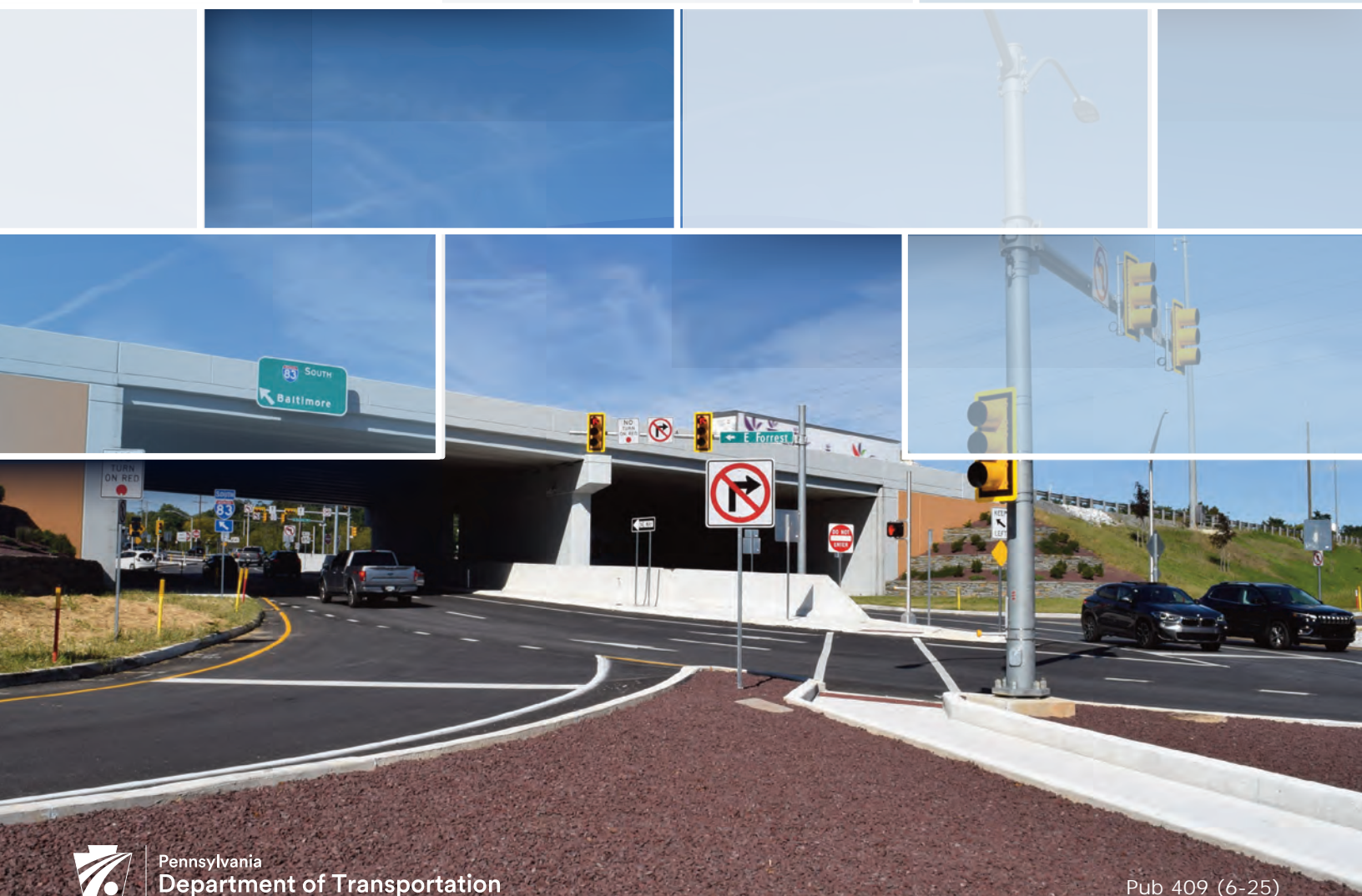


PENNSYLVANIA DEPARTMENT OF TRANSPORTATION

ANNUAL REPORT

2024





On the cover: Diverging Diamond interchange Shrewsbury, PA. Photo courtesy of Dave Thompson.

OUR MESSAGE



Mike Carroll

Secretary of Transportation

Transportation is the backbone of our society and is central to our quality of life.

And PennDOT has a huge responsibility: to deliver quality transportation for the 13 million people of Pennsylvania, as well as those who travel through our state. The state-maintained system alone is roughly 40,000 miles of state-owned roads and more than 25,000 state-owned bridges, 32 fixed-route transit systems, 121 public-use airports, 259 private-use airports, 277 private-use heliports, three ports and the privately-owned network of more than 5,600 miles of freight railroad lines. Our fuel taxes and various transportation fees support construction and maintenance on another 78,000 miles of municipal and county roads, along with 6,400 local bridges.

Additionally, our Driver and Vehicle Services operation provides online tools and operates over 100 facilities for face-to-face customer service, ensuring commercial and personal driver licensing and testing, photo services and vehicle registration and inspection remain current and safe. We provide over-the-counter REAL ID services at 15 facilities, with further expansion planned.

Supporting a transportation network of this size requires investment, and there are significant needs across all modes. We are dedicated to being good stewards of the state and federal funds that support Pennsylvania's vast transportation network.

The PennDOT team is making improvements across all transportation modes and – as always – aiming at a safer, more connected Pennsylvania.

PENNDOT STRATEGIC DIRECTIVES

MISSION

Enhance, connect and add value to our communities by providing a sustainable, equitable transportation system and quality services for all.

VISION

A safer, more connected Pennsylvania where transportation excellence is central to quality of life.

STRATEGIC THEMES AND VALUES



Safety: We value the safety of our employees, customers and partners in all that we do.



Customer Experience: We are committed to providing a positive customer experience for all.



Equity in Mobility: We enhance quality of life through investments in equitable, efficient and safe movement of people and goods.



Inclusive Workforce Investment: We build a strong team by respecting one another, promoting teamwork and seeking to recruit and empower our diverse workforce.



Innovation and Evolution: We pursue and incorporate evolving technologies and innovative practices to improve transportation.



Communication: We are committed to effective, transparent, timely communication with our employees, customers and stakeholders.



Sustainable Transportation: We connect Pennsylvania to the world's economy through environmentally and fiscally sustainable, resilient transportation systems.

