Best Practices for MVA-Authorized Ignition Interlock Providers

Ignition Interlock Service Providers are key to ensuring the caliber of the Interlock product, quality of installation, and the safety of all Marylanders. This document is a guide to help Service Providers understand the MVA Compliance Process as well as provide best practices for successfully implementing strategies that will provide customers with the education and training they require to successfully complete the program.

This document will cover:

Where to Start: Pre-Inspection
Up Next: Scheduling an Inspection
The Road to Success: Client Training
How You Can Help: Client Accommodations

Where to Start: Pre-Inspection

The beginning of your journey to becoming an MVA-Authorized Service Provider starts with the inspection of your new service center.

To begin, you (service provider) will submit your request for a pre-inspection to MVA via email at interlockemail@mdot.maryland.gov.

Include the following items in your email request:

- Ignition Interlock device (brand/model) that will be serviced at the location
- Business name, address (including County), and phone number
- Hours of operation
- Name of individual submitting the application

Behind the Scenes: Pre-Inspection Completion

Once your request has been received by the MVA Interlock Unit, it is thoroughly reviewed for accuracy prior to approval. You may be asked to provide additional documentation or to fill in missing or incomplete documents before your application can be approved.

Up Next: Scheduling an Inspection

Once approved, an MVA Compliance Inspector will reach out to the contact you provided in your email to schedule an on-site inspection. At this time, the MVA Compliance Inspector will provide a checklist of what is needed for a successful on-site inspection at your potential service center and provide you with a timeline of what to expect on inspection day. To see exactly what an MVA Compliance Inspector is looking for during their inspection, check out the example Interlock Inspection Report at the end of this document.

Examples of frequently requested information/documents/equipment referenced during an inspection include:

- Copy of your business's administrative rules
- Your most frequently asked customer questions
- Documents that will be inspected at the facility, such as:
    - Certificates of Analysis (solution or dry gas)
    - Simulator thermometer records
    - Calibration directions/procedures
- Equipment that will be inspected at the facility, such as:
    - Wet bath simulators
    - Tamper proof seals
    - Interlock equipment/replacement parts
- Training materials will be inspected at the facility and verified that they can be delivered in an accessible way if requested by a customer.

**No installation or services of interlock devices can be performed until MVA's full inspection has been completed and approved.*

The Road to Success: Client Training

Now that you have successfully passed your on-site inspection, the real work starts! Educating your customers through hands-on training, reading materials, and educational videos is an important part of a successful program. A few ways to ensure you are assisting your customer in successfully completing the program while upholding the best practices include:

- Create a designated enclosed waiting area that is separate and shielded from the installation area to avoid any look of impropriety. ***An unauthorized person cannot witness the installation or service of the Ignition Interlock Device.***
- In your waiting area, provide a space where customers can review documents and training materials. Include in this area, signage that explains the accommodations that are available to customers.

- Have readily available user manuals and associated documents for distribution to all customers and provide them in an accessible format.
- Create a designated area for hands-on training to demonstrate how your device should be operated and provide this training in a way that can accommodate individuals with disabilities.
- Obtain and store a record of each customer's signed certificate of training.

How You Can Help: Client Accommodations

Each customer is unique. There are many types of accommodations available for customers and it can be hard to determine which are the best fit for your customers. If you don't know which type of accommodation best fits, ask your customer. Here are some other ways that you can make their experience with your business unequalled.

Signage for All

Create clear and visible signs for the customer letting them know what accommodations you can offer them.

Create Captions and Subtitles

Videos with closed captions and subtitles can help your customer read along with the visual aid the video provides.

Effective Lighting

Provide appropriate lighting levels for lipreading consumers so they can clearly see the faces of the people speaking to them.

