

LICENSE PLATE REPLACEMENT

In September 1999, PennDOT began its first major license plate replacement since 1976. By the time this reissuance program ends in mid-2002, approximately 9 million plates will have been replaced statewide.

All yellow-on-blue and blue-on-yellow plates will be replaced, with the exception of limited editions, such as the "Constitution" plate. Replacement also will not affect plates of other color combinations (antique, Purple Heart, etc.) or special fund plates (the Wild Resource Conservation – "owl" and "river otter," Zoological – "tiger," Flagship Niagara, D.A.R.E. and Preserve Our Heritage – "railroad" plates).

LICENSE PLATE REPLACEMENT SCHEDULE

PennDOT is issuing the new plates systematically in four phases:

Phase 1: Replacement of yellow standard-issue plates, dealer plates (regardless of color) and miscellaneous low-quantity plates (regardless of color). During Phase 1, which began in September 1999 and continued through January 2000, PennDOT replaced more than 1 million standard-issue yellow plates, 80,000 dealer plates (regardless of color) and 50,000 miscellaneous low-quantity plates. PennDOT successfully completed Phase 1 earlier than anticipated and, as a result, began Phase 2 of license plate reissuance nearly a month ahead of schedule.

Phase 2: Replacement of personalized license plates, apportioned plates, ham operator and press photographer plates, all regardless of color. Phase 2, which concluded in June 2000, focused on the replacement of personalized or vanity plates, ham operator plates, press photographer plates and apportioned vehicle (tractor-trailer) plates, all regardless of color. By the end of Phase 2, PennDOT replaced the vast majority of the yellow license plates.

Initially PennDOT anticipated replacing personalized plates according to their month of expiration, but to ensure high standards for product accuracy and customer service, the Phase 2 replacement schedule was modified. Because of the age of PennDOT's database systems, some of our records did not show the actual placement of spaces or hyphens that appear on some personalized plates. To ensure that customers with personalized plates received accurate products, we therefore contacted these customers in writing and requested that they confirm the exact configuration on their plates, including any hyphens or spaces. Those customers who responded to this request first received their new-style personalized plate (bearing the same configuration as their old yellow or blue personalized plate) the earliest. In cases where PennDOT did not receive confirmation of the personalized plate configuration, a new-style standard-issue plate with a random letter and number combination was or will be issued. Once this new plate is issued, the old yellow or blue personalized plate becomes "dead" and can no longer be used on the vehicle.

Phase 3: Replacement of standard-issue blue plates and fleet plates. During Phase 3, from July 2000 through June 2002, PennDOT will replace approximately 8 million standard-issue blue plates. Unlike yellow plates, which were replaced on an accelerated schedule because of their condition, standard-issue blue plates are being replaced in conjunction with registration renewal during Fiscal Year 2000-2001 (July 2000-June 2001) and Fiscal Year 2001-2002 (July 2001- June 2002).

PennDOT will replace the plates according to the zip code that appears on the vehicle registration. **Those plates associated with a five-digit zip code ending in an even number THAT ARE RENEWED ON OR AFTER JULY 1, 2000, are being replaced during Fiscal Year 2000-2001 (July 1, 2000 – June 30, 2001). Those plates associated with a five-digit zip code ending in an odd number—AND ANY OTHER STANDARD-ISSUE BLUE PLATES NOT REPLACED DURING THE PREVIOUS FISCAL YEAR—will be replaced during Fiscal Year 2001-2002 (July 1, 2001 – June 30, 2002).** All fleet plates will also be replaced according to registration renewal date during Fiscal Year 2000-2001 (July 2000-June 2001). When vehicle owners renew their registration, they will receive a new plate with a new registration sticker and registration card(s) at one time.

Phase 4: Replacement of special organization plates. During the first half of 2002, PennDOT will replace special organization plates, including those of universities and colleges. Other examples of special organization plates include the Lions Club, Fraternal Order of Police or Ducks Unlimited plates. Again, this replacement affects special organization plates but not special fund plates (the Wild Resource Conservation – “owl” and “river otter,” Zoological – “tiger,” Flagship Niagara, D.A.R.E. and Preserve Our Heritage – “railroad” plates). Additional details on the Phase 4 replacement schedule will become available as this phase of the project draws closer.

FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION ABOUT PLATE REPLACEMENT

Q: Why is PennDOT replacing license plates?

A: PennDOT prides itself in providing customer service and products that will “Move Pennsylvania Forward.” License plate replacement supports this mission in the following ways:

1. **Improving vehicle identification.** Before license plate reissuance began in September 1999, there were approximately one million yellow license plates still in use in Pennsylvania. Having greatly exceeded their intended life span, many of these plates had severely deteriorated and were very hard to read. Many blue plates, too, have lost their reflectivity. Replacing these plates improves vehicle identification and assists in law enforcement.
2. **Reducing unregistered vehicles and fraud.** Once all standard-issue plates are replaced, it will be easy to spot vehicles with old yellow or blue plates. These vehicles will be, at that time, probably unregistered, and the vehicle owners will have likely not fulfilled insurance or inspection requirements. License plate replacement makes our roads safer by assisting law enforcement in spotting these scofflaws and removing potentially unsafe vehicles from the road. More registered vehicles also mean more funding for the maintenance and construction of Pennsylvania’s roads.
3. **Updating our state image.** License plates are essentially one-foot billboards for the Commonwealth and are a reflection of our state. By replacing the majority of our plates, we improve our overall state image and help reestablish Pennsylvania as an innovator and leader with an eye to the future.

Q: Why did PennDOT wait so long to replace plates?

A: The replacement of more than 9 million plates is certainly a complex and challenging endeavor, and over the past several years, PennDOT has taken many necessary steps to ensure that our customers receive innovative, high-quality plates in a timely, cost-effective and accurate manner. Since Pennsylvania has not had a major license plate replacement since 1976, PennDOT spent a great deal of time discussing license plate replacement procedures, as well as license plate design and materials, with other states. We identified the best practices and built upon them to customize a plan that is right for Pennsylvania's particular needs.

One key aspect of an efficient and accurate license plate replacement is a reliable and state-of-the-art license plate inventory tracking and control system. PennDOT has been working diligently to improve these database systems over the last several years, and the necessary improvements have been completed. These enhancements will assist us in performing this and subsequent replacement efforts more efficiently. Undertaking this major project has also required close and extensive coordination among PennDOT, the Bureau of Correctional Industries, the State Police and many other partners and suppliers.