¹ Directives were updated in early 2025

HIGHWAYS & BRIDGES



2024 PENNDOT HIGHLIGHTS



437 State-Owned Bridges
Preserved or Improved
51 Local-Owned Bridges
Preserved or Improved



194,123 Tons of
Asphalt Used

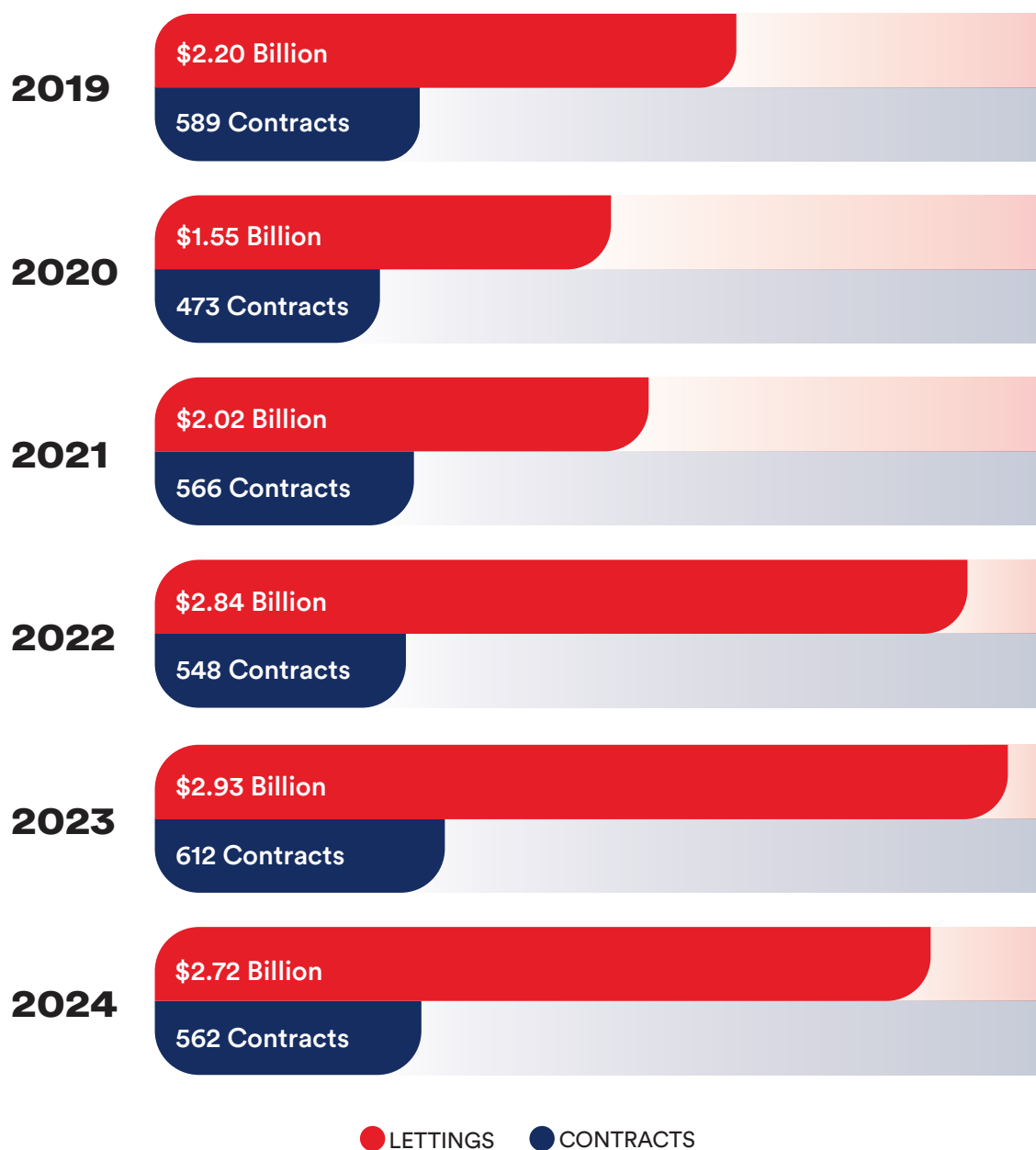


\$64.4 Million For
Roadway Patching



5,910 Miles of
Improved Roadway

CONSTRUCTION LETTINGS

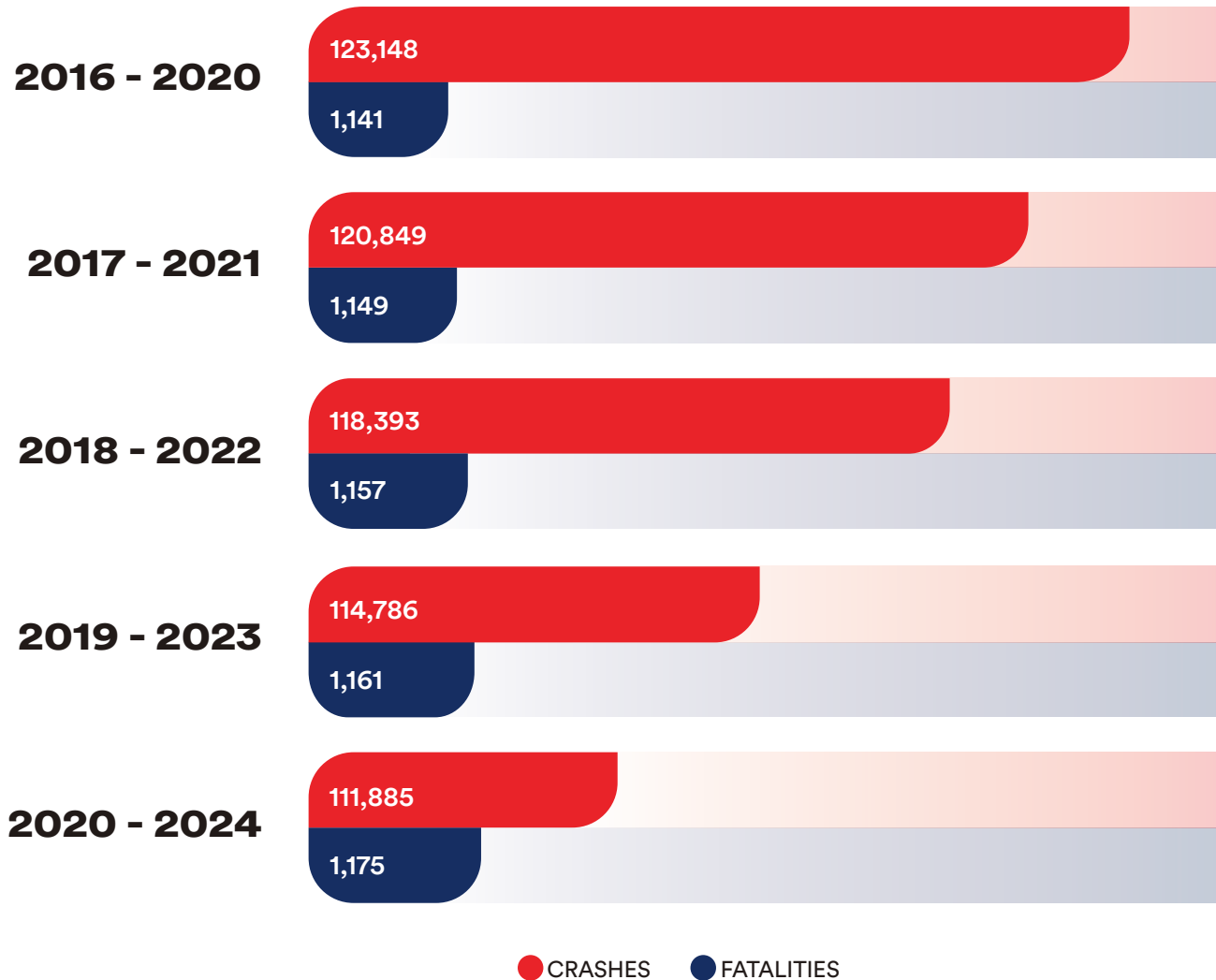


With PennDOT directly responsible for approximately **40,000 roadway miles** and **25,400 bridges** in Pennsylvania, maintaining our transportation network takes strong partnership among the department, federal and local governments, planning partners, the construction industry and our communities.

In addition to the state's highways and bridges, a robust menu of travel and commerce options such as aviation, transit and rail facilities are also essential to keeping people and goods moving.

PENNSYLVANIA HIGHWAY FATALITIES & CRASHES

This is a multi-year statistical review of reportable motor vehicle crashes in Pennsylvania. A reportable crash is one in which the incident occurs on a highway or traffic way that is open to the public and an injury or a fatality occurs, or at least one of the vehicles involved requires towing from the scene.



FIVE YEAR AVERAGE

As the five-year crash fatality average has begun to level out, PennDOT is more committed than ever to making Pennsylvania's roadways safer for travelers of all modes. PennDOT's 2023 Strategic Highway Safety Plan, found online at PennDOT.pa.gov/Safety, outlines our strategy to decrease, and eventually eliminate, crash fatalities in Pennsylvania. Additionally, the public can access commonly requested crash and fatality information, as well as create their own custom searches with the Pennsylvania Crash Information Tool online at crashinfo.penndot.pa.gov.

*Fatality data for 2024 is not yet complete (as of the printing of this report)

DRIVER & VEHICLE SERVICES



In 2024, PennDOT's Driver and Vehicle Services licensed Pennsylvania's nearly 9.1 million drivers and 790,636 motorcyclists, while registering nearly 11.8 million vehicles and 354,866 motorcycles.

DRIVER & VEHICLE SERVICES 2024 MILESTONES



REAL ID Accomplishments

Pennsylvanians will need a REAL ID-compliant driver's license/photo ID card or another form of federally acceptable identification (such as a valid passport or military ID) to board a domestic, commercial flight or enter a federal building or military installation that requires ID.

Opting into the REAL ID program is optional for Pennsylvanians, but PennDOT continues to encourage residents interested in applying for a REAL ID to start the process now. Customers should be aware of and obtain proper documentation to ensure they have their REAL ID product before the federal deadline.

Currently, more than 3.14 million residents of Pennsylvania possess a REAL ID-compliant product, reflecting an opt-in rate of 29%. Despite the enforcement date being revised multiple times, PennDOT has surpassed the initially projected 25% adoption rate by the deadline, with an ongoing trend of daily customer registrations for REAL ID products.

In the past 30 days, PennDOT has recorded a substantial increase in the issuance of REAL IDs, averaging over 9,700 per day, which elevates the daily average to over 2,000 since March 1, 2019. Furthermore, during the most recent quarter, the agency has generated over \$7.5 million in revenue from voluntary REAL ID opt-in fees, bringing the total revenue generated since March 1, 2019, close to \$92 million.

In the fiscal year 2023-2024, PennDOT issued over 292,000 REAL IDs. As of the current fiscal year 2024-2025, the agency has already issued more than 756,000 REAL IDs. Customers still have the option to request REAL ID pre-verification. If you received your first Pennsylvania driver's license, learner's permit, or photo ID card after September 1, 2003, you may already have your REAL ID documentation on file with PennDOT. To date, PennDOT has received over 1 million pre-



verification requests, which have allowed more than 385,000 customers to qualify for REAL IDs without the need to visit a Driver License Center. Customers can check if their required REAL ID

documents are on file with PennDOT by applying online for REAL ID pre-verification. If PennDOT confirms that your documentation is on file, customers will be notified and can order their REAL ID online.

In December, PennDOT opened a new state-of-the-art Driver License Center in Exeter Township, Berks County. In addition to standard driver licensing and photo services, the new location offers same-day REAL ID services and has been built to federal REAL ID facility security standards.

To provide additional opportunities for Pennsylvanians to get a REAL ID, PennDOT held REAL ID Days at the drivers license centers on Mondays when the centers are typically closed. These events started late in 2024 and continued throughout the early part of 2025 to provide another way for residents to get a REAL ID before the May 7 enforcement date. Over 50,000 Pennsylvanians received their REAL ID during these events.

Seven New Registration Plates



Governor Shapiro signed three bills into law that established seven additional registration plates, including two special fund plates. The new special

fund plates are the PA Sportsman Plate, designed to promote youth hunting and fishing education; and the Honoring Woman Veterans plate for motorcycles, aimed at supporting programs for woman veterans.

