



POLICY AND PROCEDURE STATEMENT INT – 3.1.0 SERVICE CENTER INSPECTION

Purpose: This policy and procedure applies to BOT staff regarding licensed interlock service center site inspections in the State of Oklahoma. It applies to all Oklahoma BOT licensed ignition interlock service center locations.

Effective Date: 10/01/2020

Superseded Policy: N/A

References: 47 O.S. §759;
40:50-1-1.1, 40:50-1-2, 40:50-1-3, 40:50-1-4.1, 40:50-1-5, 40:50-1-6.1
40:50-1-7, 40:50-1-7.3, 40:50-1-8, 40:50-1-8.3, 40:50-1-10

Related Forms: BOT Form 3.1.0 (Inspection Report)

Approved By: Joshua Smith

The Board, in compliance with the Oklahoma Administrative Code Title 40 chapter 50-1-7, will strive to complete, at a minimum, one (1) service center inspection annually at all licensed service centers within the state. Such inspections will be carried out by a designated BOT representative. To ensure clarity and visibility on what an inspection may entail, a policy and procedure has been drafted to aid service centers, manufacturers and Board staff. Inspections may not involve every category listed below because some inspection categories rely on real-time services occurring onsite.

1. PRE-INSPECTION

The designated BOT representative shall use BOT Form 3.1.0 or its revisions for conducting on-site inspections. Prior to visiting the service center site, it is recommended that the BOT representative prepare the following information to bring with them.

- a. Service center license number
- b. List of licensed technicians and associated license numbers

2. ONSITE INSPECTION

Upon arrival/entry into the service center site, the BOT representative shall identify themselves and request to speak with personnel licensed by the Board. If no technicians or other licensed personnel are onsite, then the representative will ask to speak to the site manager or supervisor. The BOT representative will state the reason for the inspection and begin the inspection. The BOT representative will begin the inspection by verifying the following information.

- I. Administrative review
 - a. Is the service center licensed? **[CRITICAL]**
 - b. Does the service center complete installs, calibrations, maintenance and removals?
[CRITICAL] (SUBJECT TO REVOCATION)
 - c. Does the service center agree to allow an inspection? **[CRITICAL] (SUBJECT TO REVOCATION)**
 - d. Has the service center had a change of address and reported it to BOT within 15 days?
 - e. Is a fee schedule posted and visible to the customer?
 - f. Is a licensed technician present, license number?
 - g. If no technician is present, are hours posted to the public?

- h. Are there any non-licensed employees present, how many?
- i. Gas Standard information and verify Certificate of Analysis
- j. Verify altitude adjustment at site location, if possible

II. Installation review

- a. Is a Board approved device being installed? [CRITICAL]
- b. Are tamper seals properly displayed on the device and critical wiring points?
- c. Is a waiting area separate from the installation area provided for the participant? [CRITICAL]
- d. Are licensed personnel conducting the installations? [CRITICAL]
- e. Are the site customer records in a secure location inaccessible to unauthorized persons?
- f. Did the service center provide an Installation Verification to the customer post installation?

III. Maintenance and Calibration review

- a. Are licensed personnel conducting the maintenance and calibration check? [CRITICAL]
- b. Did the service center swap out and/or replace device that does not meet maintenance and calibration requirements?
- c. Was maintenance and calibration conducted on an operable vehicle as defined by the Board?
- d. Does licensed personnel inspect wiring upon suspicion of tampering or circumvention?

IV. Removal review

- a. Is a waiting area separate from the removal area provided to the participant/customer? [CRITICAL]
- b. Are licensed personnel conducting the removals? [CRITICAL]
- c. Did the service center provide removal documentation to the customer after removal services were completed?

3. POST INSPECTION

After the designated BOT representative has completed the inspection, a review of the findings will be explained to the service center staff. Any minor violations will be corrected verbally and notated on BOT Form 3.1.0. The BOT representative will make efforts to train and educate the service center to correct the violation. Any violations found or observed that are marked “[CRITICAL]” as cited above will be documented on BOT Form 3.1.0 and will require Board action.

4. ACTIONS/REVOCATIONS/SUSPENSIONS

Actions, Revocations or Suspensions taken against a licensed service center will be documented on the inspection report by the designated BOT representative. No administrative actions shall be taken on site by the BOT representative.

- a. Suspension restrictions imposed upon a service center shall be clearly written and explained. Length of suspensions imposed upon a service center shall be clearly written and explained. Each individual “[CRITICAL]” violation found or observed may be penalized consecutively to other violations observed.
- b. Revocation of a licensed service center may occur if a licensed service center refuses to allow an inspection or refuses to provide all services encompassing ignition interlock devices. Such revocation shall be clearly written and documented on BOT Form 3.1.0.
- c. Revocation of a licensed service center shall occur if a suspended service center willfully fails to abide with the suspension restrictions.

5. DISTRIBUTION OF INSPECTION REPORT

The completed inspection report shall be filed in the Ignition Interlock manufacturer/service center file located at the administrative offices of the Board.

Copies of the inspection report shall be forwarded to the appropriate recipients below.

- a. The manufacturer and/or its designated representative.
- b. The service center manager and/or any other interested parties who have expressly requested such documentation.
- c. The State Director of the Board of Tests

6. APPEAL PROCESS

An appeal of any action issued may be made in the following manner:

- a. The Director
 - i. A request for appeal must be received at the administrative offices of the Board within 30 days of the date of action.
 - ii. Upon proper submission, the Director shall issue an administrative order sustaining or overruling the action within 30 days.
- b. The Board *en banc*
 - i. A request for appeal of an administrative order shall be received at the administrative offices of the Board within 30 days of the date of the administrative order.
 - ii. Upon proper submission, the Board *en banc* shall issue a final administrative order sustaining or overruling the administrative order. (Board *en banc* rulings will be made at Board meetings)
 - iii. An appeal of a final administrative order of the Board *en banc* may be made in accordance with the requirements in the Oklahoma Administrative Procedures Act, 75 O.S. 250, et seq.