Q: Why hasn't PennDOT replaced all plates at once? Why will it take nearly three years to replace the plates?

A: PennDOT very carefully and strategically planned plate replacement to make it as effective, cost-efficient and customer-friendly as possible. PennDOT wanted to address very valid vehicle identification concerns by removing the yellow plates from our roads as soon as possible but, at the same time, needed time to build up inventory to replace more than 9 million plates. Our schedule will allow us to accomplish both of these goals, should minimize customer inconvenience and will allow us to complete this task in a manageable and organized fashion.

Q: Why were yellow plate replacements sent out separately from registration renewal, while blue plate replacements are being sent out according to registration renewal dates?

A: Again, PennDOT wanted to remove the yellow plates as quickly as possible because many were worn out, unreadable and inadequate for vehicle identification. Because there were about 1 million of these plates, PennDOT could manageably speed up their replacement by not waiting for a full registration renewal cycle to pass. On the other hand, there are more than 8 million blue plates and they, for the most part, are not as deteriorated. Replacing the blue plates according to two renewal cycles provides us with a structured way to make this massive replacement manageable and efficient, and it allows the Bureau of Correctional Industries, our plate manufacturer, to gradually build up the massive inventory needed.

Q: My blue plate is perfectly fine. Why does it need to be replaced?

A: Some blue plates on our roadways are as much as 17 years old, and a license plate's expected life span is about ten years. Even though these plates may appear fine in the daylight, their reflectivity gradually deteriorates over the years, which makes vehicle identification more difficult. In addition to improving vehicle identification, another goal of this major replacement is to reduce fraud associated with license plate misuse and expired registration. No significant progress can be made in these areas, and the lost revenue from these problems cannot be recouped unless the majority of our existing plates are replaced. Over time, this plate replacement initiative will pay for itself through these recovered revenues. Replacing the blue plates then is not an unnecessary expense but, in many ways, a wise investment in the Commonwealth's future.

Q: If I get a new plate through this major replacement program, do I still need to renew my registration?

A: This major plate replacement has been specifically designed in a manner that will not affect your registration renewal cycle in any way. You will need to renew your registration at the same time of year as usual when you had your old plate. Your registration sticker on your new plate should expire at the same time as the registration sticker on your old plate. If this is not the case, install your plate anyway, but call toll-free 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible so we can provide you with the correct sticker.

Q: I have an old-style plate on my vehicle, but I have let my registration expire. Will I receive a replacement plate?

A: No. It is critical that you call toll-free 1-877-PA-NU-TAG (1-877-726-8824) immediately to get further instructions on registering your vehicle and ensuring that you will receive a new plate. It is illegal to operate an unregistered vehicle on Pennsylvania's roadways. By the end of reissuance, an old blue or yellow plate will be an obvious sign to law enforcement that a vehicle is very likely unregistered and quite possibly uninspected and uninsured.

Q: I have a "live" or valid license plate that is not currently assigned to a vehicle. Will it be replaced?

A: These plates will not be replaced until you attempt to register them to vehicles.

Q: Can I get a new plate sooner than scheduled?

A: Yes, you may, but we strongly encourage you to wait until your scheduled time to obtain a new license plate because the phased replacement was designed to serve all customers as efficiently and effectively as possible. You may apply for new plates outside of the replacement schedule, but these plates will cost \$7.50. If you wait until your appointed time to receive a new plate, you will not incur this charge.

Q: Are new plates available only through the mail? Can I get my replacement through a local messenger, on-line messenger, tag agent, car dealer, driver license center, photo license center or other location?

A: New-style plates are now available at all locations statewide that are authorized to renew vehicle registrations or issue tags. To maximize the efficiency of the early phases of replacement while working with limited plate inventory, all yellow plates and personalized plates were replaced in a centralized fashion through the mail. Starting in July 2000, however, new standard-issue plates became available through all dealerships (plates can be obtained only as part of vehicle purchases); messengers; on-line messengers; tag agents; PennDOT's full-service driver and vehicle service centers in Harrisburg (Dauphin County), Rockview (Centre County) and Snydersville (Monroe County); and our new residents' center in Huntingdon Valley (Montgomery County). Please keep in mind that any plate requested ahead of the normal replacement schedule will cost \$7.50 (as opposed to being free), and anyone who obtains a plate through a messenger, on-line messenger or tag agent will, as usual, pay a service fee to that business in addition to PennDOT's \$7.50 plate replacement fee. **At no time during the replacement program will plates be available through PennDOT's photo license or driver license centers, except at the full-service locations mentioned above.**

Q: Are on-line messengers providing new plates?

A: As of July 2000, new license plates may be obtained at on-line messenger locations throughout the state. Any customer seeking to obtain the new plate outside of the established replacement schedule will be charged \$7.50. On-line messengers are also permitted to charge customers an additional service fee for the transactions they handle. To obtain the address of the on-line messenger nearest you, please use the locator on this Web site.

Q: I currently have a standard-issue plate with a random letter/number configuration. Will my new plate have the same letter/number configuration?

A: No. The Bureau of Correctional Industries (BCI) is now producing standard-issue plates with new alpha-numeric sequences not previously issued in Pennsylvania (a three-letter, four-number combination that begins with the letter "D"). Issuing a new series of plates reduces opportunities for license plate fraud and prevents confusion over vehicle identification. For example, if BCI duplicated existing standard-issue combinations, and then these combinations were issued randomly, the owner of old-style plate ABC-123 could inadvertently receive a citation for a violation committed by the owner of ABC-123 in the new design. This problem could be alleviated if we reissued everyone their existing combination, but that plan also presents other difficulties:

1. Essentially all plates would need to be personalized. Having to make a certain plate at a certain time to replace all 9 million plates would drastically increase production time and cost and would slow down the replacement, requiring people to wait longer for their new plates.
2. A **specific** plate would have to be issued to each and every vehicle owner—all 9 million of them. Logistically this process would be difficult, very time-consuming and would increase the chance of error. Our goal is to provide all our customers with new plates as soon as possible.
3. To increase customer convenience, the majority of vehicle owners—the nearly 8 million with standard-issue blue plates—will have the option of getting their new plate through the mail, at one of our three full-service driver and vehicle service centers or through a nearby on-line messenger when they renew their registration. If we were reissuing a specific plate to each customer, all distribution would have to be centralized, eliminating the service options our customers currently have and choose to use at their convenience.