Additionally, the five new military-related plates that were created are Operation Inherent Resolve, which recognizes military efforts against ISIL in Iraq, Syria, and Libya; Global War on Terrorism Expeditionary Forces Metal, recognizing service members who have deployed overseas in support of the war on terror; Borinqueneers, commemorating the Congressional Gold Metal awarded to the now disbanded 65th Infantry Regiment; and two women veterans plates - one for motorcycles and one for passenger vehicles or trucks.

PennDOT Call Center Update

PennDOT's Driver & Vehicle Services (DVS) successfully transitioned the formerly outsourced customer call center to its new, fully internal PennDOT Customer Care Center in February 2024. There are currently four regional Call Centers located within Driver License Centers (DLCs) across Pennsylvania: Summerdale DLC, Beaver Falls DLC, Lancaster East DLC, and Reading DLC, and an additional team located at the Riverfront Office Center.

Continued on page 8

DRIVER & VEHICLE SERVICES 2024 MILESTONES

Continued from page 7

The move has provided better customer service to the public because calls are being answered faster, more customers are being helped, and there are more customer service representatives available to help.

DVS is working closely with the Commonwealth's Office of Administration IT staff to develop requirements for its Interactive Voice Response (IVR) system which the Customer Care Center uses. While the current call center does have an IVR, it is limited in providing only basic automated services; enhancements to the IVR system will provide customers additional automated service options available 24 hours a

day, seven days a week, and when CSRs are unavailable to take calls, such as during high-volume or after hours thus lessening the demand for person-person interaction. These services will be similar to the automated services provided by the previous call center vendor, which included the ability to interface with the Department's mainframe systems to provide renewal dates and suspension status by customers entering their driver's license or title/tag number via phone. Implementation of the enhanced IVR system is anticipated for Fall 2025.

- PennDOT Driver License Centers are operated by PennDOT employees and offer driver license services.
- PennDOT's stand-alone Photo Centers are located throughout Pennsylvania. When you receive a camera card, which is an invitation to our photo license, identification card process, you must appear at a photo center to obtain a photo for a driver's license or an identification card.
- PennDOT partners with private businesses to provide customers with face-to-face, over-the-counter services. Online indicates that these business partners have a secure, electronic connection to PennDOT and can issue a variety of products on-the-spot. These businesses charge a market-driven fee for their services in addition to applicable PennDOT fees.



9.1 Million
Licensed Drivers



11.8 Million
Registered Vehicles



4,315
Special Fund License
Plates Sold Raising
\$71,697



14,361
Personal License
Plates Sold



790,636
Licensed
Motorcyclists



354,866
Registered
Motorcycles



15,523
Participants in the
Safety Course



5,179,348
Million
Online Transactions



232,430
PA Driver License
App Downloads



18,111
PA Motorcycle License
App Downloads



1.5 Million
People Assisted by
the DVS Call Center



61,794
EV: Electric Vehicles
35,575
PHEV: Plug-in Hybrid
Electric Vehicles

MULTIMODAL



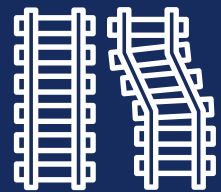
2024 PENNDOT HIGHLIGHTS



**260 Million Fixed
Route Bus Trips**



65 Operating Railroads



**6,800 Miles of
Railroad Tracks**



**120 Public Airports/Heliports
Licensed in PA**



**More than 225 private port terminals
and waterborne businesses**

HELPING SENIORS ON A DAILY BASIS (FY 23-24)



25 Million fixed route bus trips for seniors



3.1 Million senior shared-ride program trips. Senior reduced fare trips funded by the lottery

MULTIMODAL HIGHLIGHTS



Active Transportation Plan

In 2024, PennDOT advanced several Active Transportation Plan priorities to improve opportunities for walking and biking through coordination efforts with planning regions across the state. Department staff worked with our safety partners on a Vulnerable Road User (VRU) Safety Education Project to increase pedestrian and bicycle safety and move toward zero deaths. As part of the project, materials were developed for Driver's Education programs as well as a Pennsylvania Bicycle Rodeo Guide. The department continues to make updates to Pub 13 (Design Manual 2) to provide design flexibility for all modes of transportation. PennDOT continues to coordinate with local and state partners to prioritize and fund local planning efforts, improve trail facilities, and educate local communities on the value of active transportation. Department staff continue outreach to all partners on the Active Transportation Plan as part of education and awareness and to emphasize the importance of the PennDOT Connects process to identify and support local planning needs.

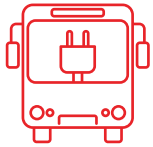
Find My Ride Connects People to Public Transit Services

The Find My Ride initiative offers several online services intended to improve the accessibility of transit services using technology. Today, these services include:

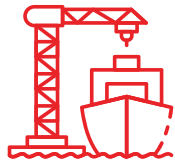
- Find My Ride Education - This provides a high-level overview of transit services and programs that discount transit fares for eligible populations. The site includes a directory of all the transit providers in Pennsylvania by county.
- Find My Ride Apply - This allows people to apply online for discounted fare transit programs. This service is live for all shared-ride providers in the state.
- Find My Ride Schedule - This allows people to book and manage their shared-ride trips online. The service is live for four shared-ride providers today and will be deployed to most of the providers by the end of 2025.
- More services will be added over time, including a mileage reimbursement application for the Medical Assistance Transportation Program.
- Number of subsidized transit program applications submitted online through Find My Ride Apply – 21,852 (FY 23-24)
- Number of individuals approved for subsidized transit service through Find My Ride Apply – 13,357 (FY 23-24)
- Number of shared-ride trips booked online through Find My Ride Schedule – 74,859 (FY 23-24)



MULTIMODAL HIGHLIGHTS



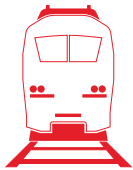
As of December 2024 there are **739** transit vehicles powered by alternative fuels in operation at Pennsylvania transit agencies. In 2024, **329** transit vehicles were replaced throughout Pennsylvania with the help of state funding.



Container lifts and containers at the Port of Philadelphia due to PA Intermodal Cargo Growth Incentive Program:

- **26,968** Added Container Lifts (FY 23-24)
- **288,194** Total Lifts increased since 2015 (FY 23-24)

The Port of Pittsburgh Commission was awarded over \$4 million dollars of PennDOT Multimodal Transportation Funds to assist eligible private terminals along the Mongahela River to preserve infrastructure negatively affected by the removal of the Elizabeth Dam.



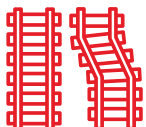
Keystone corridor passenger trips:

- **Keystone: 1,269,043** (FY 23-24)
- **Pennsylvanian: 233,943** (FY 23-24)
- **TOTAL: 1,502,986** (FY 23-24)



Bureau Of Aviation awarded **69** grants totaling **\$33.1** million in FY 2023-24:

- **120** public airports/heliports licensed in PA
- **16** Scheduled service airports
- **16** commercial airports
- **63** federally sponsored airports



- **30** Rail Freight Projects (RFAP/RTAP) approved (FY 2023-2024)
- **26** Rail Transportation Assistance Program (RTAP)/ Rail Freight Assistance Program (RFAP) projects completed in CY 2024 totaling approximately **265** miles of track improved/added; **11** railroad bridge rehabilitated/replaced
- **65** operating railroads
- More than **6,800** miles of track

INNOVATIONS & TOP PROJECTS



Delivering transportation innovations is part of PennDOT's DNA, and we remain committed to making these advancements by developing smart approaches to doing business through catalysts, like the State Transportation Innovation Council (STIC) and the Federal Highway Administration (FHWA) Every Day Counts (EDC) program, to exploring transformational technology like automated and electric vehicles, safety, and continuous process and quality improvements through employee engagement and recognition.

STIC & EDC INNOVATION SPOTLIGHTS



The Pennsylvania STIC continues to be a vital and collaborative entity that remains focused on advancing proven innovations to improve transportation for the people of Pennsylvania. Significant progress was made on several FHWA EDC innovations, as well as FHWA STIC Incentive Program funding projects in 2024.

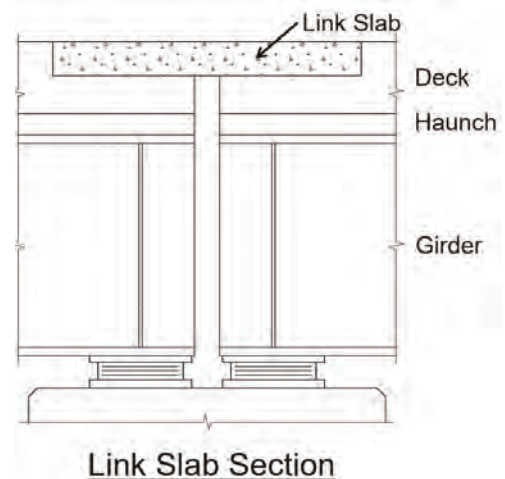
The Living Snow Fence and Bridge Strike Prevention innovations were introduced in 2024, bringing the total number of STIC innovations currently in development to 11. Additionally the Bridge Deck Link Slabs and the Snowplow Cameras and Automatic Vehicle Locator (AVL) innovations advanced to the final stages of development in 2024.

The Living Snow Fence innovation seeks to develop a program to engage and compensate local farms for the service of providing a living snow fence adjacent to state highways utilizing standing corn. Additionally, with



low-height bridge hits a constant issue in Pennsylvania and around the country, the Bridge Strike Prevention innovation is exploring the issues in Pennsylvania, understanding causes, and identifying and implementing proven countermeasures.

