

QUESTIONS AND ANSWERS: Persons with Disabilities (PWD) License Plate Stickers

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PWD Sticker Basics

QUESTION	ANSWER
What does the PWD license plate sticker do?	The sticker allows the person to whom the PWD sticker is issued to use PWD parking spots.
Who is eligible for a PWD license plate sticker?	<p>To be eligible for a PWD license plate sticker:</p> <ul style="list-style-type: none"> • The customer must be the owner of a registered vehicle. • The customer must meet the requirements for a permanent disability as detailed in Iowa Code Chapter 321L. • The customer must have a license plate that is not a PWD plate. A PWD sticker cannot be put on a PWD plate.
What documentation does a customer need to qualify for a PWD license plate sticker?	<ul style="list-style-type: none"> • If the customer already has a standard PWD placard issued to them, that product can be used to establish a permanent disability for the sticker. • Otherwise, the customer will need to provide the completed application for PWD parking permits and documentation from an approved provider to qualify for PWD products.
How long is a PWD sticker valid?	The sticker remains valid as long as the vehicle remains continuously registered.
Can law enforcement tell if a PWD sticker has been issued to a customer?	Yes. Law enforcement has access to PWD information in ARTS, which includes PWD stickers. Frequently, they will call MVD vehicle customer services if they need assistance.

Can all drivers of a vehicle use the sticker for parking privileges?	<ul style="list-style-type: none"> No. The PWD sticker is issued to a single customer, not to a vehicle. Only the customer who is issued the sticker is legally protected to use this PWD sticker for parking. The customer must be the driver or a passenger in the vehicle. If this car is used by another person who has a temporary or permanent disability, that person will need to use the PWD placard assigned to them.
What if a PWD license plate sticker is stolen or damaged?	<ul style="list-style-type: none"> The customer must contact their County Treasurer's office and inform the office that they need a new sticker. After receiving the sticker number from the customer, the County Treasurer staff must update the record and issue a new sticker.
Can inventory be shared between counties?	<ul style="list-style-type: none"> Once inventory has been received by the county, it cannot be transferred. PWD screens in ARTS are not as robust as other inventory options. If you have a problem with receiving stickers, it is likely a duplication error. Contact Rhonda.Fowler@iowadot.us for assistance.
Will the PWD customer education sheet be available in Spanish?	Yes, it will be available in Spanish.

Vehicles and Registration

QUESTION	ANSWER
What if the customer does not have a vehicle in their name with a valid registration?	<ul style="list-style-type: none"> A customer who does not have a valid vehicle registration is not eligible for a PWD license plate sticker. If the customer has pending transactions to have a car put in their name and registered, those transactions must be completed prior to issuance of a PWD license plate sticker.
If a customer has more than one vehicle, can the customer be issued more than one PWD license plate sticker?	<ul style="list-style-type: none"> Yes. If the customer with a permanent disability is the owner of multiple vehicles, they are eligible for one PWD license plate sticker per vehicle. For example, if a customer owns three vehicles, they can be issued three stickers. An eligible customer can obtain as many PWD stickers as they have vehicles registered and titled in their name. There is no maximum number of stickers a person can be issued. Note that customers are still limited to a total of two standard <i>placards</i>. This does not change if the customer has more than one vehicle.
Can a motorcycle get a sticker?	Yes.
Can a customer be issued a PWD license plate sticker for a trailer?	<ul style="list-style-type: none"> No. Iowa Code only allows PWD license plate stickers to be displayed on a motor vehicle. A PWD license plate can be assigned to a regular trailer, travel trailer, or utility trailer.

Spouses and Families

QUESTION	ANSWER
If the customer who has the sticker dies, what does the surviving spouse need to do?	<ul style="list-style-type: none"> The plates need to be returned to the County Treasurer's office.

