RECEIVE PENNDOT'S DRIVER  
AND VEHICLE SERVICES UPDATE BULLETINS**