

# 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