

# OREGON STATE POLICE

## IGNITION INTERLOCK DEVICE OVERSIGHT PROGRAM



## SERVICE CENTER REQUIREMENTS AND INSPECTION PROCEDURES

(OSP 257-0039 - Effective 03/01/2022)

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## **PREFACE**

The Oregon Department of State Police - Ignition Interlock Device Oversight Program (OSP-IID) Service Center Requirements and Inspection Procedures provides uniform guidance and inspection standards conducted by OSP-IID. Pursuant to Oregon Administrative Rule (OAR) 257-100-0025(4), OSP-IID shall conduct initial service center inspections and annually thereafter for the service center to maintain certification.

A service center shall be conducted only after receiving a completed application and payment. Unless authorized by the IID Program Sergeant, a service center inspection may not be conducted more than 90 calendar days prior to the current certification expiration date.

## **MISSION STATEMENT**

The mission of the Oregon State Police's Ignition Interlock Device Oversight Program is to provide premier ignition interlock services and public safety through increased compliance and oversight of device, technician, and service center operations throughout Oregon.

## **SERVICE CENTER INSPECTION**

### **New Application Inspection**

Pursuant to Oregon Administrative Rule (OAR) 257-100-0025(6), OSP-IID shall conduct a physical service center inspection using the Ignition Interlock Device Service Center Inspection Report (OSP Form 257-0005) before a service center may be initially certified. The inspection must result in a passing score and the service center will have up to three opportunities to obtain such score.

### **Annual / Renewal Inspection**

As described in OAR 257-100-0025(6), OSP-IID shall conduct an annual physical inspection of the service center for the service center to remain certified. The inspection must result in a passing score and the service center will have up to three opportunities to obtain such score.

If a physical inspection is not possible due to an unforeseen natural hazard, or due to directives given by the department, a virtual inspection may be utilized. OSP-IID should contact the service center and ensure a virtual inspection is possible. OSP-IID shall follow guidance outlined in the Oregon State Police Ignition Interlock Device Standard Operating Procedures (SOP) manual when conducting virtual inspections.

If a virtual inspection is conducted in lieu of a physical inspection due to extenuating circumstances, a physical inspection must be conducted as soon as possible.

### **Random Inspection**

As authorized in OAR 257-100-0025(6), OSP-IID may conduct a random inspection of the service center to confirm continuous compliance with program rules and regulations. The random inspection shall be conducted using OSP Form 257-0005.

## **Service Center Name / Business Logo**

The service center must clearly be marked on the exterior of the business with the name of the company/business and logo (if applicable). The business name and logo must be plainly visible and capable of being read at all times by the public.

## **Service Center Hours of Operation**

The service center has posted the hours of operation for ignition interlock device services. The operation hours must be plainly visible and capable of being read at all times by the public. The operational hours posted must match the service center application. Service centers are not permitted to have “By Appointment Only” or similar designation for hours of operation.

## **Waiting Area / Training Area**

The service center must have a designated waiting area separate from the service area. The designated waiting area must be partitioned from the service area so an individual may not view the installation or removal of the device.



## **Price List**

The service center has posted a current copy of the maximum fees and rates an individual may be charged for all device services including, but not limited to the monthly lease amounts, any shipping fees, any additional charges anticipated for routine calibration, and service checks. These posted fees and rates must be plainly visible and capable of being read at all times by the public.

## Complaint Information Notice

ORS 813.670 requires OSP-IID to develop and maintain a complaint process. The service center posts the OSP service center complaint form information where it is visible to the public. To obtain or retain certification, the service center must post the OSP Service Center Complaint Information Page (OSP Form 257-0034) where it is visible to the public. To receive a passing score, the OSP Service Center Complaint Information Page must be the most current version. Previous versions or ODOT version will not be accepted.



## Service Center Certificate

Upon certification, the service center will be issued a Service Center Certification certificate. The service center shall post the certification certificate in a location within in the service center that is visible to the public. The certificate must be posted to receive a passing Random Inspection.



## Client Files

Although not a standard practice with all manufacturer's representatives, some service centers may keep/store client records regarding the IID Program at the service center. If a service center maintains records of the clients, their applicable files shall be kept in a safe and secure location (file cabinet, safe, lock box, etc.).

