

Moving  
**PennDOT**  
Forward



**pennsylvania**  
DEPARTMENT OF TRANSPORTATION

# 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)

Tom Wolf, Governor

Leslie S. Richards, Secretary

BULLETIN NO. 18-13C

September 2018

## SPECIAL EDITION

### Agent Services Training Study

PennDOT has recently contracted with Temple University to enhance the Department's Agent Services Training Courses. The overarching goal is to better meet the needs and business model of PennDOT agents, who represent a wide range of motor vehicle-related businesses (e.g. new/used car dealer, dealer associations and automotive associations (AAA), title/tag services, etc.).

The project is slated to end March 2019. Over the course of the project, the university is reaching out to various business partners for feedback. We value your input and look forward to providing an enhanced training program.

As always, if you have any questions regarding the Agent Services Training Program, please contact the Agent Training Program Coordinator via email at [RA-pdotdvsnewsletter@pa.gov](mailto:RA-pdotdvsnewsletter@pa.gov).