



PWD Sticker Issuance

May 22, 2025

IOWA | DOT

The Plan

- The popularity of Persons with Disabilities (PWD) stickers continues to rise, and counties want to serve their customers at the local level.
- Stickers and placards can be issued immediately to qualified customers to provide for their disability parking needs. No waiting for parking products to be mailed to them at a future date.

The Products

- PWD Stickers – IPI online site
- Job Aid – County Treasurer page
- FAQ – County Treasurer page
- Customer Education tear-off half-sheet – Mark Hines
- Virtual Training Sessions – County Treasurer page

NEW DESIGN



The Team

- **PWD Sticker Pilot** – Road-tested training material and issuance of stickers
 - Marion – Haley Poffenbarger
 - Polk – Charis Creighton, Tory Sharp, Jessica Tolson
 - Story – Lori McDonald, Kasey Wirtz
 - Warren – Andrea Semple, Kristi Buttrey, Savana Colwell
- **MVD Team** – Training, Materials, and Logistics Support
 - Carol Iske – SME (Can quote the Iowa Code in a single bound.)
 - Ellen Heddendorf – Document Wizard (Keeps us looking good.)
 - Angie Pinegar – Coordination and Keeper of the Optimism (lighthouse keeper)
- **Real-world Training** – Pilot counties were able to issue PWD stickers to test the strength of the training and platform MVD developed.
 - First pilot of this type. Very exciting to see MVD's vision being implemented.

Business Requirements

Code of Iowa/Administrative Rules/ARTS Functions

- Requires documentation codified in Iowa Code Chapter 321L.
- Definition of a resident in Code Section 321.1A is applicable to Code Chapter 321L.
- There are multiple hard stops in this process.
 - **Issuance staff must apply the process.**
 - Enhancements for MVD360 for PWD stickers have been submitted. This includes pairing the PWD sticker with a license plate.
- Stickers are valid for as long as the registration on the vehicle remains current.
 - 5-year renewal for a standard PWD placard helps to establish if the sticker should be removed from the customer record.
- PWD stickers can only be issued for a motor vehicle. Customers can have a PWD plate for any trailer product.

Business Requirements

Code of Iowa/Administrative Rules/ARTS Functions

- PWD stickers do not have reciprocity with other states.
 - 23CFR Part 1235 – Uniform System for Parking for Persons with Disabilities.
 - PWD placards and PWD plates are recognized by other states.
 - Interstate travel will require a PWD placard.
 - Customers can have both a PWD sticker and a PWD placard.
- Parking privileges associated with the sticker are not transferable. Unless the customer issued the sticker is the driver or passenger in the vehicle, it cannot be parked in a PWD space.
- Others can use the vehicle but cannot use PWD spaces unless they use a placard issued to them.
- Stickers cannot be issued to a parent who has a child with disabilities.

PWD Sticker Basics

- Issuing PWD stickers is modeled after the issuance of PWD placards.
- Issuance of PWD products requires an application.
- Issued to a customer with a permanent disability.
 - If a standard placard has been issued, customer only needs the application completed with qualifying plate information.
 - If no placard, need to present application and medical documentation.
- Only one sticker can be issued for a plate. The sticker must **ONLY** be displayed on the rear plate in the lower, right-hand corner.
- Reviewing vehicle information to ensure that there is a current registration is extremely important.

PWD Sticker Basics

- Anyone issued a sticker also needs a standard placard.
 - If the vehicle isn't available, the customer can use the standard placard with a different vehicle.
- If a customer is eligible for a PWD sticker, they can have a sticker for all the motor vehicles they own. If they own 3 vehicles, they can have 3 stickers.
 - This can be done in one transaction.
- Sticker numbers and placard numbers will not be the same.

Inventory

- PWD stickers are issued in rolls of 100.
- Ordered through the DOT MVD Online Ordering site.
- These stickers need to be added to the PWD inventory in ARTS.
- Stickers must be issued in numeric order.
- Counties should only order what is needed to support their daily workflow.

County Access

- To issue PWD stickers, a role needs to be added to the staff person's profile in ARTS.
- MVD is asking county leadership to identify 2 – 3 staff in their office that will be given access for issuing PWD stickers.
 - The request must be submitted through the “ARTS System Access Wizard”.
 - ARTS > Tools > System Access Request > ARTS Access Request
 - The requested change is for PWD Sticker Issuance
- MVD wants to expand on the initial training and for counties to adopt their own office protocol.
- This supports a train-the-trainee model for the county to successfully and effectively build capacity.

Transactions

- Verify inventory
- Customer has no placards or a sticker.
 - Issue a placard and sticker.
- Customer has a sticker and no placard.
 - Issue a placard.
- Customer has a placard and no sticker.
 - Issue a sticker.

PWD STICKER ISSUANCE ASSISTANCE

For immediate questions regarding how to issue a sticker or fixing errors made while issuing a sticker contact: Vehicle Services at **515-237-3110**

For procedural ARTS questions if someone with a PWD sticker is doing a vehicle transfer, plate transfer, etc. please contact your County Liaison team at **515-237-3156** or email them at county.vehicle@iowadot.us

For questions regarding inventory, ordering, online ordering system or defective inventory please contact Rhonda.Fowler@iowadot.us