Bridge Deck Link Slabs are continuous concrete decks over simply supported steel or concrete girders at the piers. The Bridge Deck Link Slabs innovation focuses on the use of relatively thin reinforced concrete slabs that typically connect simply supported deck spans, which are designed to flex due to girder deflections, and transmit compressive and tensile forces through the deck in conjunction with appropriately designed bearings. FHWA STIC Incentive Program funding was used to develop design procedures and design tools, including a tool to help engineers evaluate individual bridges for implementation of link slabs. Additionally, procedures and guidance for the use of Bridge Deck Link Slabs are being finalized and will be incorporated in the next update of PennDOT's Design Manual 4.



The Snowplow Camera and AVL innovation focuses on enhancing the existing AVL system with the integration of plow cameras help the public, maintenance and traffic operations communities better react to on-the-ground conditions. In 2024, PennDOT District 11 increased its use of the cameras to 100% of their dump truck fleet in Allegheny County and began the process of outfitting the rest of the District 11 dump truck fleet in Beaver and Lawrence counties. Additionally, PennDOT District

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STIC & EDC INNOVATION SPOTLIGHTS



Continued from page 14

10 equipped 34 of its vehicles with cameras, and PennDOT District 2 implemented the cameras in its line painting fleet during the summer months. Other PennDOT districts are exploring the use of the cameras for their operations.

In 2024, work also continued on the Strategic Workforce Development innovation that PennDOT is pursuing as part of FHWA EDC Round 7 (EDC-7).

The EDC-7 Strategic Workforce Development innovation aims to attract and retain workers in highway construction jobs and provide them with the necessary training to fill these vital jobs. Increasing the highway construction workforce can help communities thrive while solving one of today's most persistent problems of the national transportation industry and offers an opportunity to recruit underrepresented groups, including minorities and women, to jobs that can change their lives. In 2024, PennDOT received FHWA approval to invest \$22 million over five years to place transportation curriculum into Career and Technology Centers and Community Colleges. PennDOT also received federal approval to create a ConnectU2Jobs Justice Involved Youth Program. Parolee trainees and sponsoring contractors were selected in 2024.



Additionally, PennDOT received federal approval to create a Disadvantaged Business Enterprise Construction Academy, which was held in November 2024, and to increase supportive services to \$10,000 per trainee. Lastly, PennDOT received federal approval to develop a Human Capital Plan. Development of the plan was completed in December 2024 and action items are currently being implemented in support of that plan.



In an effort to help measure and reduce environmental impacts, such as greenhouse gases and global warming potential (GWP), PennDOT adopted the use of Environmental Product Declarations (EPDs) for Sustainable Project Delivery in 2024. While EPDs can cover several construction materials, PennDOT's current focus is on asphalt mixtures. Starting in January 2025, PennDOT now requires the collection of EPDs for asphalt Job Mix Formulas (JMF) used in PennDOT projects. The use of EPDs provides an opportunity for PennDOT to make informed decisions regarding materials for projects, improve sustainability goals, help reduce negative environmental impacts from building and maintaining transportation infrastructure, identify possible energy and cost savings for manufacturers, and demonstrate a commitment to protecting Pennsylvania's environment.



STIC & EDC INNOVATION SPOTLIGHTS



Along with championing various EDC innovations, PennDOT also continues its effective use of FHWA [STIC Incentive Program](#) funding to assist with the implementation of innovations across the state. In 2024, funding was awarded to two projects, the Cold Central Plant Recycle (CCPR) Asphalt Mix for High Volume Routes and the Next-Generation Traffic Incident Management (TIM): Technology for Saving Lives – Debris Removal Systems innovations.

CCPR uses a centrally-located, mobile plant to produce a base or binder asphalt pavement layer using RAP from an existing stockpile or millings from an ongoing project, either

emulsified asphalt or foamed asphalt and sometimes an active filler, such as cement. Once produced, the material is hauled to the project site for placement using conventional paving and compaction equipment. CCPR lends itself to significant reductions in greenhouse gas emissions and global warming potential. STIC Incentive Program funding is being used to update the existing CCPR standards and specifications for use on high-volume routes, with the goal of piloting the innovation on a high-volume route in one of PennDOT's urban districts, where the largest Reclaimed Asphalt Pavement (RAP) stockpiles are located.

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STIC Incentive Program funding is also being utilized to advance the EDC-7 Next Gen TIM innovation by purchasing two Debris Removal Systems (DRS) to improve safety and expedite debris removal following roadway incidents in PennDOT's District 11 tunnel maintenance organization. Anticipated benefits include safer and quicker roadway cleanup without exposing individuals to the hazards of live traffic. Following evaluation of the two systems, PennDOT plans to determine possible benefits of implementing DRS statewide.

To further the Next Gen TIM innovation, FHWA awarded PennDOT \$760,000 in [Accelerated Innovation Deployment \(AID\) Demonstration](#) grant funding in 2024 to integrate "cleaned" Computer-Aided Dispatch data feeds from partners, such as the Pennsylvania State Police and 911 Centers, into PennDOT's Traffic Management Center (TMC) Operations software. This project will not only provide incident information to the TMCs, but also improve intra-agency coordination, enhance incident management, and reduce incident response times.

PennDOT and the Pennsylvania Turnpike Commission launched the [New Driver Work Zone Safety Training Program](#) in 2024. A 2023 STIC Incentive Program funding project recipient, the New Driver Work Zone Safety Training Program uses engaging videos, infographics, knowledge checks, and powerful testimonials to teach new drivers work zone laws, signage and key facts, in addition to offering real-life scenarios to enhance understanding. Available in English and Spanish, the goal of the free, 35-minute online course is to improve new driver safety and roadway worker protection.



The Construction Changeable Message Signs (CMS) Queue Protection Corridor Integration, another 2023 STIC Incentive Program funding project, focuses on ways to promote driver awareness of work zones. Using the funding, PennDOT purchased more than 150 4G modems in 2024, which contractors and PennDOT maintenance staff can "lease" from department traffic units. Once a CMS is connected, Traffic Management Centers (TMCs) can better monitor work zone conditions based on traffic control plans. In addition, the network connection allows the CMS to be added to PennDOT's traffic management software, so real-time traffic speeds, weather conditions and automated queue detection messages can be displayed. The queue protection network covers more than 600 miles. Future expansion may include long-term projects on the interstate or areas with frequent congestion-related incidents.

The Automated Traffic Signal Performance Measures (ATSPMs) Pilot, a 2021 STIC Incentive Program funding project recipient focuses on using data to analyze and optimize the performance of traffic signals. Poorly-timed traffic signals are the most significant contributor to traffic congestion on arterial roadways. In 2024, PennDOT launched a pilot ATSPM program using Miovision Traffop, a software program that gathers signal operations data from 110 traffic

signal intersections from across Pennsylvania. The program then compares the information and condenses the data to a scalable report, which allows PennDOT and other traffic signal stakeholders to analyze the data to see what changes can be made to optimize traffic signal efficiency. With the success of the pilot program, PennDOT hopes to expand the use of ATSPM throughout the state.



INNOVATION ENGAGEMENT & RECOGNITION



INNOVATION IN MOTION Webinar Series



Innovation in Motion Webinar Series

PennDOT's Bureau of Innovations (BOI) hosted the 2024 Innovation in Motion Webinar Series focused on the topics of Transformational Transportation Technologies; the Modernization of PennDOT's Automated Permit Routing and Analysis System (APRAS); Innovating Winter Maintenance; and PennDOT's Digital Transformation. Hosted quarterly, the webinars provide a forum for PennDOT program areas to engage and share innovative initiatives and project updates with PennDOT employees as well as external transportation partners and stakeholders. Recordings of the webinars are available on [PennDOT's website](#).

Innovation Awards Ceremony

PennDOT Secretary Mike Carroll hosted the annual [PennDOT Innovations Award Ceremony](#) in November 2024, recognizing the outstanding contributions of more than 50 PennDOT employees. Thirty employees from across PennDOT were selected to receive awards for their work to find ways to improve the quality, safety and value of the products and services PennDOT provides.



Twenty-one members of PennDOT's Role Mapping Process Improvement Team received the George W. McAuley Jr., P.E. Innovation Award, for establishing a more robust role assignment process, which enables employees to complete job tasks efficiently and effectively, while maintaining the highest safety standards for the public and their fellow PennDOT employees.

The George W. McAuley Jr., P.E. Innovation Award, named for PennDOT's late executive deputy secretary who passed away in 2021, recognizes employee-driven teams of three or more that help promote and foster continuous improvement at PennDOT by advancing innovation or solving a problem.

PennDOT Innovations Challenge

PennDOT hosted its seventh annual Innovations Challenge in 2024. The challenge asked students in ninth through 12th grades to develop a plan for the replacement of an aging multi-lane roadway that would reconnect previously separated neighborhoods and incorporate community needs, such as accommodating bicycle and pedestrian traffic, allowing for new business development and ensuring the smooth flow of traffic.

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INNOVATION ENGAGEMENT & RECOGNITION



Continued from page 18

PennDOT received more than 40 innovative solutions from schools across the state. In April 2024, eight regional winners participated in a statewide judging event with PennDOT Secretary Mike Carroll and a panel of judges. The 2024 PennDOT Innovations Challenge winning team from Norwin High School in Westmoreland County developed a solution called "More Cohesion, Less Separation," which included a green pathway alongside the roadway to provide communal space, diverse vegetation, stormwater management and enhanced air quality. The solution also included mixed-use zoning surrounding the project and a focus on connecting the community via pedestrian and bike paths.



