

MVD Procedural Quick Update

#59rev2

RE: Photo Parking Placards
Effective date: Immediate

Date: June 2, 2010
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

All new and renewal parking placards for individuals with a significant mobility limitation are now issued centrally, from Santa Fe; and all placard transactions are entered in MVD 2.0.

In accordance with Section 66-3-16 NMSA 1978 the centrally issued parking placards now include a hologram to make duplication difficult; an imprinted expiration date; and a full-face photograph of the placard holder. A separate sleeve is included with each photo placard to allow the holder to cover his or her photo for privacy.

The pop-up menu on the MVD Utilities Application screen now includes a "Parking Placard" option. Click the "+" sign next to "Parking Placard" to see the set of placard transaction options. Follow the options, as with any specialized transaction, to process the desired new, renewal, replacement or other placard transaction.

The photo placard will be mailed from Santa Fe within 7-10 days. In the meantime, the customer will receive a plain paper "Temporary Handicap Placard" that will be valid for 45 days. The plain-paper temporary placard will include instructions in English and Spanish, including a direction to email or call Santa Fe if the customer's new photo placard has not arrived in the mail within 20 days.

At the end of the application process, you will print the customer's plain-paper temporary placard. It is important that, before printing, you select a plain-paper printer, so that you print the temp placard on plain paper, not on the special paper used for IDNM temporary-extension DLs and IDs.

There is no longer a red temporary placard format. Instead the temporary placard looks just the same as the blue permanent placard with a different expiration date based on the number of months recommended by the customer's physician on the placard application.

If the customer is applying for a new or renewal DL or ID at the same time as the placard application, always complete the DL/ID issuance process before issuing the placard. In the rare event that a customer has an existing DL or ID, is not currently applying for a renewal DL or ID, and the MVD 2.0 record shows "no photo available," the MVD agent may issue a no-fee replacement DL or ID with a new photo, before proceeding with the placard transaction.

All original handicap placard applications must be submitted with your daily drivers transaction report for microfilming. Any non-photo placards, whether blue or red, that remain in field office inventory should be destroyed.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to Lillian.Perea@state.nm.us or to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions to Mac Lewis.
