



South Carolina Department of Probation, Parole & Pardon Services
Ignition Interlock Device Program
Minimum Standards for Ignition Interlock Device Service Center Providers

Only service center providers authorized to do so by SCDPPPS may service and inspect the BAIDs that are installed in vehicles driven by participants in South Carolina's Ignition Interlock Device Program.

REQUIREMENTS OF THE SERVICE CENTER PROVIDER

1. Vendor Oversight Program. The Department has established a vendor oversight program (VOP) to ensure that service centers comply with the relevant provisions of this document and the various directives of the program administrator. A Department employee will inspect each service center at least once a year to ensure compliance. The manufacturer agrees to cooperate with the VOP, and will require its service providers to cooperate with the VOP.
 - a) Service providers and technicians must be approved by the Department before they may provide service to drivers. They will be approved via the VOP.
 - b) The manufacturer is responsible for identifying potential service providers. When a potential service provider is identified, the manufacturer will inform the program administrator. The VOP will then contact the potential service provider to begin the approval process.
 - c) Technicians shall be trained by the manufacturer to install, remove, inspect, calibrate, and perform maintenance on certified devices.
 - d) Service providers and technicians will be approved at the Department's sole discretion.
 - e) The Department reserves the right to observe the installation and service of any approved device.
 - f) The manufacturer must own, operate and maintain at least one service center within the boundaries of the State of South Carolina. The Department has the discretion to require additional manufacturer owned service centers as the Department determines is necessary.
 - g) Manufacturers of certified devices shall distribute to its service providers copies of the performance standards established by the Department.
 - h) The Department may revoke or suspend the approval of a service provider, service center or technician at its discretion. See Section (F) below.
2. The Manufacturer shall develop written instructions for the device's installation and removal. The manufacturer will distribute these instructions to the service providers, who will keep copies of the instructions at the service centers.

Manufacturer must also develop instructions for the installation of certified devices in electric vehicles, hybrid internal combustion / electric vehicles and vehicles equipped with auto start mechanisms, anti-theft systems or highly technical electrical systems. Devices installed in such vehicles must be fully functional in conformity with the specifications stipulated in this document. If necessary the manufacturer will, at no cost to the driver or State, provide a technician to a service provider for the purpose of installing a device in such a vehicle.



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3. **Installation Requirements:** Before a device is installed, the service center shall calibrate it using a reference sample device set at a threshold determined by the concentration level of a dry gas. The service center will verify that the device measures a reference sample to a tolerance range of within plus or minus .005 grams of alcohol / 210 liters of air of the known concentration of the reference sample used. If the calibration check of a device indicates that the device is not measuring the reference sample within the tolerance range stated above, then the service center must re-calibrate the device or replace it. Calibration gasses must be stored so that they will not be exposed to excessive heat or cold or other conditions that may compromise their stability or the integrity of the calibration process.
 - a) Only technicians who have been approved by the Department and trained by the manufacturer or service provider will perform installations, removals and inspections.
 - b) The service provider must install devices in compliance with these specifications:
 - i. Each service center must inspect each driver's motor vehicle prior to a device's installation to confirm that the vehicle is capable of supporting the device's proper operation. Vehicles that will not mechanically or electrically support the device may not have the device installed.
 - ii. All electrical connections made between the device and the motor vehicle shall be made permanent, such as by soldering or scotch locks.
 - iii. Each installation shall include all tamper resistant features required by the manufacturer and the Department including but not limited to the following:
 - (1) A unique and identifiable covering seal, such as epoxy or resin, at all exposed electrical connections between the device and the vehicle's electrical system used to install the device that are not inside a secured enclosure.
 - (2) Connections between the device and a vehicle's body and electrical system will be made in an inconspicuous area, such as under the dash, that is not easily reached by the driver during the vehicle's normal operation or when the vehicle is parked.
 - (3) A tamper seal at all openings (except the breath and purge / exhaust openings) on each component that is part of the installed BAIID. This seal should be proprietary to the manufacturer in that it cannot be removed and replaced other than by the manufacturer. The seal should be on any portion of the hand-held components of the BAIID, except where the hand-held unit is designed to allow its removal by the driver.
 - iv. If the vehicle's horn is missing or does not work, the service center must install a siren or similar device.
 - v. The device shall be installed so that it does not interfere with the vehicle's safe operation while the motor is being started or while the vehicle is being driven.
 - c) When installation of a device is complete, the manufacturer or service provider will provide to the driver, at no cost to the State or driver, an installation certificate that includes the following information:
 - i. Driver's full name;