Focus on Innovations

PennDOT released its online Focus on Innovations publication in May 2024. The publication highlighted progress and accomplishments in transportation innovation across

Pennsylvania and recognized the people behind those innovations who are working collaboratively to deliver safe and efficient services to the citizens of Pennsylvania. The publication showcased a variety of innovations and continuous improvement projects at PennDOT as well as some of the more recent progress and success of STIC and FHWA EDC innovations, many that have advanced with the support of PennDOT's transportation partners and stakeholders.



PennDOT Agility Program

PennDOT's Agility Program enables service-for-service exchanges with partners, such as state agencies, local governments, public hospitals, public schools and eligible non-profit organizations. Twenty-eight Agility Agreements and five renewals were executed in 2024. Two of the newly executed agreements were with first-time Agility partners, while more than half were with partners who have entered into Agility Agreements four or more times. As of the end of 2024, there were more than 200 total active Agility Agreements, 25 of which were with non-traditional partners, such as fire companies, career centers, county fairgrounds and school districts, and all 12 PennDOT districts had at least one active Agility Agreement. Additionally, PennDOT has 10 active Agility Agreements or Agility Letters of Understanding with other state agencies and commissions, such as the Pennsylvania Fish and Boat Commission, Pennsylvania Department of Corrections, and the Pennsylvania Department of Conservation and Natural Resources, among others.

Travel and Tourism

By assisting motorists as they enter and travel throughout Pennsylvania, PennDOT's Tourism Services Office and its 14 Keystone Welcome Centers provide effective, efficient and accurate information and resources that help shape their travel plans and stimulate economic activity throughout the Commonwealth of Pennsylvania.

Keystone Welcome Centers served 3.5 million customers, placed more than 4,500 reservations for nearly 4,800 customers and contributed more than \$700,000 in tourism revenue in 2024.*

INNOVATION ENGAGEMENT & RECOGNITION



Welcome Centers continue to field calls to Pennsylvania's 1-800-VISIT-PA travel and tourism information line. In 2024, Tourist Information Counselors at the Welcome Centers answered nearly 800 calls to provide customers with travel and tourism information and guidance.

National Travel and Tourism Week (NTTW) activities were hosted at each Welcome Center during the week of May 19-25, 2024. NTTW is an

annual tradition to celebrate the U.S. travel community and travel's essential role in stimulating economic growth, cultivating vibrant communities, creating quality job opportunities, inspiring new businesses and elevating the quality of life for Americans. Welcome Centers used static displays and hosted more than 40 tourism partners to promote their businesses throughout the week.

Welcome Centers also hosted Safety Days in 2024. Safety Days bring together a variety of safety partners from across the state for a unique, safety-focused day. Safety Days highlight topics, such as work zones, aggressive, impaired, and distracted driving, seat belt and child seat safety, boat and water safety, human trafficking, and more. Approximately 45 safety partners participated in the Safety Day events, providing static displays, demonstrations, and more.

*Customer data for 2024 was impacted due to Welcome Center closures at various points throughout the year.



INCLUSIVE WORKFORCE INVESTMENT

At PennDOT, fostering an inclusive workforce is more than a goal—it's a guiding principle. Through respect, teamwork, and empowerment, we strive to build a stronger, more innovative organization. This commitment is reflected in our strategic focus on Recruiting, Retaining, and Developing a Diverse and Inclusive Workforce. By cultivating a flexible environment that inspires employee development and values diverse perspectives, we create rewarding careers across the department.

A key part of this effort in 2024 was the launch of two employee development programs designed to enhance one's knowledge and understanding of diversity, equity, belonging, and inclusion (DEBI), and its importance in the workplace. One training, "Keep It Civil: The Key to a Thriving Workplace", emphasized the power of respect and its positive impact on workplace culture. It highlighted how civility, coupled with diversity and inclusion, strengthen communications, improve collaboration, and enhance productivity. This training reached employees across 13 counties, and will continue into the new year, ensuring these principles are embraced across the state.

Expanding on this foundation, the Office of Equitable Transportation collaborated with the Bureau of Equal Opportunity to deliver the "Embracing Inclusivity: Customer Service that Rocks!" training program for employees within the Driver and Vehicle Services deputate. This initiative equipped Driver License Center employees with communication tools to better serve our diverse communities. Through interactive sessions, participants explored strategies to minimize potential unconscious bias, enhance communications, and support customers with Limited English Proficiency (LEP). The involvement of the language and technology services help translate more than 300 languages, which further underscores the importance of inclusivity in delivering outstanding service.

The focus on DEBI extends to leadership, as well. Recognizing that DEBI is essential for attracting talent and fostering innovation, senior leaders engaged in sessions designed to deepen their commitment to these values. By exploring ways to champion DEBI and drive meaningful change, they are helping to ensure long-term success for both employees and the organization.

In addition to internal initiatives, PennDOT continues to forge partnerships that support workforce development. A standout example is our collaboration with Harrisburg University's STEM Up Program and its Level Up Your STEM Career cohort. This four-month virtual program provided underrepresented groups in STEM fields with professional development opportunities, mentorship, and networking resources to help them thrive in their careers. Eighteen PennDOT employees participated in the 2024 fall cohort, which concluded in December and fifteen more employees will attend in the spring session, beginning the end of January.

To support these efforts, PennDOT has established roles dedicated to enhancing recruitment, engagement, and retention policies. By partnering with schools, universities, Governor's Affinity Groups, and other organizations, we are expanding opportunities to attract and retain a skilled, diverse workforce. Collaboration with external shareholders and industry groups further amplify our ability to develop innovative workforce initiatives. Together, these efforts reflect PennDOT's unwavering dedication to creating an environment where all employees can thrive. By investing in diversity and inclusion, we not only strengthen our workforce but ensuring we deliver the highest quality services to the public.



TRANSFORMATIONAL TECHNOLOGIES



National Electric Vehicle Infrastructure (NEVI) Funds Being Deployed

The Bipartisan Infrastructure Law (BIL) created the National Electric Vehicle Infrastructure (NEVI) Formula Program, which provides Pennsylvania with \$171.5 million in dedicated formula funding. The initial focus of this funding is for states to strategically deploy Direct Current Fast Charging (DCFC) stations along their designated Alternative Fuel Corridors (AFCs), to help build out the national EV fast-charging network.

PennDOT completed three funding rounds over the course of 2023 and 2024 focused on identifying charging station projects to fill gaps along Pennsylvania's AFCs. As of January 2025, a total of 91 active NEVI projects in 43 counties are now in varying stages of implementation, including several that are operational. PennDOT's Active NEVI Awards Tracker displays the real-time status of these projects. PennDOT is now focused on receiving "Fully Built Out" status from the Federal Highway Administration so PennDOT can use remaining NEVI funds for a larger variety of charging station project types. For more information on PennDOT's plans to invest remaining NEVI funds can be seen at: About [PA NEVI Plan](#) webpage.

Automated Driving System Demonstration Grant

The USDOT ADS Demonstration Grants Program appropriated funding for a "highly automated vehicle research and development program" to fund planning, direct research, and demonstration grants for ADS and other



driving automation systems and technologies. PennDOT applied for the USDOT ADS Grant Program and received funding of \$8,409,444. PennDOT utilized these funds for research and development, planning, testing, demonstrating, and deploying the safe integration of AVs in the work zones through this grant. The project tested AVs in work zones in simulation, closed track, and live on-road environments. The project concluded in December of 2024 with the development of the Final Evaluation Report which is available on the [PennDOT website](#).

SMART Grant Updates

PennDOT was awarded two Stage I grants from the Strengthening Mobility and Revolutionizing Transportation (SMART) Program. The first will enhance PennDOT's V2X Data Exchange with the ability to send in-vehicle/device alerts to drivers who are approaching dangerous curves at excessive speeds. The second will pilot freight signal priority on two corridors in central Pennsylvania, allowing trucks more time to clear signalized intersections to reduce greenhouse gas emissions and reduce congestion. If either project is awarded a Stage II grant, then the pilots will be able to be expanded.



