

CHAPTER 6: REFERENCES

This chapter will provide a quick reference concerning helpful information, forms, publications and literature.

CUSTOMER CALL CENTER

Information regarding driver and vehicle services is available 24 hours a day if using a touch tone telephone.

Customer Service Representatives are available between the hours of 8 a.m. and 5 p.m. - Monday through Friday

For direct assistance except on major holidays:

In-State 1-800-932-4600, TDD • 1-800-228-0676 ***Out-of-State*** 1-717-412-5300, TDD • 1-717-412-5380

ROAD TEST AND SPECIAL POINT EXAMINATION APPOINTMENTS

Appointments must be made to take the Special Point Examination and the Non-Commercial Road Test. When you are ready to take the Road Test or Special Point Examination, you may schedule your test online via the Driver and Vehicle Services website at www.dmv.state.pa.us. If you do not have access to the Internet, you can schedule your test by calling 1-800-423-5542 between the hours of 8 a.m. and 5 p.m., Monday through Friday, except holidays.

Remember: If you are under 18 years of age, you may not take your Road Test for six (6) months after you have received your learner's permit and you must have completed the 65 hours of behind-the-wheel skill-building requirements.

DEPARTMENTAL FORMS AND PUBLICATIONS ON THE INTERNET

Information, forms, publications and fact sheets relating to driver licensing and motor vehicles are available for customer convenience and are located on PennDOT's Driver and Vehicle Services website at www.dmv.state.pa.us.

STATEWIDE AND COUNTY MAPS

For information on statewide and county maps, call 1-717-787-6746, Monday through Friday, except holidays, between the hours of 8 a.m. and 4 p.m.

INFORMATION ON OTHER PROGRAMS

Other publications on safe driving available from PennDOT are listed below. To get copies, write to the Bureau of Highway Safety and Traffic Engineering, P.O. Box 2047, Harrisburg, PA 17105-2047.

- Occupant protection materials (seat belt/child restraint).
- Alcohol awareness related materials.
- Crash scene Do's and Don'ts.
- Operation Lifesaver materials.
- Pennsylvania Bicycle Driver's Manual.

The United States Department of Transportation has an Auto Safety Hotline at 1-800-424-9393 or on the Internet at www.nhtsa.dot.gov.

511PA

511PA provides free, 24-hour information services including traffic delay warnings, weather forecasts, regional tourism information, and links to transit agencies and major airports. The service is available by calling 511 from cellular phones and land lines or through the internet by visiting www.511PA.com. The 511PA roadway network includes all 1,759 miles of interstate including the Pennsylvania Turnpike, as well as other major roadways in Harrisburg, Philadelphia and Pittsburgh. Traffic information for the majority of this network includes incident reports such as crashes, construction activities and winter road conditions. Additionally, average traffic speeds are available for several interstates and other major roadways in urban areas. Users are also able to register through the website to receive personalized traveler alerts, provided through e-mail and text messaging. PennDOT encourages motorists to not call 511PA while driving. Callers should safely pull off the road to call the system, or check for travel delays before heading out.