Q: Is there any way I can keep the alpha-numeric combination from my old standard-issue plate?

A: **Yes, but because of production constraints, this option is available only for passenger plates, motorcycle plates and plates for trucks/motor homes with a registered gross weight of not more than 9,000 pounds.** If you have one of these plate types and you wish to maintain your old plate's alpha-numeric combination, you may pay \$20 to make this your personalized plate. On the other hand, a random configuration plate would be issued free of charge. Also, requesting a specific combination that is not currently a personalized plate may increase wait time for your new plate by approximately two months.

Q: Do car dealers and tag agents have the new plates available?

A: As of July 2000, more than 11,000 decentralized outlets, including dealerships, statewide, will stock the new plates.

Q: I'm going to buy a vehicle but the plate I have to transfer to it is an old-style tag. Can I still do the transfer?

A: You have two options: 1) you can transfer the old-style tag to your newly acquired vehicle and wait to receive a new-style plate at no charge with your next registration renewal for the vehicle, or 2) you can pay an additional fee to the dealer or tag agent who is processing the vehicle title transfer to get a new-style "temp tag" immediately. Since red "T" stickers are no longer issued in Pennsylvania, unless the dealer or tag agent offers on-line registration, you'll receive a new-style plate without any registration sticker and a Temporary Registration Permit. This permit bears a specific expiration for your temporary registration and must be displayed inside your rear windshield until you receive your registration card and sticker from PennDOT.

Q: If I buy a new car and do not transfer my plate, will I get a plate with the new design?

A: Yes. As of July 2000, dealers and tag agents statewide will issue only new-style plates.

Q: If my current license plate is damaged, lost or stolen, and I apply for a replacement, will I receive a plate in the new design?

A: Yes. As of July 2000, anyone who applies for replacement of a damaged, lost or stolen standard-issue plate will receive a new-style plate. Replacement of damaged, lost or stolen plates costs \$7.50.

Q: When was the last time PennDOT replaced the majority of license plates?

A: 1976.

Q: Many states replace plates on a regularly scheduled basis. Will Pennsylvania?

A: Until 1998, Pennsylvania was among 16 states without a standard periodic replacement of license plates. As legislated, Pennsylvania will now replace its license plates every ten years.

Q: Has PennDOT made any other changes related to license plates and registration recently?

A: Yes. In conjunction with this major license plate replacement, we also discontinued our red "T" stickers in April 2000, and replaced them with a secure rear-windshield credential called a Temporary Registration Permit, bearing a specific expiration date for a temporary registration. Eliminating our "T" sticker helps prevent fraud and registration evasion associated with driving with an expired temporary registration sticker. For more information on Pennsylvania's Temporary Registration Permit, please review the additional information available on this Web site.

ONCE YOU GET YOUR PLATE . . .

Q: I got a new plate. What should I do?

A: First, carefully review the products you received. Your package should include new registration card(s) and a new plate bearing a new registration sticker. Double-check that the registration sticker has the same expiration date as the one on your old plate. Next, review the information on the new registration card(s) to make sure that the information is correct and be sure that the plate number on the registration card(s) match(es) the plate you just received. If all materials are accurate, install your new plate immediately and begin using your new registration card(s). If the plate number on your new registration card does not match your new license plate, **do not install your new plate** and call toll-free 1-877-PA-NU-TAG (1-877-726-8824) immediately. If there are any other types of discrepancies or problems with the products you received, go ahead and **install your new plate** but call toll-free 1-877-PA-NU-TAG (1-877-726-8824) immediately. In either case, it's essential that

you call right away because as we send out new plates, the old plates are labeled as invalid in our database, which law enforcement uses for vehicle identification.

Q: Do I have to put the new plate on my vehicle? If so, how soon?

A: Yes, it is mandatory and essential that you put the new plate on the vehicle to which it is registered as soon as possible after you receive it. Upon plate issuance, PennDOT's and law enforcement's databases will show the new plate as registered to your vehicle and will indicate that the old plate is "dead" or retired. Complying with this guideline as soon as possible will aid law enforcement in accurate vehicle identification.

Q: What is a "dead" plate?

A: A dead plate is one that has been made inactive, and therefore can no longer be used on a vehicle. Existing yellow and blue plates that are being replaced by the new-style blue-white-and-yellow plates become dead, no longer can be used, and are no longer recognized as registered to a vehicle in PennDOT's and law enforcement's databases. Thus, it's important to remove a dead or replaced plate from your vehicle and install its replacement as soon as possible.

Q: When I install my new plate, is it okay to put one of those plate frames around it or one of those plastic covers over it?

A: Many well-intentioned Pennsylvanians currently install clear plastic coverings or frames on their license plates in an effort to protect and preserve them. Plastic coverings, however, significantly interfere with the plates' reflectivity, actually detract from their readability and impede law enforcement's ability to identify vehicles. License plates, especially our new ones, are designed to be durable and do not need any special protection. Also, please be advised that Section 1332(b) of the Pennsylvania Vehicle Code prohibits a plate from being displayed in any manner where the information listed thereon is obscured. This provision not only requires vehicle owners to keep their plate clear of excessive dirt and debris but also prohibits the use of protective coverings or plate holders/frames that fully or partially cover up registration stickers or other information on the plate. The use of these items may result in the registrant being subject to fines and penalties under Pennsylvania law. **THIS PROHIBITION IS NOT SOMETHING NEW THAT HAS OCCURRED WITH THE INTRODUCTION OF PENNSYLVANIA'S NEW LICENSE PLATE. Similar language has appeared in Pennsylvania's vehicle code since at least 1929.** While law enforcement will continue to use its discretion and best judgment in enforcing this law, as it has for many years, if you have not already done so, we encourage you to use the installation of your new plate as an opportunity to remove any covering or frame that blocks information on your plate. You may use frames/coverings on any optional/decorative plates that you choose to put on the front of your vehicles.

Q: When I get a new plate, what should I do with my old plate?

A: Prior to this major license plate reissuance program, when a vehicle owner received a new plate, PennDOT requested that the owner return the retired or "dead" license plate. However, because of mailing and storage costs for 9 million plates, PennDOT is not requesting that plates be returned during this major plate replacement. Instead, customers may keep their old plate or recycle it:

1. If you wish to keep your plate and display it, say in a garage, you are encouraged to remove or deface the current registration sticker to deter the plate's theft and reuse.