## Device Instruction

Each IID Technician should have the ability to explain basic instructions of how to use the specific manufacturer's representative's ignition interlock device. Basic instruction may include the following:

- How to properly submit a breath sample;
- How to operate the device and start their vehicle;
- When a breath sample should be given;
- How long the client has to provide a breath sample;
- How to prevent/minimize contaminated breath samples (food, etc); and
- What specific sounds or light indicators mean.

## **Device User Guide**

The service center should have reference / training materials to provide to the client prior to leaving the service center. Some manufacturer's representatives provide this information to the client before the service appointment. It is always a good practice to ask the service center if they have this documentation during an inspection.

## **Training Videos**

Often located in the designated waiting area, the service center must have appropriate equipment available for customers to view training videos provided by the manufacturer, manufacturer's representative, and/or OSP-IID.

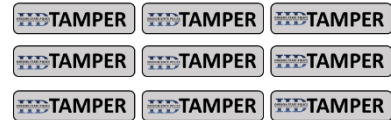
## **Demonstration Device**

Pursuant to OAR 257-100-0025(j) the service center must have a device available at each service center location for individual customers to use prior to installation. The device must power on, accept an acceptable breath sample, and be programmed with anti-circumvention features. Each IID Technician must be able to operate the demonstration device to receive a passing score.



## Tamper Tape Supply

Each service center must have ample supply of tamper tape on hand. The design of the tamper tape is specific to each manufacturer's representative and differs from one another. See examples below of Tamper Tape.



## Mouthpiece Supply

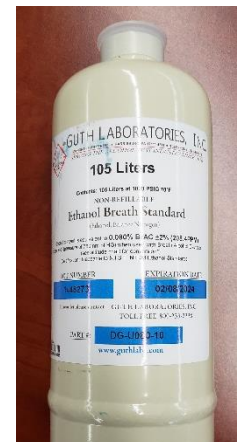
Each service center must have ample supply of mouthpieces on hand for each device model they service. Some service centers only service one device model (manufacturer's representative), while other could service three or four device models (manufacturer's representative). The design of the mouthpiece is specific to each device model.

## Stock Device Supply

The service center must have a minimum of two (2) full device installation kits on hand for every device model they service. These additional kits are for same day installation. Anything less than two "Same Day" kits will result in a failed inspection.

## Dry-Gas Calibration

Pursuant to OAR 257-100-0055, manufacturer's representatives and/or service centers shall only use dry-gas solution (ethanol alcohol standard) with an alcohol reference value between 0.020 grams per 210 liters (g/210L) and 0.050 g/210L to calibrate devices. Wet-Bath simulators are not authorized. The dry-gas solution must be stored in an environment where the temperature range remains between 50° and 104° Fahrenheit. Using a digital temperature meter, OSP-IID should verify compliance during the service center inspection.



The dry-gas solution must have either a Certificate of Analysis (COA) affixed to the cannister or readily available for inspection. The solution expiration date may not exceed 3 years from the date of preparation, and the lot or batch number.

The cannister must be at or above 50 pounds per square inch (psi). If below 50 psi, the cannister must be taken out of service. If the service center does not have a replacement on hand, the inspection will be deemed as failed.

### Technician Information

The service center maintains technician qualification records with the manufacturer’s representative for all employed service center ignition interlock device technicians during the term of employment and for five years following termination of employment. The applicable IID Technician documents must be available for review by OSP-IID.

During an inspection, OSP-IID shall annotate whether or not an IID Technician is present during the inspection. OSP-IID shall make all attempts to test an IID Technician’s ability to operate a demonstration device. It is not required to test every IID Technician assigned to the service center.

It is recommended for OSP-IID to document the proficiency of an IID Technician during a calibration (if/when available).

### Inspection Status

Discrepancy	New	Annual	Random
Business Name / Logo (if applicable) not visible.	Fail	Fail	Fail
Service Center hours of operation not posted.	Fail	Fail	Fail
No Waiting Room / Training Room	Fail	Fail	Fail
No Price List posted	Fail	Fail	Fail
Complaint Information Notice not posted or not current version.	Fail	Fail	Fail
Service Center Certificate not posted.	Pass	Pass	Fail
No Demo Device	Fail	Fail	Fail
Client Files not secured.	Fail	Fail	Fail
Technician unable to provide basic device instructions	Fail	Fail	Fail
No manufacturer’s representative user guides for device	Fail	Fail	Fail
No OSP-IID training video	Fail	Fail	Fail
Insufficient supply of Tamper Tape – vendor specific	Fail	Fail	Fail
Insufficient supply of device mouthpieces	Fail	Fail	Fail
Additional Devices (2 each)	Fail	Fail	Fail