CUSTOMER CARE CENTER STATISTICS

44,862

PennDOT resolved 44,862
Customer Care Concerns in 2024

customer care.penndot.pa.gov

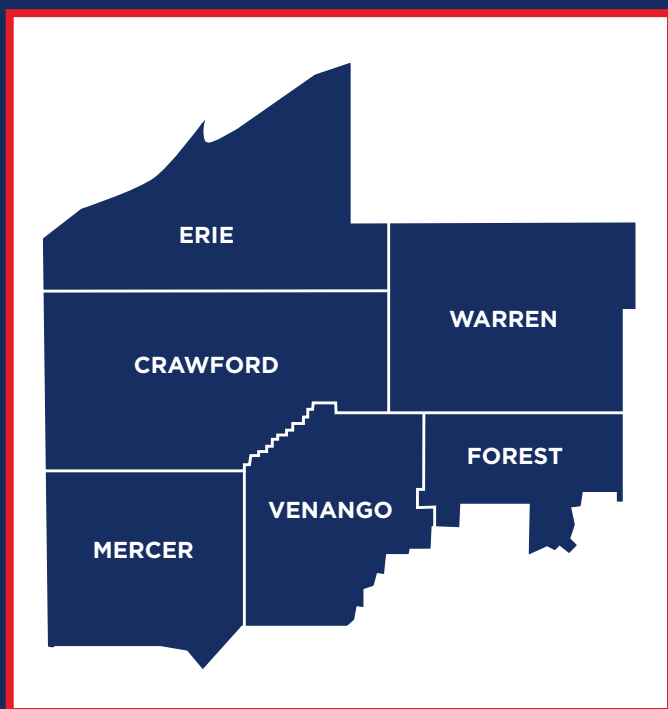


TOP REGIONAL PROJECTS 2024



Photo by Dave Thompson

TOP REGIONAL PROJECTS 2024 • DISTRICT 1

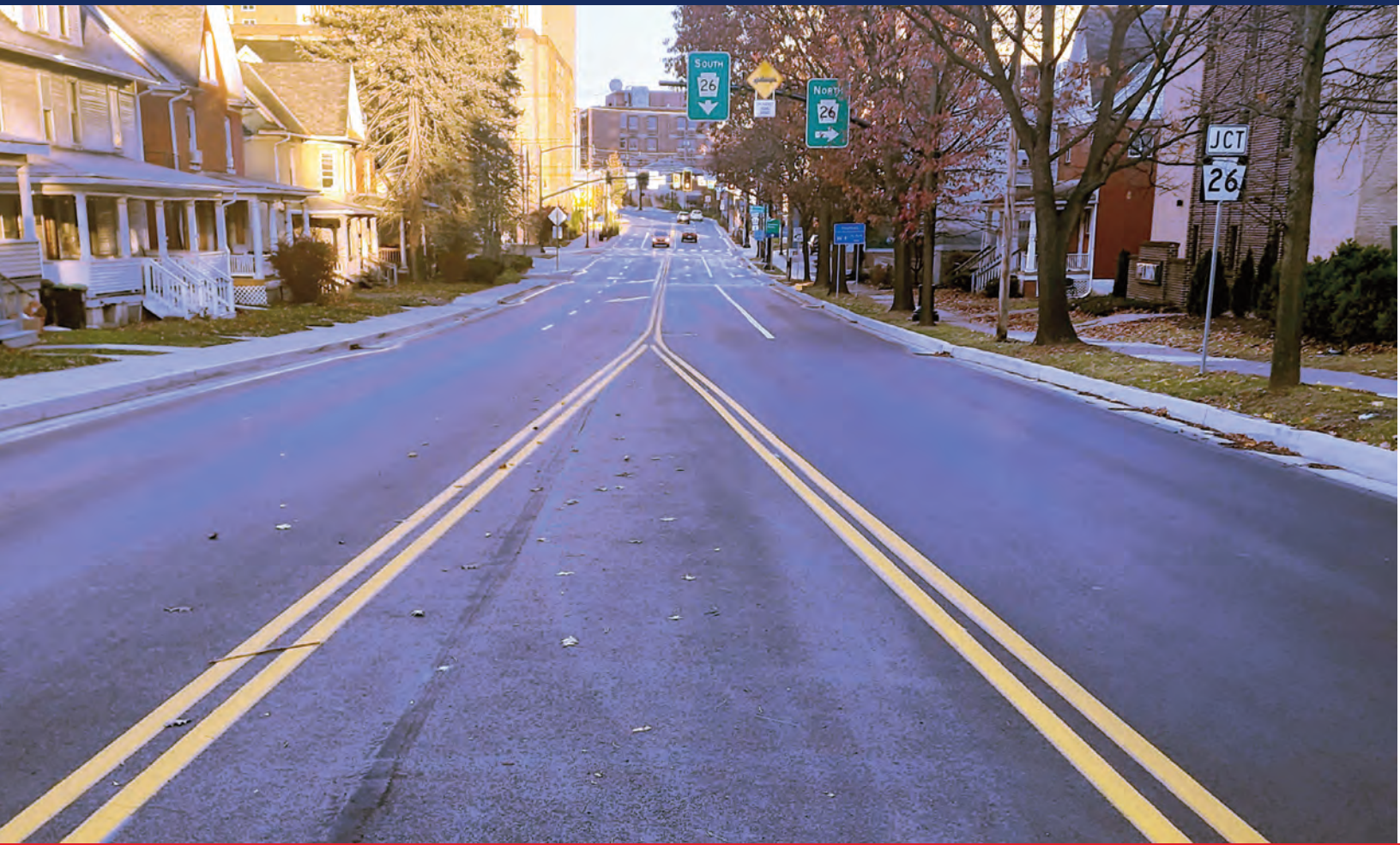


The Route 318 bridge over Interstate 376 wasn't slated for repairs or replacement when it was hit in December 2023. The damages made the bridge unsafe to traffic both on and under the bridge. Emergency demolition work was done within 33 hours and plans to replace the structure began. The entire design and subsequent construction were accelerated in an effort to minimize the impact to traffic since Route 318 and the bridge serves as a main thruway for the local communities and a nearby trucking company.

Less than 11 months after the 218-foot bridge was unexpectedly put out of service, it was replaced with a new structure that offers higher vertical clearance for the interstate traffic below. Work also included reconstruction of three of the interchange ramps, drainage upgrades, guiderail replacement, roadside signage, and pavement markings.

Mercer County: \$5.2 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 2



The Route 3014 Section 153 project was the third of four phases reconstructing the entirety of the Atherton Street corridor. This phase reconstructed 1.3 miles between Curtin Road and Westerly Parkway in the heart of downtown State College and Penn State University. There are stretches of three, four, and five lane highway with an average daily traffic count approaching 20,000.

In addition to roadway reconstruction, all underground infrastructure including storm water drainage, water, sewer, and gas line was updated. These infrastructure improvements provide the community with a more reliable water supply and an increase in capacity for future development.

Upgraded traffic signals and Intelligent Transportation systems will also aide in reducing traffic congestion and enhance pedestrian safety.

Utility relocation work started in September of 2021, with physical construction getting under way in July 2022. It was a three-year construction project that wrapped on November 13, 2024.

Centre County: \$30.7 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 3



Bradford County Route 199 Reconstruction

This four-year project to complete full depth reconstruction of 2.6-miles of Route 199 between Athens Borough in Bradford County to the New York state line began in September of 2020 and was completed in November of 2024.

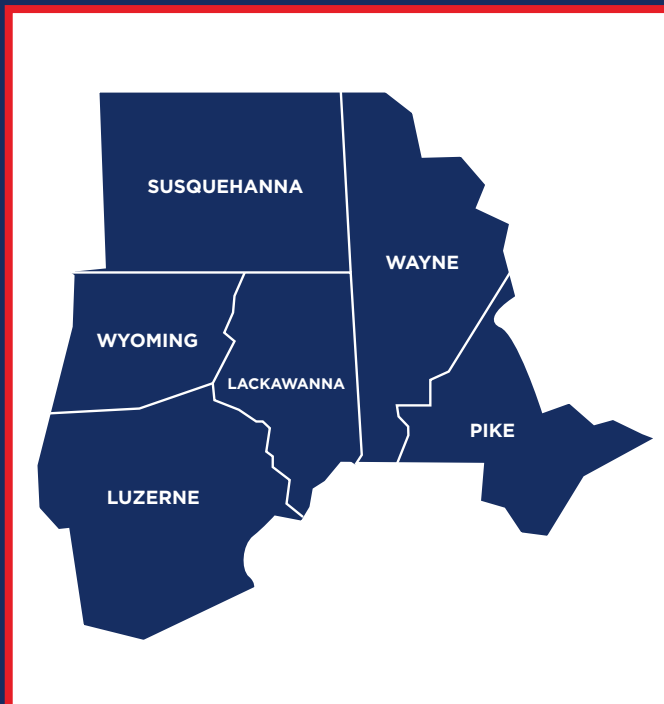
This reconstruction project was included in the “Decade of Investment (DOI)” initiative in the early 2010’s. A full depth reconstruction was chosen for this location after considering numerous factors including the age and condition of the roadway, storm sewer drainage needs, and underground utility impacts to the pavement deterioration. Extensive outreach was made to the municipalities, emergency services, and schools. The reconstruction was a well understood, accepted, and needed approach.

Route 199 is the main corridor through Athens and Sayre Boroughs in northern Bradford County, carrying nearly 7,700 vehicles a day.

Project enhancements included new curbing, paving, line painting, utility work, improved ADA accommodations, drainage, and upgraded traffic signals at three intersections.

Bradford County: \$16.4 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 4



The Route 435 Flyover Ramp connecting Interstate 84 to the North Pocono community in Lackawanna County was completed early. Residents were required to take an 8 mile detour during the almost year-long construction as part of the \$114 million Twin Bridges Project. The left hand exit was eliminated and replaced with a flyover ramp to conform to current safety standards.