2. If you'd prefer to recycle your plate, you may do so through your own community/curbside-recycling program or by dropping your plate off at one of PennDOT's District or County Maintenance Offices. For the District or County Maintenance Office nearest you, view the list available on this Web site. Before recycling your plate, remove or destroy the registration sticker and, if possible, cut the plate in half to deter its fraudulent reuse by someone else.
3. PennDOT and the Department of Environmental Protection have teamed with an innovative Pennsylvania company, Littlearth Productions, to provide Pennsylvanians with an opportunity to recycle their old license plates into environmentally friendly products such as purses, journals, CD holders and photo albums. For every custom product order, Littlearth will donate \$1 to the Environmental Fund for Pennsylvania to support positive environmental projects that benefit all Pennsylvanians. For more information about Littlearth Productions, call toll-free 1-877-LE-PLATE (1-877-537-5283) or visit www.littlearth.com. For more information on the Environmental Fund, call toll-free 1-877-PAGREEN (1-877-724-7336) or visit www.greenworkschannel.org.

Q: I am having trouble removing my old plate. What should I do?

A: Depending on the vehicle, some Pennsylvanians may discover that they need a special tool to remove their old plate and install their new one. Other Pennsylvanians may experience difficulty removing their old plate simply because the plate has been on the vehicle for such a long time (as much as 24 years). PennDOT has requested that dealerships and service stations across the Commonwealth assist customers with installing the new plates as needed. If you contact a local dealership or garage for assistance, be sure to ask up front whether there will be a charge for this service.

Q: Can I put my old plate on the front of my vehicle?

A: PennDOT and law enforcement agencies strongly discourage vehicle owners from displaying their old plates on the front of their vehicles because it may cause confusion and interfere with vehicle identification, especially when traveling out of state.

Q: I have several vehicles, but I didn't receive a new plate for each one. Is something wrong? May I put the new plate(s) on any of my vehicles?

A: If you have plates of various types or colors on your vehicles or if you renew your vehicles' registrations during different months, you will receive replacement plates at different times. Also, a few plate types are not being replaced at all. If you receive a replacement plate and registration card(s), you must place the plate on the vehicle to which it is assigned. You can double-check on which vehicle it belongs by checking the make, model and vehicle identification number (VIN) on your new registration card(s) that you received with the new plate.

Q: I received my new plate. When will my family members, friends, etc., receive theirs?

A: Plates are being replaced in a staggered four-stage approach. The arrival time of a new plate depends on plate type, color, and in many cases, registration cycle and the zip code on the vehicle registration. Please refer to the published replacement schedules on this Web site for more information.

Q: I just received a replacement for my standard-issue plate. Why doesn't my new plate have the same alpha-numeric configuration as my old plate?

A: Issuing everyone their existing plate number would essentially mean personalizing all 9 million plates we're issuing. Logistically, the production and distribution processes would become much more difficult, time-consuming and expensive and would be subject to a much higher chance of error. Our goal is to provide all our customers with plates as efficiently as possible.

Q: Is there any way I can keep the alpha-numeric combination from my old standard-issue plate?

A: **Yes, but because of production constraints, this option will be available only for passenger plates, motorcycle plates and plates for trucks/motor homes with a registered gross weight of not more than 9,000 pounds.** If you have one of these plate types and you wish to maintain your old plate's alpha-numeric combination, you may pay \$20 to make this your personalized plate. On the other hand, a random configuration plate is issued free of charge. Also, requesting a specific combination that is not currently a personalized plate may increase wait time for your new plate by approximately two months. If you would like to personalize your old plate combination, call 1-877-PA-NU-TAG (1-877-726-8824). You may personalize your old license plate in advance of getting a new-style plate or even if you have already received a new standard-issue plate. If you decide to personalize your old plate configuration after you have received a new-style standard-issue plate, please be sure to put the new-style standard-issue plate on your vehicle until you receive your new personalized plate that we will be ordering for you.

Q: I do not wish to use the new-style plate I received. May I continue to use my old plate?

A: Once you have been issued a new plate, you may not use your old plate because once a new plate is issued, your old plate is listed as "dead" or retired in the databases that PennDOT and law enforcement use for vehicle identification. While PennDOT realizes that many Pennsylvanians are attached to their old plates, we cannot permit the continued use of old yellow and blue plates—even those in good condition—because it would defeat one of the plate replacement program's major goals, the easy identification of registration evaders. These registration evaders will be forced to comply with registration to obtain a new plate and the revenue gained through these additional registrations is anticipated to be enough to actually pay for the entire statewide plate replacement over a few years. Therefore, if we are highly successful in capturing these new registrations, law-abiding registrants will truly receive plates for free because the program is a taxpayer investment in moving Pennsylvania forward, not a hidden cost to taxpayers.

Q: Are there any alternatives to using a new-style standard-issue plate?

A: PennDOT prides itself in customer service and customer choice. While we cannot permit you to continue to use your old plate, depending on vehicle type, you have several other choices for license plate styles:

1. **Special Organization Plates.** Many organizations currently sponsor the production of special plates, which are available exclusively to the members of these organizations. **Special organization plates may be used on passenger vehicles and trucks/motor homes with a registered gross weight of not more than 9,000 pounds.** Following is an alphabetical listing of special organization plates available as of July 2000:

SPECIAL ORGANIZATION PLATES	
Air Force Reserve	National Guard
Allegheny College	Navy Reserve
American Legion	Notary Public
Army Reserve	Notre Dame University
Barbershoppers	Ohio State Alumni
Bloomsburg University	PA Association of REALTORS
Bucknell University	PA Professional Firefighters
Coast Guard Reserve	Penn State Alumni
Dickinson College	Pitt Bicentennial
Ducks Unlimited	Prince Hall Masonic Lodge
Drexel University	Rails-to-Trails Conservancy
Duquesne University	Rotary International
East Stroudsburg University	Shippensburg University
Edinboro University	Square and Round Dancers
Elizabethtown College	St. Francis College
Emergency Medical Services	St. James Alumni Association
Firefighter	St. Joseph's University
Fraternal Order of Police	St. Thomas More Alumni
Gannon University	St. Vincent Alumni
Geneva University	Susquehanna University
Gettysburg College	Syria AAONMS Temple
Indiana University of Pennsylvania	Telephone Pioneers of America
Kings College Alumni	Temple University
Knights of Columbus	University of Scranton
Kutztown University	U.S. Armed Forced Retired
Lafayette College	Veterans of Foreign Wars
LaSalle University	Veterans of the Vietnam War, Inc.
Lebanon Valley College	Vietnam Veterans of America
Lehigh University	Villanova University
Lions Club	Washington and Jefferson University
Lock Haven University	West Catholic High School Alumni
Marine Corps League	West Point Alumni
Marine Reserve	West Virginia Alumni
Masonic Blue Lodge	Widener University
Millersville University	Wilkes University Alumni
Moravian College	York College
Muhlenberg Alumni	Zem Zem Temple
National Greyhound Adoption Program	