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- ii. Driver's date of birth;
 - iii. Driver's license number;
 - iv. The tag number and of the vehicle identification number (VIN) of the vehicle(s) in which the device is installed;
 - v. The date the device was installed;
 - vi. The model number and serial number of the installed device(s);
 - vii. The name of the service center that installed the device, and its address, phone number and email address (if any);
 - viii. The name of a contact person at the service center that performed the installation;
 - ix. Any other information required by the Department or SCDMV.
4. Manufacturers must request written permission from the Department to lower the air volume for a breath sample on a device for drivers who have a diminished lung capacity. The request must be made by submitting a reduced breath form. This form will be supplied by the Department. Permission to reduce the device air volume setting will be granted on a case-by-case basis and at the Department's sole discretion.
5. Driver Orientation and Support: The service provider must provide service to drivers in compliance with the following guidelines:
- a) Each driver will be provided with disposable mouthpieces for use with the device, at no cost to the driver or the State. The manufacturer shall ensure the availability of additional mouthpieces. The service centers must keep an adequate inventory of the mouthpieces to be made available to drivers.
 - b) The manufacturer will provide each service center with a demonstration BAIID unit that will be used to train drivers in the device's features and use. This device must be the same model or models as certified for use in South Carolina.
 - c) The manufacturer will develop instructional materials for drivers and others who must drive a vehicle equipped with the device.
 - d) When a device is installed in a driver's vehicle, the service center shall, at no cost to the State or driver, conduct an instructional orientation in the device's use. The driver shall also be provided with written instructions on the use, care and cleaning of the device.
 - e) The Department will provide the service providers with a training video about the IID Program. The service providers will make this video available to drivers at the orientation described in Subsection (F)(5)(d) above.
 - f) The Department will provide to service centers a driver checklist form. When the device is installed and the driver has undergone the instructional orientation, the drivers must fill out and sign the driver checklist. A service provider's employee will also sign the checklist.



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- g) The manufacturer shall develop a reference and problem solving guide which shall be given to drivers at the time of installation, at no cost to the State or driver. The guide shall include information on the location of service centers, servicing procedures, emergency procedures and a conspicuous warning that the device can detect the driver's attempt to tamper with or circumvent the device. The guide should also include the type of motor vehicle malfunctions or repairs that might affect the device and the procedures to follow when such repairs are necessary.
 - h) During normal business hours the service centers shall be available to answer driver's questions relating to the device installed in the driver's vehicle, or to handle any mechanical problems relating to the device, including the repair or replacement of an inoperable or malfunctioning device.
 - i) The manufacturer shall provide a twenty-four (24) hour toll-free phone number to all drivers for emergencies relating to use of the device.
 - j) All driver inquiries shall be responded to within twenty-four (24) hours of the driver's initial contact. Within forty-eight (48) hours of initial contact, when necessary, a repair or replacement of a device shall be completed. Any changes or alterations to the device that appear to have been made by the driver shall be reported to the Department within forty-eight (48) hours of discovery.
6. Service and Monitoring Requirements: The service providers must provide effective and efficient regularly scheduled maintenance to drivers and transmit device data downloaded from devices to the Department in compliance with the following standards:
- a) Inspections of each device shall occur within sixty (60) days after the initial installation and every sixty (60) days thereafter. Service Centers may not schedule a regular inspection on a future date that is more than 60 days after the previous inspection.
 - b) Calibrations: The service center shall perform a calibration check of the device at each inspection. Using a reference sample device, the service center will verify that the device measures a reference sample to a tolerance range of within plus or minus .005 grams of alcohol / 210 liters air of the known concentration of the reference sample used. If the calibration check of a device indicates that the device is not measuring the reference sample within the tolerance range stated above, then the service center must re-calibrate the device or replace it.
 - c) The manufacturer shall maintain records on every driver including the results of every inspection. Records relating to a driver's participation in the program are for the sole use of the Ignition Interlock Device Program. All request to manufacturers of service providers by any person for records relating to a driver's participation in the IID Program shall be referred to the Department. The device data relating to a driver's participation in the IID Program may be retained for a period not to exceed twelve months after the driver's successful completion of the IID Program, but device data should not be purged until the Program Administrator has confirmed the driver's IID Program requirement is complete. Hard-copy paper records kept at the service centers must be kept secured and accessible only to employees that have been approved by the Department. Records may be maintained electronically.
 - d) Tamper Seal and Warning Label Check. At each inspection, or whenever drivers visit service centers for maintenance to the device, a technician will visually inspect the vehicle and device to confirm that all tamper