Lackawanna County: \$114 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 5

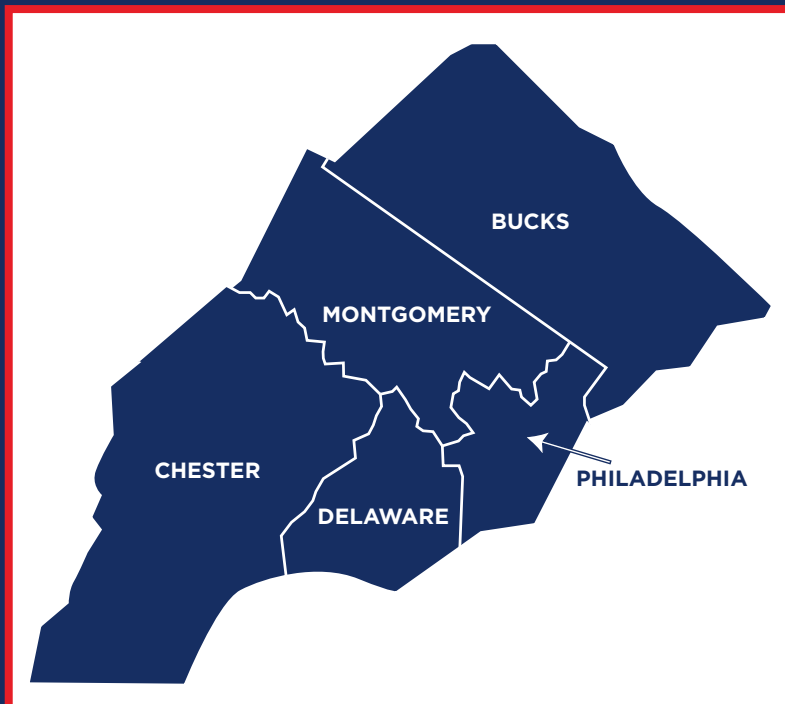


The Route 443 Improvement Project between Ashtown Drive and Route 902/South Ninth Street in Leighton Borough and Mahoning Township, Carbon County included reconstructing approximately 2.25 miles of roadway, adding a center turn lane along the corridor, adding left-turn lanes and traffic signal improvements at the Route 443 intersections with Mall Road/Mall Lane and East Penn Street/Mahoning Mountain Road designed to improve traffic flow and reduce crashes, drainage improvements, traffic signing, utility installation/relocation, new guiderail, pavement markings and other miscellaneous construction. The project also included rehabilitating the Route 443 bridge over Mahoning Creek.

In addition, the Route 902/South 9th Street bridge over Mahoning Creek was replaced and the intersection of Routes 902 and 443 was realigned slightly to the east to make a "T" intersection.

Carbon County: \$22 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 6

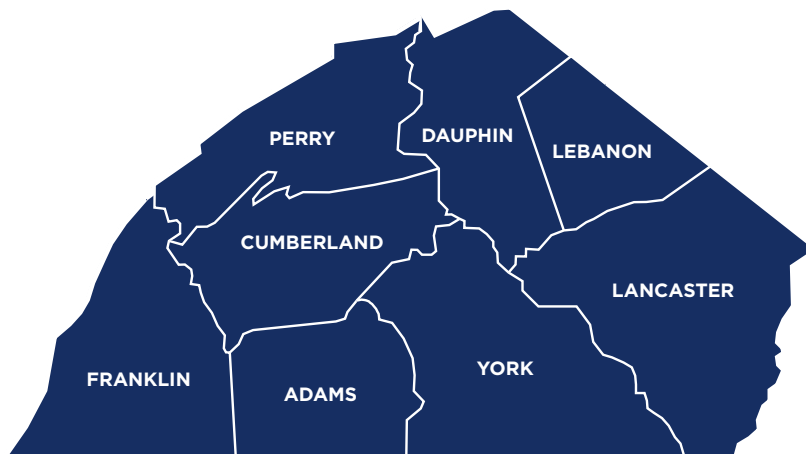


U.S. 1 (Roosevelt Expressway) Viaduct Rehabilitation

This project repaired the half-mile-long, 15-span, U.S. 1 (Roosevelt Expressway) Wayne Junction Viaduct over SEPTA tracks and the Nicetown section of Philadelphia. This contract also included major repairs to the U.S. 1 (Roosevelt Expressway) Twin Bridges over the Schuylkill River and the bridge that carries Fox Street over U.S. 1 (Roosevelt Expressway).

Philadelphia County: \$107.2 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 8



Interstate 81 Resurfacing

This is a 12.85-mile resurfacing project on Interstate 81 that consists of milling, base replacement, concrete pavement patching, minor drainage, ADA ramps, paving, traffic counter site repair and other miscellaneous construction from Route 15/Enola in East Pennsboro Township, to Route 581/Lambs Gap Road in Hampden Township in Cumberland County. Work began in the spring of 2022 and was completed in 2024.

New Enterprise Stone and Lime Company, Inc., of New Enterprise, PA, is the prime contractor.

Cumberland County: \$23.4 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 9



The Route 403 Corridor Improvement Project

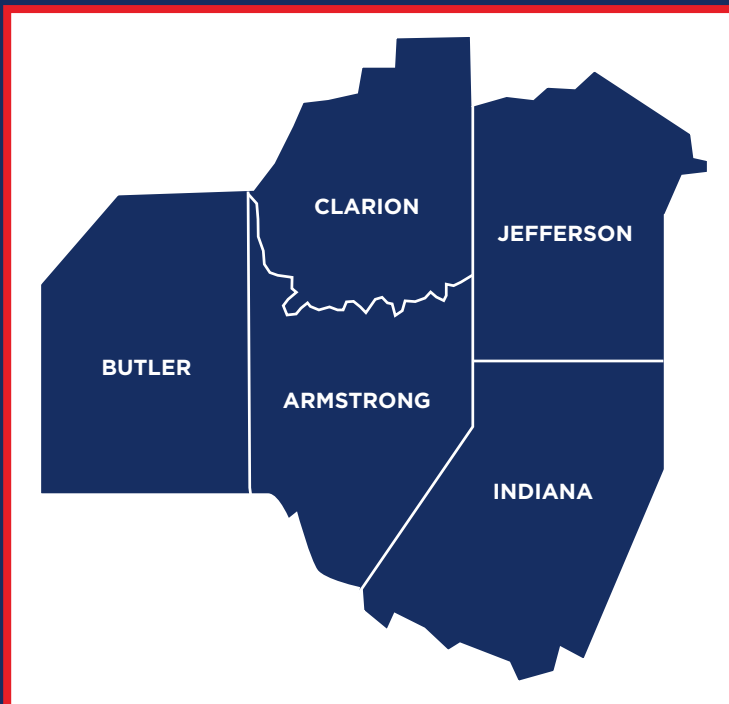
completed work on a 13-mile stretch of road between Tire Hill and Hooversville, Somerset County.

The project consisted of roadway resurfacing, drainage, and guide rail upgrades; signing and signal upgrades; two box culvert replacements; an anchored soldier pile retaining wall; and preservation of a reinforced concrete slab bridge and three arch culverts. This project also included a landside mitigation, placement of a rock drape, and slope lay back for sight distance improvements.

Heavy rains in late April 2024 caused an existing slide area near Tire Hill to worsen with settlement and cracking of Route 403 near the location of the planned retaining wall, forcing the route to be closed sooner and for longer than anticipated. The retaining wall became the focal point of the project, attracting ongoing news media attention and public inquiry, and was the location of a PennDOT-organized project-site visit for 17 engineering students from the nearby University of Pittsburgh at Johnstown's Student Chapter of ASCE (American Society of Civil Engineers).

Somerset County: \$15.7 million

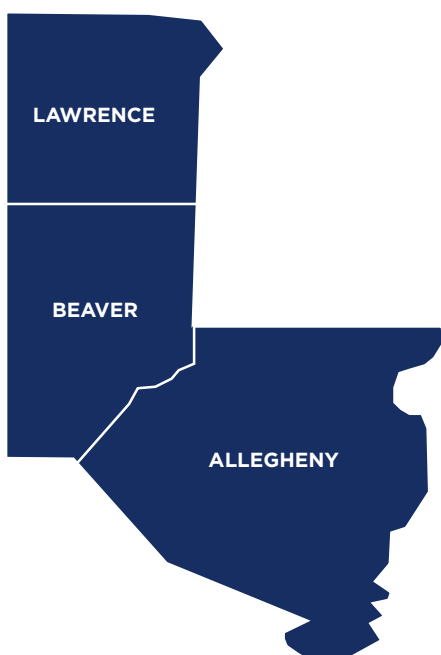
TOP REGIONAL PROJECTS 2024 • DISTRICT 10



The Margaret Road Intersection Improvement Project in Armstrong County was designed to improve the intersection alignment, sight distance and geometrics along the U.S. Route 422 corridor between Indiana and Kittanning. The project included the construction of a new bridge and a box culvert, roadway realignment, numerous stormwater management facilities and new wetland areas. Work began in November 2022.

Armstrong County: \$25 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 11

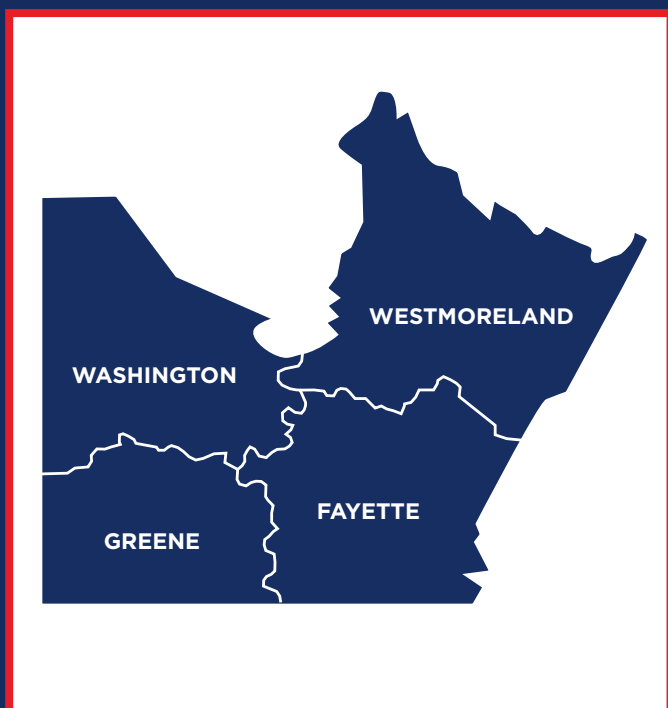


The I-79 “S-Bend” Improvement Project included full-depth pavement reconstruction work on nearly 5.5 miles of roadway in Kennedy, Robinson, and Neville townships, and Glenfield Borough, Allegheny County. The project also consisted of bridge preservation work on five mainline structures, milling and paving of three ramps at the Route 51 (Coraopolis/McKees Rocks) interchange, guide rail replacement, highway lighting and signing upgrades, and new pavement markings and delineation.