Please note that special organization plates, like standard-issue plates, will also eventually be replaced in the new blue-white-yellow plate style. These plates, however, will differ from standard-issue plates because they will include a logo for the sponsoring organization, and the name of the organization will appear along the bottom of the plate. **Please note that you cannot apply directly to PennDOT to obtain one of these special organization plates; if you are a**

member of one of these organizations and would like to obtain this type of plate, you must contact the organization and apply through them. Special organization plates cost \$20. You may apply for special organization plates at any time, but new-style (blue-white-yellow) plates will not be available until 2002.

- 2. Special Fund Plates. Special fund plates are another option for passenger vehicles, trucks/trailers with a registered gross weight of not more than 9,000 pounds and motor homes.** Currently, the Wild Resource Conservation – “river otter,” Zoological – “tiger,” D.A.R.E. and Preserve Our Heritage – “railroad” plates are available. There are no membership requirements associated with obtaining these plates. There is a one-time fee of \$35 for these plates, and \$15 of this fee directly benefits the organizations sponsoring these plates. For more information on obtaining any of these plates, please visit the “license plates” section of this Web site. Other special fund plates may become available in the future. You may apply for a special fund plate at any time.

Q: I just received a new-style plate to replace an old plate. Can I transfer my old plate to another one of my vehicles?

A: No. Once we issue a new-style plate to replace a plate, the old plate becomes “dead” or permanently retired and is labeled as such in PennDOT’s and law enforcement’s vehicle identification databases. If you want to reuse your old plate because of the alpha-numeric configuration on it, you can have it made into a new-style (blue-white-yellow) personalized plate for a \$20 fee. If you’d like to pursue this option, go ahead and install the new-style standard-issue plate you received on the vehicle to which it is assigned and call 1-877-PA-NU-TAG (1-877-726-8824) to find out more about how to personalize the alpha-numeric configuration of your old plate.

Q: I received a new motorcycle plate. Why is it a different size than my old plate?

A: PennDOT is using this major plate replacement as an opportunity to discontinue our 4½-inch by 8-inch motorcycle plates and conform to the 4-inch by 7-inch national standard for motorcycle plates. Conforming to the national standard means that Pennsylvania motorcyclists no longer need a special plate bracket because the new plates fit manufacturers’ standard brackets.

Q: I had a handicapped plate but I received a new-style person with disability plate. Is this correct?

A: Yes, this is correct. A number of years ago, PennDOT stopped issuing handicapped plates and began issuing person with disability plates instead. Reissuance provides us with an opportunity to achieve full consistency across the board by replacing those handicapped plates that are still active with person with disability plates.

Q: I just received a new-style standard-issue plate, but my old plate was personalized. I thought I was supposed to receive my personalized plate in the new style. How do I correct this and get a new-style personalized plate?

A: There are two possible reasons that you may have received a standard-issue plate instead of a personalized plate:

1. While preparing for this major license plate replacement, PennDOT discovered that some of the older personalized plates were not indicated as such on the computer system when they were originally ordered. We did our best to manually screen and separate out these records, but some that were not obvious personalized combinations (all letters or all numbers) may

have been missed. If your plate fell into this category, we may have sent you a standard-issue replacement plate in error.

2. Shortly after license plate reissuance began in September 1999, we discovered that, because of the age of PennDOT's database systems, some of our records did not show the actual placement of spaces or hyphens that may appear on some personalized plates. To ensure that customers with personalized plates received accurate products, we attempted to contact these customers in writing and requested that they confirm the exact configuration on their plates including any hyphens or spaces. **In the event PennDOT did not receive confirmation of the personalized plate configuration, a new-style standard-issue plate with a random letter and number combination was issued.**

In either case, please go ahead and install the new plate you received on your vehicle. Do not continue to use your old-style personalized plate because, upon plate issuance, PennDOT's and law enforcement's databases will show the new plate as registered to your vehicle and will indicate that the old plate is "dead" or retired. Complying with this guideline as soon as possible will aid law enforcement in accurate vehicle identification. If you want to order your original (personalized) plate in the new style, call 1-877-PA-NU-TAG (1-877-726-8824) for further instructions. You should receive the new-style personalized plate about two months after placing the order and can install it on your vehicle. You do not need to return the new-style standard-issue plate you received earlier to us but be sure to destroy and recycle it so that someone else cannot fraudulently reuse it.

Q: I got a replacement of my personalized plate, but there is an error in the alpha-numeric configuration (for example, a space or hyphen is missing). How do I get this corrected?

A: Please install the new plate on your vehicle anyway and call 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible so we can have a corrected plate made for you. You should receive a corrected plate in about **two months**. When you install your corrected plate, you do not need to return the other new-style plate to us, but be sure to destroy and recycle it so someone else cannot fraudulently reuse it.

Q: I just ordered a personalized plate, but in the meantime, I got a new-style standard-issue plate in the mail. What should I do?

A: PennDOT has gone to great lengths to ensure, whenever possible, that mailings and transactions do not overlap; however, we obviously cannot predict which customers may order personalized plates and when they will place the order. In this scenario, PennDOT issued your new-style standard-issue replacement plate before receiving your personalized plate order. You should receive your requested personalized new-style plate about two months after placing the order, but call 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible to confirm that we have received and are processing your personalized plate request. Regardless of the status of your personalized plate order, it is important for you to put the new-style standard-issue plate on your vehicle until you receive your personalized plate. Once you get your personalized plate, install it as soon as possible. You do not need to return the new-style standard-issue plate to PennDOT, but be sure to destroy and recycle it so that someone else cannot fraudulently reuse it.

Q: I recently received my new-style license plate in the mail but:

- 1.) **The plate and/or registration card(s) was/were damaged,**
- 2.) **The registration card(s) and/or registration sticker was/were missing,**
- 3.) **I didn't get the correct number of registration cards,**

- 4.) The registration card(s) contain(s) an error in name, address, make, model or VIN
(but the plate number on the card(s) agrees with the plate I received), or
5.) The registration sticker was for the wrong month.

