

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF STATE POLICE
RICHMOND, VIRGINIA

March 15, 2017

INSPECTION BULLETIN # 362

TO: All Official Inspection Stations
All Sworn Employees (Except B.C.I.)

FROM: Captain Ronald C. Maxey, Jr.

SUBJECT: Scheduling of Motor Vehicle State Safety Inspections

Section 19VAC30-70-10 paragraphs B and D of the Virginia Motor Vehicle Safety Inspection Manual have been revised. The below language explains the procedures for both the stations and the customers, concerning the order in which inspections are to be performed, as well as scheduling aspects. It clarifies that all stations may suggest to motorists a time frame of no greater than three hours during which it may be anticipated that an inspection may be provided. Furthermore, it allows for those inspection stations with multiple inspection lanes to be able to make appointments for designated time slots; provided they have an inspection lane set aside for first-come, first-served.

19VAC30-70-10. Official inspection station requirements.

B. At least one full-time safety inspector to perform inspections and one inspection lane meeting the minimum requirements shall be available for inspection at all times during the normal business day. All inspections must be made only at the locations and in the inspection lane approved by the Department of State Police. All stations shall have other lanes, bays, or areas in which repairs can be made so the inspection lane can remain available.

The designated inspection areas, including any location where customers are permitted to enter when submitting vehicles for inspection, must be kept clean and free from excessive dirt, grease, and loose materials. If requested, customers presenting vehicles for inspection shall be allowed to observe the inspection process from a safe location designated by the station.

D. Inspections shall be performed on a first-come, first-served basis. "First-come, first-served" means a procedure whereby customers seeking an inspection shall be attended to in the order that they arrive to the station. Motorists shall not be required to make an appointment to obtain an inspection, except those appointments required by subdivision A 12 of § [46.2-1158.01](#) of the Code of Virginia. Stations that take in vehicles for inspection at the beginning of the work day shall not be required to stop inspecting those vehicles to provide an inspection for a drive-in request, provided inspections are currently being performed at the time and will continue throughout the day. Stations must maintain a procedure to validate when vehicles were brought to the station for inspection. Inspections shall begin concurrently with repair lanes during the station's normal business hours, without delay. Stations may suggest to motorists a time frame of no greater than three hours during which it may be anticipated that an inspection may

be provided. Stations shall cooperate fully with Department of State Police personnel regarding any issues detailed in this section, as with all other investigations.

In addition to accepting vehicles on a first-come, first-served basis, any official inspection station consisting of two or more inspection lanes may accept prescheduled appointments for the safety inspection of a motor vehicle pursuant to § 46.2-1157, so long as at least one lane is reserved for the sole purpose of first-come, first-served safety inspections. An additional certified safety inspector shall be available to perform those inspections that are made by an appointment.

Stations shall make every effort to keep the designated inspection lanes available. Stations with more than one repair bay shall not perform work in the designated inspection lanes when customers are waiting for an inspection. This will not apply to minor adjustments that require minimal time to perform. Stations shall not let vehicles occupy the designated inspection lanes while awaiting parts or customer authorization to complete the inspection pursuant to [19VAC30-70-60](#).

If you have any questions, please contact your local Safety Division Area Office or the Safety Division Headquarters in Richmond.

This inspection bulletin serves as guidance concerning these specific circumstances and these changes will be reflected in the next official revision to the Safety Inspection Manual.

RCM/MTP

[Inspection Bulletin #362 Appointments.doc](#)