Work on this project began in March 2023 and finished in December 2024.

Allegheny County: \$43.93 million

TOP REGIONAL PROJECTS 2024 • DISTRICT 12



Crawford Avenue Bridge Rehabilitation

The Officer McCray Robb/Crawford Avenue Bridge separates the east and west sides of the City of Connellsville and is a critical community component. The rehabilitation project added a shared-use path to the structure, allowing for safe pedestrian and bicycle access. It also extended the bridge's life, improved safety, and significantly benefited the city's residents and patrons. Work began in January and was completed in November with a Veterans Day community celebration and ribbon cutting.

Fayette County: \$11.5 million

FINANCIALS



Photo by Dave Thompson

REVENUE SOURCES 2023-24 (IN THOUSANDS)



State Funding

Motor License Fund: Non-Restricted	\$3,233,694
Motor License Fund: Restricted	\$1,982,232
Motor License Fund: Restricted Aviation	\$10,183
Multimodal Fund	\$179,712
Act 44 Public Transportation Trust Fund	\$2,361,379
Act 26 Public Transportation Assistance Fund	\$268,160
Pennsylvania Infrastructure Bank	\$30,000
Lottery Fund	\$170,907
General Fund	\$285,259
General Fund Bonds	\$175,000
Unconventional Gas Well Fund	\$1,000
Organ & Tissue Donation Awareness Fund	\$228
Total State Funding	\$8,697,754

Federal & Other Funding

Federal Funds: Highways	\$2,269,071
Federal Funds: Pass Through	\$165,616
Federal Funds: Public Transportation and Other	\$252,900
Federal & Other: Aviation	\$42,128
Other Funds: Highways	\$210,139
Federal & Other Funds – Rail Freight	\$25
Total Federal & Other	\$2,939,879
Total Funding	\$11,637,633

REVENUE SOURCES 2023-24 (IN THOUSANDS)



Highway Related

Highway & Bridge Maintenance	\$1,986,361
Highway & Bridge Improvement	\$3,715,167
Driver & Vehicle Services	\$339,419
Payments to Local Government	\$902,796
PennDOT Facilities	\$16,500
General Government Operations	\$84,616
Pennsylvania Infrastructure Bank	\$30,000
Refunds & Other	\$3,560
Welcome Centers	\$4,640
Total Highway Related Uses	\$7,083,059

Multimodal Related

Aviation	\$63,911
Rail Freight	\$41,025
Mass Transit	\$2,915,539
Rural & Intercity Transit	\$252,900
Free & Shared Ride Transit	\$170,907
Aviation Grants	\$7,686
Rail Freight Grants (EA)	\$12,806

Passenger Rail Grants (EA)	\$10,246
Ports & Waterways Grants (EA)	\$12,806
Bicycle & Ped. Facilities Grants Statewide (EA)	\$2,561
Statewide Program Grants (EA)	\$40,000
Multimodal Administration & Oversight (EA)	\$10,870
Transfer to Commonwealth Financial Auth. (EA)	\$82,737
PennPorts Regional Port Auth. Debt Service	\$0
Total Multimodal Uses	\$3,623,994

Debt Service & Other Agencies

Pennsylvania State Police	\$375,000
General Fund Capital Debt	\$114,524
Pennsylvania Turnpike	\$167,549
Motor License Fund Capital Debt: Hwy & Bridges	\$124,848
Other Agencies	\$139,659
Tort Payments	\$9,000
Total Debt Service & Other Agencies	\$930,580
Total Revenue Uses	\$11,637,633

PENNDOT INCOME & EXPENDITURES 2023-24

MOTOR LICENSE FUND INCOME

Total State Revenue Utilized
\$5,158,140

(Dollars in Thousands)



LIQUID FUELS TAX: **\$3,754,584**



LICENSE & FEES: **\$1,294,723**



OTHER: **\$108,833**

MOTOR LICENSE FUND EXPENDITURES

Total State Expenditures
\$5,158,140

(Dollars in Thousands)



HIGHWAY MAINTENANCE: **\$1,867,039**



HIGHWAY & BRIDGE IMPROVEMENT: **\$1,544,603**



STATE POLICE: **\$375,000**



LOCAL SUBSIDY: **\$667,012**



DRIVER & VEHICLE SERVICES: **\$267,363**



OTHER DEPARTMENTS: **\$191,535**

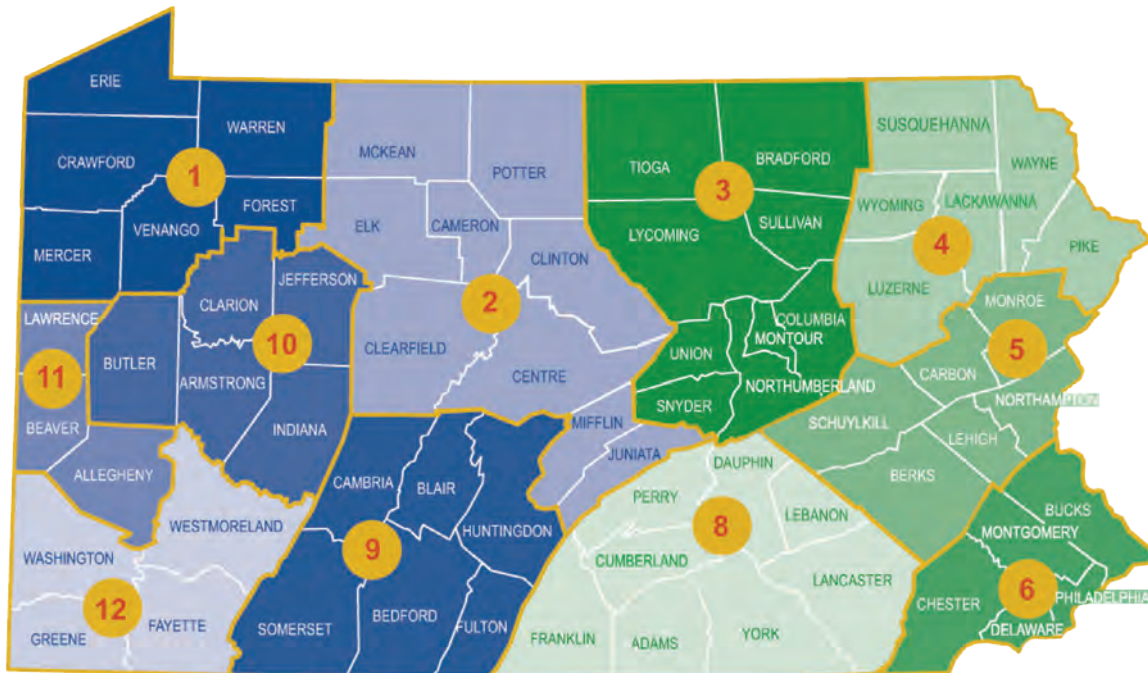


TURNPIKE: **\$139,549**



OTHER PENNDOT: **\$106,039**

PENNDOT ENGINEERING DISTRICTS



PennDOT's 11 Engineering Districts throughout the state maintain, restore and expand the state's highway systems. Each office does its part to deliver a safe and efficient transportation system on the nearly 40,000 miles of highway and roughly 25,400 bridges that PennDOT is responsible for.

See or sign up for PennDOT news near you at www.pa.gov/pennidot under "Regional Offices."

More information about PennDOT's operations and the state highway system is available in PennDOT's Fact Book at www.pa.gov/pennidot under "About Us."

District 1 – 814-678-7085

District 2 – 814-765-0400

District 3 – 570-368-8686

District 4 – 570-963-4061

District 5 – 610-871-4100

District 6 – 610-205-6700

District 8 – 717-787-6653

District 9 – 814-696-7250

District 10 – 724-357-2800

District 11 – 412-429-5000

District 12 – 724-439-7315

Driver Licensing and Vehicle Registration - 717-412-5300

Regional X Handles

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Altoona	@511PAAaltoona
Erie	@511PAErie
Harrisburg	@511PAHarrisburg
Philadelphia	@511PAPhilly
Pittsburgh	@511PAPittsburgh
Scranton	@511PANortheast
State College	@511PASateColl
Statewide	@511PASatewide

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www.facebook.com/groups/BayfrontParkwayProject/
www.facebook.com/groups/pittsburghpennidot/
www.facebook.com/groups/northeastregionpennidot/

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Michael Carroll



EXECUTIVE DEPUTY SECRETARY
Larry Shifflet



HIGHWAY ADMINISTRATION
Christine Norris, P.E.



DRIVER AND VEHICLE SERVICES
Kara Templeton



PLANNING
Kristin Mulkerin



MULTIMODAL TRANSPORTATION
Meredith Biggica



ADMINISTRATION
Corey Pellington

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Department of Transportation



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