What should I do?

A: Go ahead and install your new plate (even if it is damaged) and use what credentials you have, but call 1-877-PA-NU-TAG (1-877-726-8824) immediately so we can correct the situation as soon as possible. It is essential that you install your new plate and call right away because, upon plate issuance, PennDOT's and law enforcement's databases will show the new plate as registered to your vehicle and will indicate that your old plate is "dead" or retired.

Q: I recently received my new-style replacement plate, but it was lost or stolen. What should I do?

A: First, contact your local law enforcement as soon as possible and report the license plate lost or stolen. Next, call toll-free 1-877-PA-NU-TAG (1-877-726-8824) or visit a local messenger, on-line messenger, tag agent, or one of PennDOT's full-service driver and vehicle service centers (located in Dauphin, Centre, and Monroe Counties) to obtain an application or apply for a replacement plate. The replacement of your lost or stolen plate will cost \$7.50.

Q: I recently received my new-style replacement plate, but after I installed it, it was damaged. What should I do?

A: You may continue to drive with the damaged plate on your car, but, as soon as possible, call toll-free 1-877-PA-NU-TAG (1-877-726-8824) or visit a local messenger, on-line messenger, tag agent, or one of PennDOT's full-service driver and vehicle service centers (located in Dauphin, Centre, and Monroe Counties) to obtain an application or apply for a replacement plate. The replacement of your damaged plate will cost \$7.50.

Q: I am serving a suspension and sent in my plate, but I just got a new-style plate in the mail. Is my suspension over? Can I use this new plate to drive?

A: PennDOT has gone to great lengths to try to prevent overlapping mailings and transactions as much as possible; however, this scenario could occur because suspensions are not something we can predict ahead of time. In other words, your new plate was issued with new your registration card before we received notice of your suspension. **Do not install the plate on your car because it does not entitle you to drive, and you may not drive while under suspension. You must return the new plate to PennDOT along with a letter indicating when you mailed your old plate to us.** Credit for serving the suspension will be based on the return date of the old plate. When your suspension is served, we will return the old plate to you. If this plate is blue or yellow, it will be replaced with a new-style plate before the major plate replacement is over in 2002.

Q: I just got a new plate and registration card(s) for a vehicle I recently sold/traded. What should I do?

A: If you transferred the plate originally on the recently sold/traded vehicle to another of your vehicles, install the new plate on the vehicle to which the original plate had been transferred. Next, call 1-877-PA-NU-TAG (1-877-726-8824) immediately to alert us to the discrepancy. Until the discrepancy is resolved, whenever operating the vehicle on which the new plate is being used, be sure to carry the new registration card and your pink slip (if you have one). If you had not transferred your old plate to one of your current vehicles but would like to transfer the new-style plate to one of your vehicles, please call 1-877-PA-NU-TAG (1-877-726-8824) for further instructions. Otherwise, destroy and recycle the new-style plate to prevent its fraudulent reuse by someone else.

Q: I recently traded my truck for a passenger vehicle, but I received a new-style truck plate and registration card for the truck in the mail. How do I get a passenger plate instead and a new registration card? (This scenario could also occur in reverse.)

A: Again, PennDOT has gone to great lengths to ensure, whenever possible, that mailings and transactions do not overlap; however, we cannot predict when customers are going to buy, sell or trade vehicles. Even though you received the wrong type of plate, install it on your vehicle anyway and call 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible so we can correct the discrepancy. When you get the correct plate, you do not need to return the incorrect new-style plate to us, but be sure to destroy and recycle it to prevent its fraudulent reuse by someone else.

Q: I recently bought a vehicle and got a new license plate at the dealership or tag agent. Why did they give me a blue plate instead of a new-style plate?

A: Because we needed to build up adequate inventory during the early stages of this project and quickly replace the nearly 1 million highly deteriorated yellow plates, not all dealerships and tag agents had new plates to issue to customers until July 2000. The new blue plate you received from the dealership or tag agent will be replaced free of charge sometime between July 2000 and June 2002, depending on your registration expiration and the five-digit zip code on your registration.

Q: I recently obtained a replacement plate through a messenger, tag agent, on-line messenger or one of PennDOT's full-service driver and vehicle service centers, but I got a blue plate. Why?

A: Because we needed to build up adequate inventory during the early stages of this project and quickly replace the nearly 1 million highly deteriorated yellow plates, most of these locations did not have new plates to issue to customers until July 2000. The new blue plate you received will be replaced free of charge sometime between July 2000 and June 2002, depending on your registration expiration and the five-digit zip code on your registration.

IF YOU WERE EXPECTING A NEW PLATE . . .

Q: I think I should have received my new plate by now, but I haven't. What should I do?

A: If possible, refer to the published replacement schedule to double-check whether you in fact should have received your plate. If it appears that you indeed should have received a new plate, call toll-free 1-877-PA-NU-TAG (1-877-726-8824) immediately. It is essential that you call right away because, upon plate issuance, PennDOT's and law enforcement's databases will show the new plate (not yet received) as registered to your vehicle and will indicate that the old plate (still on your vehicle) is "dead" or retired. Complying with this guideline as soon as possible will aid law enforcement in accurate vehicle identification and will allow us to correct the problem as soon as possible.

Q: I currently have a yellow standard-issue plate on my vehicle, but I understand those plates should have already been replaced. What should I do?

A: If you still have a standard-issue yellow plate on your vehicle and you did not receive a new-style plate yet, call 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible to receive further instructions on obtaining a new-style plate. If you received a new-style plate but just haven't installed it on your vehicle yet, it's very important that you install the new plate as soon as possible. Upon plate issuance, PennDOT's and law enforcement's databases show the new plate as registered to your vehicle and indicate that the old yellow plate is "dead" or retired. Complying with this guideline as soon as possible will aid law enforcement in accurate vehicle identification.

Q: I still have a yellow standard-issue plate on my vehicle and for some reason did not receive a new-style replacement plate yet. Now that the replacement of standard-issue yellow plates is essentially over, will I have to pay for a new plate?

A: No. If, for some reason, your yellow standard-issue plate was not replaced in Phase 1, you can still receive a new-style plate at no charge. However, if you did not receive a new plate because your registration has expired, you must pay the usual vehicle registration fee to obtain the new-style plate and accompanying registration card and sticker. In any event, call 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible for further instructions to ensure that you receive a new-style plate because your standard-issue yellow plate will soon be obsolete and no longer recognized as a valid registration plate in Pennsylvania.