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seals and warning labels are intact. The service provider must promptly report, in writing, to the Department and to the manufacturer's representative, any evidence of the following:

- i. Alterations to the device or its components, including its removal;
 - ii. Evidence that the device has been tampered with or circumvented;
 - iii. Any other evidence that the driver is not complying with the terms and conditions of the IID Program, such as the failure to comply with regularly scheduled inspections.
- e) The manufacturer shall be responsible for purchasing computer hardware that is compatible with the Department's presently existing computer systems.
7. Facility and Personnel Requirements: A manufacturer's service provider must establish service centers and employ personnel according to these standards:
- a) Each manufacturer or service provider will establish security measures at its service centers to ensure that unauthorized personnel cannot access device data or other confidential driver information.
 - b) Service centers shall provide a designated waiting area for drivers where neither the driver nor others who are not employees may witness the installation, removal or inspection of devices.
 - c) Each Service Center shall post, in a conspicuous location visible to drivers, a list of all fees and the amount of all fees charged for services relating to the IID Program.
 - d) No employee of a manufacturer or service provider who works at the service centers and who is a technician or who has access to device data, other driver information, or performs duties substantially related to the IID Program, may have been convicted of a crime substantially related to the qualifications, functions, and duties related to the installation and inspection of the devices. This may include, but is not limited to, persons:
 - i. Convicted of any alcohol or drug-related offense within the last 3 years.
 - ii. Convicted of more than one alcohol or drug-related offense overall.
 - iii. Convicted of perjury, forgery, sworn or unsworn falsification, or other crimes of moral turpitude.
 - iv. Convicted of tampering with an ignition interlock device.
 - v. Who are currently being supervised or monitored by this Department or have been supervised or monitored by this Department within the three (3) previous years.
 - vi. Who are currently serving a criminal probationary term that is supervised by another authority.

The reasons listed above are not exclusive, and the Department has the sole discretion to determine what crimes are substantially related to the qualifications, functions and duties related to the inspection and installation of BAIIDs.



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- e) The IID Program is intended to serve and protect the public and the Department further retains the discretion to bar employees from performing IID Program-related duties for reasons that may not extend from a prior criminal offense but that the Department determines may threaten the integrity of the IID Program.
 - f) The program administrator must be promptly informed if the manufacturer or service provider becomes aware that an employee covered by this subsection has committed one of the crimes described above while presently employed by the manufacturer or service provider.
 - g) The Department will conduct an annual criminal record check of service center employees who work as technicians or perform duties substantially related to the IID Program. The record check will be made through the South Carolina Law Enforcement Division (SLED) and National Criminal Information Center (NCIC). The Department will also conduct a driver's license record check of these employees.
 - h) If the criminal record check of an employee or applicant described in Subsection (E)(7)(d) above reveals that the employee or applicant has committed a crime substantially related to the qualifications, functions, and duties related to the installation and inspection of the devices, the manufacturer / service provider shall remove that employee from any duties substantially related to the IID Program. Applicants with such a record may not be hired in order to do work substantially related to the IID Program. Failure on the part of the manufacturer or service provider to comply with this subsection may result in suspension or decertification of the service provider, service center, or manufacturer.
 - i) Technicians must maintain an active driver's license. On discovery that a technician, or an applicant to be a technician, does not have an active driver's license, the Department will notify manufacturer in writing of the deficiency. The technician must obtain an active driver's license within thirty (30) days of the Department's notice. If the technician fails to do so, the Department will revoke its approval of the technician, and the service provider must immediately remove the technician from performing work substantially related to the IID Program. A technician or applicant to be a technician who has an out-of-state driver's license must provide to the Department with a ten year driving record to be submitted with their application and each year thereafter.
8. Evaluations, Reports and Information Dissemination. The manufacturer will provide information requested by the Department including, but not limited to the following:
- a) The manufacturer will provide a quarterly report to the Department. The Department will provide the quarterly report form, and the manufacturer will fill out the form and provide the information requested by the form.
 - b) When vehicles are inspected the service provider will download the device data recorded by the BAIID. Device data is to be used solely for the Department's internal purposes and should not be released to the driver. The manufacturer will report the device data to the Department via a "real time" web-based application. Each report shall contain the following information:
 - i. Driver's name and date of birth;
 - ii. Driver's II Restricted driver's license number;
 - iii. License plate number and Vehicle Identification Number (VIN) of the vehicle(s) in which the device is installed;



