

# Driver Licensing Guide

## Renewal of Permanent Disabled Placards DLG-2204

**Original Date:** 07/01/2001

**Revision Date:** 07/01/2024

[Overview](#)

[Customer Requirements](#)

[Front Counter CSR](#)

[DMV Contact Center Actions](#)

[Points to Remember](#)

[Related Links](#)

[Contact](#)

POLICY	
<b>Title:</b> Renewal of Permanent Disabled Placards	
<b>Effective Date:</b> July 1, 2001	<b>Revision Date:</b>
<b>Authority:</b> Code of Virginia §§ <a href="#">46.2-1240</a> , <a href="#">46.2-1241</a>	
<b>Policy:</b> DMV will renew Permanent Disabled Placards every 5 years upon application by the customer.  Applications for renewal DO NOT need to be accompanied by a physician's, podiatrist's, chiropractor's, nurse practitioners, or physician's assistant's certification of the applicant's disability.  Temporary and Institutional/Organizational placards are NOT renewable (refer to <a href="#">DLG-2202</a> ).	
<b>Exception:</b> N/A	

[Return to top of page](#)

### OVERVIEW

Permanent disabled parking permits may be renewed every 5 years. A renewal application is mailed to the customer's address on record approximately 45-60 days in advance of the placard expiration date.

Permanent disabled placards may be renewed by mail, Internet, or at a CSC no more than one year prior to or one year after the expiration date. For renewal applications made more than one year after expiration, follow the original application process in [DLG-2202](#). For customer renewing by mail or Internet, the new placard is mailed to the customer within 10 business days.

When a customer renews a permanent disabled placard at a CSC, an orange disabled parking placard receipt providing disabled parking privileges for up to 15 days is issued to allow the customer time to receive the new placard in the mail.

Forward all inquiries concerning disabled parking placard renewals to the [Data Integrity Work Center](#) via Landing Zone.

For original, replacement, reissued, lost, revoked, or surrendered placards, refer to [Related Links](#) at the end of this procedure.

[Return to top of page](#)

### CUSTOMER REQUIREMENTS

1. Submit:
  - A completed Permanent Disabled Parking Placard Renewal Application (DP1RA) OR
  - A Disabled Parking Placard or License Plate Application ([MED 10](#)) with only the Application Type, Applicant Information, and Application Certification sections completed.

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2. No fee required. **END REVISION>>>>>**

[Return to top of page](#)

## FRONT COUNTER CSR

1. If the customer presents a DP1RA, verify that the form is signed.
2. If the customer presents a [MED 10](#):
  - Verify that the form indicates permanent renewal disabled parking placard.
  - Verify that the **Application Type**, **Applicant Information**, and **Application Certification** sections are completed, and the application is signed by the applicant.
3. Verify that the customer's name on the application matches the customer on record in the system.
4. If the address on the DP1RA or MED10 is different from that on the customer's record, verify the address with the customer. Process address changes according to procedures in [DLG-0601](#).
5. Process the placard.
6. If prompted by the system, prepare the orange placard receipt:
  - The system will display a placard receipt number, begin date, and end date.
  - Write the placard receipt number in the "RECEIPT FOR PLACARD NUMBER" block on the front of the orange placard.
  - Write the begin date and end date in the "VALID TO PARK IN DISABLED PARKING SPACE THROUGH" block, also on the front.

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7. No fee required.
8. Give the customer the transaction receipt for the disabled placard and, if applicable, the Disabled Parking Placard Receipt (orange paper placard).
9. Advise the customer that:
  - The Disabled Parking Placard Receipt, if issued, allows disabled parking privileges for 15 days.
10. Place the disabled parking placard application in the appropriate area for document preparation.
  - Document preparer shreds the MED 10 after it has been filed or batched in accordance with the [CSC Document Distribution List](#). Applications are NOT maintained on file.

**NOTE:** Do not send processed disabled parking applications to Data Integrity or Medical Review Services.

[Return to top of page](#)

## DMV CONTACT CENTER ACTIONS

- If the customer has not received their disabled parking placard and 15 calendar days have passed, or 10 business days for ID cards, send a message including the customer's name and telephone number via Landing Zone to Data Integrity for additional research.
- If customers request that their placard be mailed to an alternate Virginia mailing address, Data Integrity will:
  - Process the address change using the alternate mailing address, and
  - Place a note on the customer's record, and
  - Change the customer's address back to the residence address once the vendor loads the relevant information for the issuance of the placard.
- Customers cannot have their placard mailed to an out-of-state address.
- For customer inquiries about information contained in the dual placard field, transfer the call to Data Integrity.
- The disabled parking permit inquiry screen captures the placard receipt number (provisional permit #), begin date, and end date.
- For a list of disabled placard types, features, and eligible conditions, refer to the [Disabled Placard Types and Requirements](#) table (located in [DLG-2202](#)).
- For placard eligibility, refer to the [Disabled Parking Placard Eligibility](#) table (located in [DLG-2202](#)).

[Return to top of page](#)

## POINTS TO REMEMBER

1. Customers may have only one temporary or permanent disabled parking placard.
2. The disabled placard is valid whether the disabled person is driving or riding as a passenger in the vehicle.
3. Disabled parking placards expire on the last day of the month.

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4. Customers applying for disabled license plates, including disabled veteran license plates (with the International Symbol of Access), may also apply for a disabled parking placard. **END REVISION>>>>>**
5. Each disabled parking placard is issued with a disabled parking placard identification card.

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- o A replacement disabled parking placard identification card may be issued, for no fee, if the customer's card has been lost, stolen, or mutilated.
  - o Institutional parking placards are not eligible for replacement of the placard ID cards.
6. All permanent placard holders are required to carry the Disabled Parking Placard Identification Card that is issued with the placard and to present it to law enforcement upon request. **END REVISION>>>>>**
  8. Once the customer's application is processed for a disabled parking placard, the customer will receive an orange disabled parking placard receipt that provides disabled parking privileges for up to 15 days, if applicable.
    - o An orange placard receipt is not sent for temporary parking placards if the issue time is less than or equal to 15 days.
  9. If a customer renews their placard by mail or Internet, it is processed and mailed within 15 days.
    - o Regardless if the person's disability is or is not visible, every customer applying for an original temporary or original permanent disabled parking placard must provide certification of disability from a licensed medical professional.
  10. DMV issues only one temporary or permanent placard at a time per customer. Customers with a permanent disabled parking placard may also possess disabled parking license plates. Refer customers who request exceptions to the one-placard rule to the [Data Integrity Work Center](#).

[Return to top of page](#)

## RELATED LINKS

- [DLG-2202](#) Disabled Parking Placards-Original Application Process
- [DLG-2205](#) Disabled Parking Placards, Identification Cards, Receipts-Replacement/Reissue
- [DLG-2206](#) Revocation, Surrender, Return of Disabled Parking Placards
- [DLG-2207](#) Reports of Suspected Misuse of Disabled Parking Placards or Plates
- [Disabled Placard Description Table](#)
- [Disabled Parking Placard Qualifying Conditions](#)

[Return to top of page](#)

## CONTACT

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For additional information contact:

- Your CSC Manager/Assistant Manager **END REVISION>>>>>**
- DRS/[Data Integrity Work Center](#)

[Return to top of page](#)