Q: I just received a follow-up notice in the mail stating that I should have received a new license plate by now, but I haven't received the plate. What should I do?

A: Call toll-free 1-877-PA-NU-TAG (1-877-726-8824) immediately. It is essential that you call right away because, upon plate issuance, PennDOT's and law enforcement's databases will show the new plate (not yet received) as registered to your vehicle and will indicate that the old plate (still on your vehicle) is "dead" or retired. Complying with this guideline as soon as possible will aid law enforcement in accurate vehicle identification and will allow us to correct the problem as soon as possible. Until you receive a new plate, carry the follow-up notice with you when operating the vehicle. When you do receive your new plate, install it as soon as possible.

Q: I should have received a new plate but did not. I've already called 1-877-PA-NU-TAG (1-877-726-8824) to alert PennDOT and a new plate is being sent to me, but I need to travel out of state before I'll get the plate. What should I do?

A: Continue with your travel plans. PennDOT and the Pennsylvania State Police have notified motor vehicle administrators and state police in all 49 other states and the Canadian provinces that we are reissuing license plates and that there may be a few instances when our records show that we issued a new plate but the customer has not yet received it. If you received a follow-up notice but no plate, carry the follow-up notice with you when operating the vehicle until you receive a new plate. When you do receive your new plate, install it as soon as possible.

Q: I recently placed a personalized plate order. When should I expect my new plate?

A: Personalized plate orders typically take about two months to process. However, the novelty of the new plate design and the fact that some customers have chosen to personalize their old standard-issue alpha-numeric combinations may, at times, slightly extend our personalized plate processing time. If you call our toll-free license plate replacement hotline, 1-877-PA-NU-TAG (1-877-726-8824), a customer service representative can assist you in checking on the status of your order.

VEHICLE AND PLATE TYPES AFFECTED

Q: What plates are going to be replaced?

A: All yellow-on-blue and blue-on-yellow plates are being replaced, with the exception of limited editions, such as the "Constitution" plate. Replacement also does not affect plates of other color combinations (antique, Purple Heart, etc.) or special fund plates (the Wild Resource Conservation – "owl" and "river otter," Zoological – "tiger," Flagship Niagara, D.A.R.E. and Preserve Our Heritage – "railroad" plates).

Q: Does the replacement apply to buses, trailers, trucks, etc., or only passenger vehicles?

A: This major license plate replacement applies to all types of vehicles.

Q: How are motorcycle plates affected by this replacement?

A: Motorcycle plates are being replaced according to the same schedule as passenger plates. That is, yellow standard-issue motorcycle plates were replaced from September 1999 through January 2000. Personalized motorcycle plates, regardless of color, were replaced from March through June 2000. Blue standard-issue motorcycle plates will be replaced from July 2000 through June 2002. PennDOT is also using this major plate replacement as an opportunity to discontinue our 4½-inch by 8-inch motorcycle plates and conform to the 4-inch by 7-inch national standard for motorcycle plates. Conforming to the national standard means that Pennsylvania motorcyclists no longer need a special plate bracket because the new plates fit manufacturers' standard brackets.

Q: How are handicapped and person with disability plates affected by this replacement?

A: Handicapped and person with disability plates were or are being replaced in Phase 1 or Phase 3, depending on plate color; however, all plates will become person with disability plates, and handicapped plates will be discontinued. A number of years ago, PennDOT stopped issuing handicapped plates and began issuing person with disability plates instead. Reissuance provides us with an opportunity to achieve full consistency across the board.

Q: Which miscellaneous, low-quantity plate types were replaced during Phase 1 of this project (September 1999 - January 2000)?

A: The following miscellaneous plates are among those that were replaced during Phase 1:

Moped	Air Force Reserve
Limousine	Marine Corps Reserve
Farm Truck	Coast Guard Reserve
Implement of Husbandry	Dealer Multipurpose
Special Mobile Equipment	Fleet Transporter
Taxi	Commercial IMP
Omnibus	School Vehicle
Dealer Farm Equipment	Watercraft Dealer
Firefighter	Univ. of Pitt (Official)
National Guard	Lincoln Univ. (Official)
Navy Reserve	Notary Public
Army Reserve	

Yellow License Plates

Q: When were most standard-issue yellow plates replaced?

A: Most standard-issue yellow plates (those with random alpha-numeric combinations) were replaced during the first phase of our project, which began in September 1999 and continued through January 2000. This phase was completed one month ahead of schedule.

Q: Why were yellow plates replaced first?

A: Yellow plates are the oldest plates on our roads (Some are 24 years old!). PennDOT has already replaced almost all yellow plates. We replaced most of the yellow plates first to improve vehicle identification because many were worn out and simply unreadable.

Personalized Plates

Q: I have a personalized plate. When will my plate be replaced?

A: All personalized plates, regardless of color, were scheduled to be replaced between February 2000 and the end of June 2000. To ensure that customers with personalized plates received accurate products, PennDOT contacted these customers in writing and requested that they confirm the exact configuration on their plates, including any hyphens or spaces. Those customers who responded to this request first received their new-style personalized plate (bearing the same configuration as their old yellow or blue personalized plate) the earliest. Existing personalized configurations were reproduced in the new design at no additional fee; however, in the event PennDOT did not receive confirmation of the personalized plate configuration, a new-style standard-issue plate with a random letter and number combination was/will be issued. Once this new plate is issued, the old yellow or blue personalized plate will become “dead” and can no longer be used on the vehicle. If you have a personalized plate and did not receive a new-style (blue-white-and-yellow) replacement, please call 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible to receive further instructions on obtaining a new-style plate.

Q: Do I have to pay an additional fee to get my new plate in its existing configuration if my current plate is personalized?

A: No. Existing personalized configurations are being reproduced in the new design at no additional fee, but these personalized plates are only being manufactured if the customer has confirmed the plate configuration in writing. To ensure that customers with personalized plates received accurate products, PennDOT contacted these customers in writing and requested that they confirm the exact configuration on their plates, including any hyphens or spaces. In the event PennDOT did not receive confirmation of the personalized plate configuration, a new-style standard-issue plate with a random letter and number combination was/will be issued. Once this new plate is issued, the old yellow or blue personalized plate will become “dead” and can no longer be used on the vehicle. If you have a personalized plate and did not receive a new-style (blue-white-and-yellow) replacement, please call 1-877-PA-NU-TAG (1-877-726-8824) as soon as possible to receive further instructions on obtaining a new-style plate.