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- iv. Date of the device's installation or removal, when applicable;
 - v. Reason for removal, when applicable;
 - vi. All data required by the protocol regulating the electronic interface between the Department and the Manufacturer's communications systems.
- c) All manufacturers shall notify the Department when devices are installed in or removed from driver's vehicles. This notification and report shall be made via real time email notification or by any other method required by the Department.
- d) The manufacturer shall provide to interested drivers information about its device or devices, and the costs associated with the installation of its device(s) and participation in the IID Program. The Department has the discretion to review all informative materials developed by the manufacturer that is intended to be distributed to the public in South Carolina, and the release of such materials is subject to the Department's prior approval.
- e) The manufacturer or service provider shall notify the Department if it becomes aware of a motor vehicle accident involving a vehicle equipped with a device that is driven by a person participating in the IID Program. The manufacturer shall also notify the Department if it becomes aware that a driver's vehicle equipped with a device is repossessed. On becoming aware of an accident, the manufacturer shall immediately provide to the Department the name of the driver and if known, the location where the accident occurred, and any other information relating to the accident, including the name of any investigating officer, whether there is evidence of tampering or circumvention of the device, whether or not there is suspicion or evidence of alcohol or other substances involved in the incident, whether there is evidence that a device malfunction occurred and may have been factor in causing the accident, if there is pending litigation due to injuries or death resulting from the accident and any other relevant information. After the manufacturer's initial notice to the Department of such an accident, it will notify the Department in a timely manner of any further information discovered that relates to the accident. If the Manufacturer is contacted by law enforcement investigators seeking data recorded by a device installed in a vehicle that was involved in an accident, the manufacturer will refer the investigators to the Department.

9. Removal of the Device:

- a) Prior to removal of a device, the service center must receive written authorization from the Department. However, it may be that a driver demands that the device be removed without getting prior authorization from the Department. In such cases the service center may do so, but must immediately contact the program administrator to inform the Department of the removal.
- b) Drivers may have the Device currently installed in their vehicle removed and replaced with a Device made by a different manufacturer. However, Drivers must obtain the Department's written permission before doing so.
- c) When devices are removed, all components of the vehicle altered during the initial device installation or during maintenance to the device shall be restored to their original condition. Device removals must not impair the continued safe operation of the vehicle. Devices must be removed promptly and the vehicle returned to its normal operating condition. All scotch locks used in the installation of the device must be removed and all severed wires must be permanently reconnected by soldering and insulated with heat shrink tubing.



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- d) No manufacturer or service center shall remove another manufacturer's device without making a reasonable attempt to obtain the written consent of the installed device's manufacturer prior to its removal.

Failure of the manufacturer and or service center provider to abide by the terms and conditions as stated in the preceding paragraphs 1-7 may result in decertification of the manufacturer, service center provider and or device.

In order to create a competitive distinction for Service Center Providers and a framework for continuous quality improvement, the Ignition Interlock Device Programs staff will conduct an annual inspection of each Service Center Provider. The purpose of the annual review is to review business operations that relate to the IIDP and to ensure adherence to state law and the contract between the State and the Manufacturer.

Acknowledgment for Service Center Providers

I, _____ acknowledge that I have read, understand, and received a copy of
(Name of Service Center Provider/Owner)

the Minimum Standards for Ignition Interlock Device Service Center Providers. The services provided by my business

(Name and Address of Business)

is in compliance with the South Carolina Department of Probation, Parole, and Pardon Services Minimum Standards for Ignition Interlock Device Service Center Providers.

Signature of Service Center Provider

Date

Signature of Vendor Oversight Liaison