Dry-Gas canister expired	Fail	Fail	Fail
Tank Pressure below 50 psi	Fail	Fail	Fail
Tank stored in unsafe or unsecured manner	Fail	Fail	Fail
Proper tank not proper temperature (50° - 104°) for 24 hours	Fail	Fail	Fail
No Dry-Gas Certificate of Analysis	Fail	Fail	Fail
IID Technician lacks knowledge to perform calibration	Fail	Fail	Fail
IID Technician unable to perform / use Demo Device	Fail	Fail	Fail
Incomplete, expired or disqualifying Technician background	Fail	Fail	Fail
IID Technician background not available	Fail	Fail	Fail
IID Technician Declaration expired or unavailable	Fail	Fail	Fail
IID Technician failed or unable to provide OSP IID Test	Fail	Fail	Fail

## Follow-up Inspections

Pursuant to OAR 257-100-0025, if a service center fails to meet minimum certification requirements upon an inspection conducted by OSP-IID, the service center shall have 14 calendar days to correct all noted disqualifying factors.

OSP-IID will conduct a “Follow-up Inspection” after 14 calendar days have passed, or if the manufacturer’s representative or service center has notified OSP-IID in writing that the disqualifying factors have been corrected. If the Follow-up Inspection is failed, the service center shall have an additional 14 calendar days to correct all noted disqualifying factors.

OSP-IID will conduct a “Final Inspection” after 14 calendar days have passed, or if the manufacturer’s representative or service center has notified OSP-IID in writing that the disqualifying factors have been corrected. If the Final Inspection is failed, the service center certification or re-certification will either be denied. The service center has only 3 opportunities to pass an inspection.

## Mobile Service Center Inspections

A mobile service center operating in Oregon are subject to the same inspection criteria as a fixed site service center. In addition to the requirements listed above for a mobile service center shall also comply with the following requirements:

### Registration

The associated vehicle registration must valid as described in ORS 803.415. The vehicle registration must be available for review and carried with the operator or

vehicle during operation. The associated registration plates must be affixed to the vehicle as outline in ORS 803.540 and 803.560.

### **Liability Insurance**

The vehicle must have and maintain valid liability insurance as described in ORS 806.080. Proof of liability insurance must be available for review/confirmation and carried with the operator or within the vehicle during operation.

### **Operator’s License**

The operator of the mobile service center must have valid driving privileges in the State of Oregon. The operator must possess an Oregon Driver License if residing in Oregon or possess a driver’s license from another jurisdiction (Washington, California, Idaho, etc.) if the operator lives in that jurisdiction.

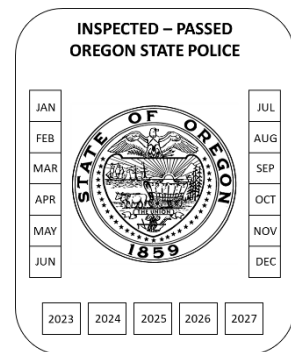
### **Manufacturer’s Representative Logo**

In accordance with OAR 257-100-0030 (dated 2022), the associated manufacturer’s representative(s) business logo shall be displayed on the exterior of the vehicle. The location of the logo shall be placed in a clear, unobstructed view and easily visible to the public.

### **Inspection Sticker**

After obtaining a passing mobile service center inspection, the inspecting OSP-IID member shall affix and Oregon State Police inspection sticker in the inside, upper left (driver side) section of the front windshield.

The month and expiration year must be punched, using a standard hole punch.



## **REPORTING THE INSPECTION**

### **Passed Service Center Inspections**

When a service center receives a passing inspection, the inspecting OSP-IID member shall submit the inspection report to the OSP-IID Professional Staff for processing. The Professional Staff will send the applicable manufacturer's representative a copy of the inspection form along with the updated/new certification certificate.

### **Failed Service Center Inspections**

When a service center receives a failing inspection, the inspecting OSP-IID member may send the failed inspection report directly to the manufacturer's representative, including (courtesy copy or "cc") the Program Sergeant and the Professional Staff at [ospiid@osp.oregon.gov](mailto:ospiid@osp.oregon.gov). The inspecting OSP-IID member should note in the email which inspection state (Initial, Follow-up, or Final) was failed.