	<ul style="list-style-type: none"> • If the surviving spouse wishes to keep a personalized plate, they need to order a replacement plate and not use PWD parking spaces. Replacement plates cost \$5. • If the spouse wishes to keep a personalized plate and has a disability, they need to order a replacement plate and use their placard for parking while they wait for the plate. • Once the plate is received by the county, the spouse can submit an application for a PWD sticker for their use on the license plate. • If the plate is a military plate, the spouse will need to follow the guidance above for replacement plates. • If the plate is in the county's inventory, all transactions can be completed at the same time as there will be no lag waiting for the replacement plate.
What if the customer dies and the surviving spouse wants a sticker issued to them?	<ul style="list-style-type: none"> • The surviving spouse will need to provide an application and documentation of their disability. If they have been issued a standard placard, this can be used as their medical documentation. • A new sticker will be issued if the surviving spouse is listed as an owner on the vehicle. • The deceased spouse's PWD sticker needs to be updated in ARTS.
What if the vehicle is in both spouses' names and both have permanent disabilities?	<ul style="list-style-type: none"> • Only one sticker is valid on a vehicle. There needs to be a decision about who will have the sticker issued to them.

	<ul style="list-style-type: none"> • A second PWD sticker will not be issued for use on a license plate. • Each spouse should be issued a placard, and these placards should be used if the driver or passenger is not the person issued the sticker.
If a customer has a child with a permanent disability, is the child eligible for a PWD license plate sticker?	<ul style="list-style-type: none"> • No. PWD license plate stickers are issued to a person who owns a vehicle and has a permanent disability. • The parent or guardian of a child with a permanent disability can get a full-size PWD plate, and the child will be issued the standard placards.

Differences Between PWD Stickers and PWD Placards

QUESTION	ANSWER
Why does a customer need a standard PWD placard if the customer has a PWD license plate sticker?	<ul style="list-style-type: none"> • Iowa issues PWD license plate stickers. Under the Uniform System for Parking for Persons with Disabilities, plates and placards have reciprocity with other states; stickers do not. When traveling out of state, a standard placard must be displayed to use a PWD-designated parking spot. • Placards are useful when someone other than the person assigned the sticker is using the car. With the sticker alone, only the person assigned the sticker is eligible for PWD parking when using the vehicle. • If a customer's usual vehicle is not available, the placard allows them access to PWD parking for another vehicle. (For example, a placard can be used in another vehicle when the customer's usual vehicle needs work done and won't be available for several days while it is in the shop.)

	<ul style="list-style-type: none"> • A placard is needed if a PWD license plate sticker is damaged or stolen. • Note that each person with a permanent disability can have two standard placards total.
Will a placard and a PWD license plate sticker have the same number?	No. These products are produced independently of each other, so the numbers will not match.
Why do PWD placards have to be renewed every five years and PWD stickers do not?	These two PWD products were authorized by the Iowa Legislature with different requirements.

Q&A from the MVD's County Virtual Learning Session Webinars

QUESTION	ANSWER
For counties with multiple locations or split Driver/Vehicle offices, should they choose only one office to complete these transactions and maintain sticker inventory, or should both offices have a sticker inventory?	<ul style="list-style-type: none"> • Counties can choose to have PWD stickers available at more than one location. Counties must request sticker access through MVD.SystemsAccess@iowadot.us. • A roll of stickers can be ordered for each location. • It is preferred that transactions are done through vehicle staff, but the most important thing is for the staff to be fully trained in the vehicle information that needs to be verified. • MVD welcomes the opportunity to assist counties with needed supplies and training.
When a customer brings in a doctor's note, is a note that says "electronically signed" acceptable? Can an "electronically signed" note be accepted if it doesn't actually have a doctor's name or signature on it?	<p>A statement of disability must include:</p> <ul style="list-style-type: none"> • The name of the healthcare provider listed in 321L.2 must be printed on letterhead or a prescription. • The healthcare provider must state clearly whether the disability is a temporary disability (expected to last a maximum of 6 months) or a permanent disability (lifelong). <p>A veteran can provide a certification of disability from the U.S. Department of Veterans Affairs.</p>