Email and Text Messages

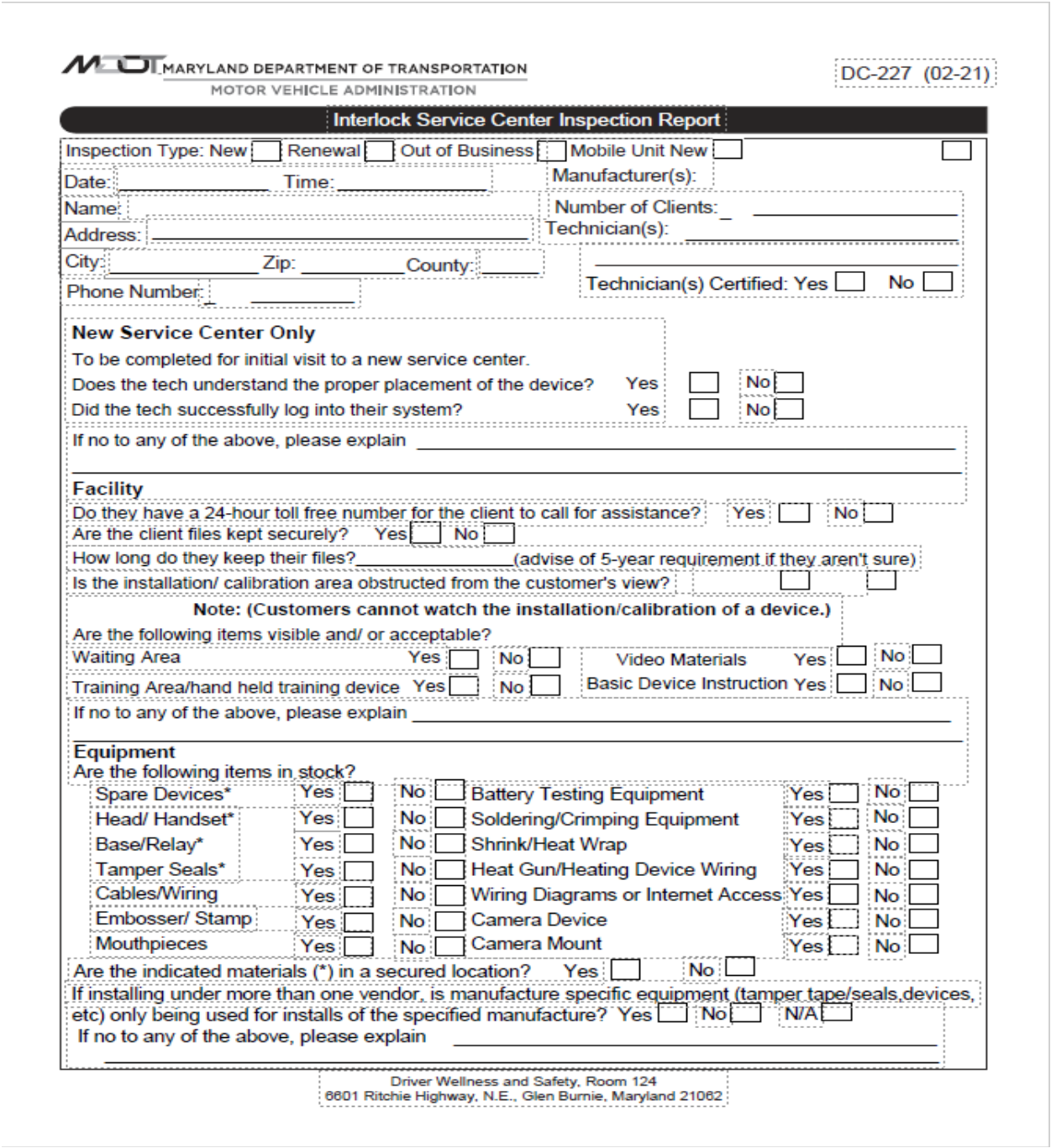
Include a highly visible email or web address for consumers to contact you, not just a phone number. Consider text messaging as a viable way for consumers to contact you or connect with your services.

Acronyms

Avoid jargon or acronyms when communicating with a customer; if you do use an acronym, make sure to clearly indicate what it stands for and what the entity does.

Example of Interlock Service Center Inspection Report

Below is an example of the form an MVA Compliance Inspector will use at your on-site inspection. You can use this to help you prepare for you upcoming inspection.



MARYLAND DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE ADMINISTRATION

DC-227 (02-21)

Interlock Service Center Inspection Report

Inspection Type: New ☐ Renewal ☐ Out of Business ☐ Mobile Unit New ☐ ☐

Date: _____ Time: _____ Manufacturer(s):

Name: Number of Clients: _____

Address: _____ Technician(s): _____

City: _____ Zip: _____ County: _____ _____

Phone Number: _____ Technician(s) Certified: Yes ☐ No ☐

New Service Center Only

To be completed for initial visit to a new service center.

Does the tech understand the proper placement of the device? Yes ☐ No ☐

Did the tech successfully log into their system? Yes ☐ No ☐

If no to any of the above, please explain _____

Facility

Do they have a 24-hour toll free number for the client to call for assistance? Yes ☐ No ☐

Are the client files kept securely? Yes ☐ No ☐

How long do they keep their files?_____(advise of 5-year requirement if they aren't sure)

Is the installation/ calibration area obstructed from the customer's view? ☐ ☐

Note: (Customers cannot watch the installation/calibration of a device.)

Are the following items visible and/ or acceptable?

Waiting Area Yes ☐ No ☐ Video Materials Yes ☐ No ☐

Training Area/hand held training device Yes ☐ No ☐ Basic Device Instruction Yes ☐ No ☐

If no to any of the above, please explain _____

Equipment

Are the following items in stock?

Spare Devices*	Yes ☐	No ☐	Battery Testing Equipment	Yes ☐	No ☐
Head/ Handset*	Yes ☐	No ☐	Soldering/Crimping Equipment	Yes ☐	No ☐
Base/Relay*	Yes ☐	No ☐	Shrink/Heat Wrap	Yes ☐	No ☐
Tamper Seals*	Yes ☐	No ☐	Heat Gun/Heating Device Wiring	Yes ☐	No ☐
Cables/Wiring	Yes ☐	No ☐	Wiring Diagrams or Internet Access	Yes ☐	No ☐
Embosser/ Stamp	Yes ☐	No ☐	Camera Device	Yes ☐	No ☐
Mouthpieces	Yes ☐	No ☐	Camera Mount	Yes ☐	No ☐

Are the indicated materials (*) in a secured location? Yes ☐ No ☐

If installing under more than one vendor, is manufacture specific equipment (tamper tape/seals,devices, etc) only being used for installs of the specified manufacture? Yes ☐ No ☐ N/A ☐

If no to any of the above, please explain _____

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