LICENSE PLATE PRODUCTION, DESIGN AND PLACEMENT

Q: Who makes our plates?

A: As in the past, the Bureau of Correctional Industries makes our plates. All plates are manufactured at the State Correctional Institution of Pittsburgh.

Q: Are samples of the new plates available?

A: Yes. You may obtain samples of the new-style plate and most other Commonwealth license plates by completing form MV-902 and sending it with the appropriate fee to: **Department of Transportation, Bureau of Motor Vehicles, P.O. Box 68267, Harrisburg, PA 17106-8267.** Sample plates cost \$5.00 each or \$4.00 each if you order more than 10 plates at one time, mixed and matched in any combination. A check or money order made out to the Commonwealth of Pennsylvania must accompany all orders. To obtain Form MV-902, call toll-free 1-877-PA-NU-TAG (1-877-726-8824) or download the form from this Web site.

Q: Why is the Web site address on the plate?

A: Today, and even more so in the future, technology is and will remain central to “Moving Pennsylvania Forward.” During the Ridge Administration, Pennsylvania has taken great strides in supporting technology and incorporating it into the fabric of the Commonwealth. Technology makes us more efficient and more competitive in attracting jobs and revenue to the Commonwealth, and the Internet is one of these key technologies. As the first state to incorporate its Web site address into its standard-issue plate design (and, according to our research, the first jurisdiction worldwide to do so), Pennsylvania has succinctly shown that it is a progressive and innovative leader among its peers, which will keep it economically and culturally competitive in not only the national but also the global marketplace. This widespread promotion of the Commonwealth’s Web site address has already encouraged many both those inside and outside the state to visit the Web site to see all the information, services and attractions the Commonwealth has to offer. Simply put, this plate design symbolizes a forward-thinking Pennsylvania that sees technology as a key factor in creating a brighter future for the Commonwealth’s citizens and businesses.

Q: Why is the Web site address in all capital letters?

A: While Web site addresses are normally lower case, the capitalized address works also. Upper case letters offer better plate readability.

Q: Do the bus, trailer, truck, etc., plates look the same as those for passenger vehicles?

A: Plates for other types of vehicles look similar to passenger vehicle plates, but they have the vehicle type (bus, trailer, truck, etc.) at the bottom instead of the Web site address. Also, special organization plates will continue to display the name of the sponsoring organization at the bottom.

Q: Some states now have flat plates. Why isn’t Pennsylvania’s new plate flat?

A: Producing flat plates (as opposed to those with raised alpha-numeric characters) is nearly twice as expensive and would not have been an effective use of taxpayer dollars.

Q: Is the technology used to make our new plates different in any way from that used previously?

A: Yes. Over the last 17 years, Pennsylvania has used a technique called “beads on paint” to make its standard-issue license plates. This process involves “baking” miniature glass beads onto the numbers and letters, causing them to be reflective. The new plates are made of reflective sheeting, which means the entire background of the plate is reflective. Adopting this technology provides us with plates that have better nighttime visibility, which helps in vehicle identification. Using this technology also influenced the design of the new plate because it requires a light background with dark letters and numbers. Manufacturing plates with reflective sheeting is less time-consuming, too, so customers can get their replacement plates more quickly. Most other states also currently use reflective sheeting, which is the license plate material and technology suggested in the American Association of Motor Vehicle Administrators’ license plate standards.

Q: Why isn’t Pennsylvania issuing a front and a back plate for each vehicle?

A: Pennsylvania, along with about 15 other states, continues to require only a back plate. Manufacturing and distributing two plates for each vehicle would greatly increase production time and cost to taxpayers, while offering little to no benefit. There is no empirical data proving that two plates improve vehicle identification. In addition, having to build up double the inventory would greatly slow down plate replacement. Maintaining a single back plate requirement allows customers to continue to display a decorative plate on the front of their vehicles, if they so choose.

LICENSE PLATE REPLACEMENT COSTS AND FUNDING

Q: How much do the new license plates cost?

A: The new license plates, including existing personalized plates, are being issued at no charge to the customer. Actually, this major plate replacement, upon its completion and in conjunction with the replacement of our “T” sticker system, will generate revenue because registration evaders will need to register their vehicles to get the new plate. Based on the experiences of other states, the Commonwealth can expect a 4-5% increase in the number of vehicles registered, or an additional \$13.8 million annually, after plate replacement is complete. This \$32 million initiative, then, is not so much an expense but an investment in the Commonwealth, its image and the safety of its roadways.

Q: Why is regular license plate replacement necessary? Doesn't it unnecessarily spend money that could be put into maintaining our roads?

A: Regular plate replacement helps ensure the safety of Pennsylvania's roadways and its motorists. The expected life span of a license plate is approximately ten years. Even though a plate may appear fine in daylight, its reflectivity gradually declines over the years, and it should be replaced periodically to ensure good readability and vehicle identification. Also, periodically replacing the majority of plates helps keep fraud in check, helps identify those evading registration and assists in identifying and removing potentially uninsured and uninspected vehicles from our roadways. Because vehicle owners evading registration will now need to register their vehicles to get the new style plates (the old-style plates will be a clear tip-off to law enforcement), this major plate replacement will bring in more revenue and, in time, pay for itself. License plate replacement thus is not an unnecessary expense but instead a wise investment that promises later dividends in terms of revenue and safety.

Q: Is this license plate reissuance why I am paying more for my vehicle registration than I used to?

A: No. The funds generated by the 1997 registration fee increase are devoted to major roadway and bridge construction throughout the state. The registration fee increase generates about \$208 million a year, and PennDOT is putting this money to good use in improving and expanding the Commonwealth's transportation system and infrastructure. In fact, in spring 2000, PennDOT proudly announced that the smoothness of Pennsylvania's interstates has not only surpassed the national median for interstate smoothness, it is also the best it has ever been in PennDOT's 30-year history.

MORE INFORMATION

Q: How do I get more specific or updated information about plate replacement as it progresses?

A: PennDOT will periodically provide additional information on plate replacement as it progresses. Customers can get this information directly through this Web site.

Customers may also obtain information through PennDOT's toll-free license plate replacement hotline: 1-877-PA-NU-TAG (1-877-726-8824), at local driver license centers and at local on-line messengers.