

Interlock Focus



Quarterly newsletter for the interlock industry

Brought to you by: **Intoxalock**

2014 ignition interlock legislation surpasses expectations

17 pieces of legislation received the signature of their Governor and became law in 2014, and three legislatures are still in session. Because this is the off year of the two year legislative cycle (Texas, North Dakota, Nevada and Montana did not have any session at all) this was expected to be a more modest year for interlocks.

In addition to conventional wisdom being wrong about 2014's legislative haul, it was also wrong about the scope. The legislation passed so far in 2014 is expected to add 24,000 interlocks to our roadways. 2014 will also go down as the year that the number of states that require interlocks for all offenders reached the halfway point. 25 states now require an interlock no matter what the BAC or the number

of offenses. Finally, 2014 was also the year that some states chose to adopt the voluntary 2013 NHTSA interlock device standards.

2015 will not only have more legislation but also changes in device technology. Washington and Minnesota already decided they are going to require advanced technology devices (those with cameras, GPS and real-time reporting). Three other states are also considering such a move. Florida and Indiana will go the half step route and require camera devices. It is now expected that some time in early 2016, regular base-level interlock devices will represent the minority in the interlock fleet. History shows that once an older technology is eclipsed there is a rush to move to the



latest versions by the remaining states. Because of the usefulness of the new features to the monitoring authorities this transition should be relatively rapid.

In our next newsletter we will breakdown the 2015 legislation state by state. Stay tuned. ■

Intoxalock enters Mississippi

With April upon us most capitol domes are a flurry of activity as crucial deadlines loom. Somewhat unexpectedly, ignition interlock legislation is as hot as ever. With this being the midyear of the two year legislative cycle and many states having only shortened budget sessions, not to mention four states having no session at all, 2014 was expected to be a lighter year for interlock legislation.

A new ignition interlock law in Mississippi requires all drunk driving offenders to install an ignition interlock device (IID) in order to continue to drive. A first-time DUI offender in Mississippi is required to fulfill a 90-day license suspension; The requirement for a

second-time DUI offender is one year and third-time DUI offenders is three years. In order to continue driving or regain their license, one must obtain an ignition interlock restricted license. To qualify, drivers must install an IID and provide proof of installation. In some cases where a court order exists, offenders may also be required to install an IID that includes a camera.

The State of Mississippi provided approval to Intoxalock to enter the market in early October marking it as the 40th state in which Intoxalock provides state approved IIDs. Commitments with over 20 authorized installation centers across the state will bring the Intoxalock service center location total to over 1,300

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– MOTHERS AGAINST DRUNK DRIVING

nationwide. In Mississippi, Intoxalock will offer both our Intoxalock Legacy device and our advanced technology camera inclusive device, Intoxalock eLERT.

Mothers Against Drunk Driving says that the new law in Mississippi is a key victory in its campaign to eliminate drunk driving, and they are focused on passing similar legislation in all 50 states. ■

Intoxalock adds new Service Center Director

Wayne Mitchell will be responsible for the Intoxalock installation network that now totals over 1,300 service center locations nationwide. Mitchell will focus on continued service center growth, customer service, program compliance and performance.

Prior to joining Intoxalock, Mitchell held various U.S. and International executive positions during his 15 years with ALLDATA, with his most recent title being Director of Sales and Operations. Prior to ALLDATA, he held sales and management roles with various

automotive repair facilities. Mitchell is an ASE certified technician and holds an airframe and powerplant license. His education includes Westwood College of Aviation, Regis University and Vanderbilt Owen School of Management.

Mitchell outlines his goal for the newly created position simply: “To improve the quality of the customer experience



WAYNE MITCHELL

by implementing improvements to the service center selection and training programs and adding value to our service center network partners.” He goes on to say that he looks forward to getting started by, “Listening to our customers and service centers in order to learn about their experiences and capture ideas for improvement.” Please help us in welcoming Wayne to the Intoxalock team! ■

The benefits of centralized management

One of the things that separates Intoxalock from other ignition interlock companies is our focus on centralized management. A centralized management model provides for the highest level of quality assurance and delivers many advantages such as centralized records, in-house calibration, and a dedicated compliance staff. All of these play a role in state authorities' selection of Intoxalock as their preferred ignition interlock provider.

“Our goal at Intoxalock is to deliver the most efficient and most reliable ignition interlock experience,” explains Fernando Velazquez, Intoxalock VP of

Operations. “We streamlined the ignition interlock process reducing the number of parties involved in performing critical functions.” The Intoxalock quality assurance protocol also ensures data accuracy and integrity with in-house qualified technicians being the only ones that handle the device and data downloads. This is a very important distinction versus our competition, as it prevents data tampering and delayed data reporting and provides assurance to reporting authorities that all devices sent into the field are properly calibrated and configured and that data integrity is maintained.

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– FERNANDO VELAZQUEZ, Intoxalock VP of Operations

If you have any questions regarding centralized management or have questions about how this can benefit your client, please contact us at MoreInfo@Intoxalock.com and you will be contacted by your state compliance coordinator. ■

Intoxalock.com launches eCHAT feature

At Intoxalock, we know that technology is always changing and time is valuable. Customers have spoken, and we know that many no longer have the time to wait on the phone, or sometimes even time to make a phone call. Earlier this month, Intoxalock launched an online platform, Intoxalock eCHAT, to better serve our customers and meet the growing need to save time. We are the first and the ONLY ignition interlock provider to offer this service and we're confident that eCHAT, combined with our 24/7 phone support, will meet all of our customer's needs.

The new eCHAT platform includes access to live customer service agents who are ready to help customers with issues ranging from logging into their online account, to making a payment or troubleshooting device usage.

Jason Schwickerath, Intoxalock Call Center Director, could not be happier. “In the few short weeks since the launch, we've reduced our call volume significantly and we're hearing great feedback from customers on just how quickly and easily we've been able to resolve their issues.” ■

