

On-Demand Printing of Inspection Stickers

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“With a commitment to excellence, the dedicated employees of DMV strive to provide the highest level of customer service through the administration of motor vehicle laws and the promotion of highway safety.”

Current State

- ▶ Car/Truck, Trailer, School Bus and Motorcycle inspection stickers purchased annually by DMV through third-party vendor and distributed via USPS, UPS or picked up by inspection stations (pick-up not available currently due to COVID-19 restrictions)
- ▶ Costs savings to Department:
 - ▶ 2021 sticker printing
 - ▶ Staff time
 - ▶ Mailing
- ▶ Portion of purchased inventory goes to waste due to ordering year's supply of stickers in advance. Required to order more stickers than are used to ensure adequate supply.
- ▶ Multiple support lines for inspection stations - one for AVIP issues (vendor) and one for sticker issues (DMV)



Project Goals

- ▶ Streamline issuance of inspection stickers - completed sticker printed automatically following successful inspection
- ▶ Eliminate black market for inspection stickers - modify both the vendor's tablet software and portal software to generate a sticker only following a vehicle passing the inspection. Blank stock will no longer be maintained by inspection stations.
- ▶ Reduce waste - vendor would be responsible for purchasing and maintaining the printers as well as necessary consumable items (sticker stock and printer ribbons)
- ▶ Reduce administrative activities by DMV and inspection stations

Future State

- ▶ Stickers printed at inspection point following successful inspection
- ▶ Streamlined support - all helpdesk calls fielded by vendor
- ▶ Use of ACH accounts to manage sticker inventory, and a reliable, trackable shipment fulfillment process allowing stations to better manage their business

Benefits to Vermont Business

- ▶ Elimination of escrow account for stickers - less money laid out in order to perform inspections
- ▶ No longer need to maintain and secure sticker inventory, reduced chance of theft by employees or general public
- ▶ Eliminated confusion caused by two support lines
- ▶ Reduced administration of stickers - stations would no longer be responsible for maintaining and ordering inventory
- ▶ Streamlined processes at no additional cost to stations or vehicle owners - costs of software enhancement, sticker stock and equipment will be covered by current \$6.00 sticker fee charged by DMV
- ▶ No mail-related delays in delivery or loss of stickers



Efficiencies and Benefits to DMV

- ▶ Fraud prevention & improved highway safety - stickers may only be printed following a successful inspection. No way to create a sticker for a vehicle that has not passed inspection.
- ▶ Reduced time and labor spent investigating fraudulent and missing stickers
- ▶ Greatly reduced cash handling by Enforcement & Safety office through elimination of escrow accounts
- ▶ More efficient service to inspection stations and general public