<p>If a customer already has a PWD placard, does the customer need to bring in another doctor's note to get a sticker? What about if a customer has only a PWD plate—do they require another doctor's note to get a sticker?</p>	<p>If the placard is not expired, a customer can request a sticker with just the application. The same is true for a customer with a PWD plate.</p>
<p>Does the sticker expire automatically the first day that a registration is expired? Once the registration is renewed, is the sticker valid?</p>	<p>Validity of the PWD sticker is dependent upon the vehicle in the customer's name being currently registered. If the registration lapses on the vehicle, the parking privilege associated with that vehicle also lapses.</p> <p>Once the registration is updated, the sticker will be active as well. A new sticker does not need to be issued.</p>
<p>If a customer lost a plate or was issued duplicate plates for any reason, do we reissue a new sticker for that vehicle as long as they are eligible? Will there be a way to dispose of old stickers under the customer's record?</p>	<p>Yes, a customer is eligible for a new sticker based on the prior issuance of a PWD sticker.</p> <p>ARTS > PWD > Change/Update Permit gives you a drop-down list of Permit Status. Within this list there are options for lost, stolen, and damaged.</p>
<p>How are replacement stickers issued for replacement plate cycle transactions?</p>	<ul style="list-style-type: none"> • The customer needs to surrender their license plate in exchange for the new plates and an application to the treasurer staff. • The old sticker needs to be removed from the customer's permit record by marking the sticker as "expired." • A new sticker can now be issued to the customer.
<p>Where is the PWD sticker placed on the plate? Where would the sticker be placed on a DNR or Flying Our Colors plate?</p>	<ul style="list-style-type: none"> • PWD license plate stickers are placed only on the rear license plate on the vehicle. • For most plate types, the sticker is to be placed on the lower, right-hand corner of the plate opposite of the registration sticker. • DNR Plates – the PWD sticker is stacked over the registration sticker on the lower, right-hand corner of the plate. The PWD sticker is displayed above the registration decal. • Flying Our Colors Plate – the PWD sticker is stacked over the registration sticker on the lower, left-hand corner of the plate. The PWD sticker is displayed above the registration decal. • See the PWD Sticker Placement Guide.

Where is the PWD sticker placed on the plate if the plate has a farm sticker?	<ul style="list-style-type: none"> • Farm stickers are placed on the front and rear plates. • For most plate types with a PWD sticker, the farm stickers are placed on the lower, right-hand side of the front plate and stacked on the lower, right-hand side of the rear plate above the PWD sticker. • DNR Plates with a PWD sticker – the farm stickers are placed on the lower, left-hand side of the front plate and stacked on the lower, left-hand side above the PWD sticker. • Flying Our Colors Plate with a PWD sticker – the farm stickers are placed on the lower, right-hand side of the front and rear plates. • See the PWD Sticker Placement Guide.
If a customer returns a plate with a PWD sticker on it, is there a way to mark the sticker returned?	ARTS > PWD > Change/Update Permit gives you a drop-down list of Permit Status. Within this list there is an option for “Voided,” which should be used. “Returned” is not available in the drop-down list.
If a customer decides not to renew their PWD placard, but has a sticker with no expiration date, is that a concern?	Under current statute, the customer has the option to have a PWD sticker without having to request or receive standard PWD placards.
Will the PWD sticker number be visible on the registration?	No, but this is an enhancement which has been requested as part of the MVD system modernization.
When a customer fills out a PWD application to receive a sticker, what happens to the application? Is it uploaded or emailed to the state?	All documentation is to be uploaded to ERMS.
Why does a customer need a standard PWD placard if the customer has a PWD license plate sticker?	<ul style="list-style-type: none"> • Iowa issues PWD license plate stickers. Under the Uniform System for Parking for Persons with Disabilities, plates and placards have reciprocity with other states; stickers do not. When traveling out of state, a standard placard must be displayed to use a PWD-designated parking spot. • Placards are useful when someone other than the person assigned the sticker is using the car. With the sticker alone, only the person assigned the sticker is eligible for PWD parking when using the vehicle.

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