# Service Center Inspection Report Example



## OREGON IGNITION INTERLOCK DEVICE OVERSIGHT PROGRAM SERVICE CENTER INSPECTION REPORT



Section 1 – Service Center Description							
SERVICE CENTER NAME				SERVICE CENTER CERTIFICATION NUMBER			
POINT OF CONTACT			PHONE	EMAIL			
MANUFACTURERS REPRESENTATIVE			DEVICE MODEL AND VERSION NUMBER				
Section 2 – Inspection Information							
DATE	TIME	INSPECTION TYPE		INSPECTION STATE			
		New <input type="checkbox"/>	Annual <input type="checkbox"/>	Random <input type="checkbox"/>	Initial <input type="checkbox"/>	Follow-up <input type="checkbox"/>	Final <input type="checkbox"/>
WHERE THE FOLLOWING ITEMS ACCEPTABLE?							
Service center name/logo (visible exterior)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Basic device instruction			<input type="checkbox"/> Yes <input type="checkbox"/> No		
S/C hours of operation (visible)	<input type="checkbox"/> Yes <input type="checkbox"/> No	User guide			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Waiting area/ training area	<input type="checkbox"/> Yes <input type="checkbox"/> No	Video training			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Price list (visible)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Demo device (operational)			<input type="checkbox"/> Yes <input type="checkbox"/> No		
SC complaint info (visible)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Tamper tape supply			<input type="checkbox"/> Yes <input type="checkbox"/> No		
SC certificate (visible)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mouthpiece supply			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Client files secure	<input type="checkbox"/> Yes <input type="checkbox"/> No	Device supply (min. of 2)			<input type="checkbox"/> Yes <input type="checkbox"/> No		
MOBILE SERVICE CENTER ONLY							
License	<input type="checkbox"/> Yes <input type="checkbox"/> No	Registration	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insurance	<input type="checkbox"/> Yes <input type="checkbox"/> No	Logo	<input type="checkbox"/> Yes <input type="checkbox"/> No
Section 3 – Calibration System							
MANUFACTURER		LOT NUMBER		EXPIRATION		TANK PRESSURE	
ALTITUDE USED	Tank stored safely? <input type="checkbox"/> Yes <input type="checkbox"/> No		Proper temp. for 24hrs? (50°-104°) <input type="checkbox"/> Yes <input type="checkbox"/> No		Certificate of analysis? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If not, temp.?							
Section 4 – Technical Information							
TECHNICIAN NAME		AVAILABILITY	COMPETENCY	BACKGROUND	DECLARATION	IID TEST	
		Present <input type="checkbox"/>	Calibration <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Not Avail <input type="checkbox"/>	Demo Device <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Present <input type="checkbox"/>	Calibration <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Not Avail <input type="checkbox"/>	Demo Device <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Present <input type="checkbox"/>	Calibration <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Not Avail <input type="checkbox"/>	Demo Device <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Present <input type="checkbox"/>	Calibration <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Not Avail <input type="checkbox"/>	Demo Device <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Section 5 - Conclusion							
Inspection status		<input type="checkbox"/> Pass <input type="checkbox"/> Fail			Follow-up needed <input type="checkbox"/> Yes <input type="checkbox"/> No		
ADDITIONAL NOTES							
INSPECTING TROOPER NAME			INSPECTING TROOPER SIGNATURE		DATE OF REPORT		

## Complaint Information Notice Example

# IGNITION INTERLOCK DEVICE COMPLAINT NOTICE

If you have a problem with services provided by an ignition interlock device company or service center and the issue is not being addressed, please contact us. Include your contact information and details about your complaint. A program representative will be in contact with you.

Si tiene una queja con respecto a un dispositivo de enclavamiento de encendido o un centro de servicio, utilice el código QR a continuación o [ospiid@osp.oregon.gov](mailto:ospiid@osp.oregon.gov) por correo electrónico. Incluya su información de contacto, detalles sobre la queja y la ubicación del centro de servicio. El Programa de Supervisión de Dispositivos de Enclavamiento de Ignición de la Policía Del Estado de Oregon abordará su consulta.

Свяжитесь с нами, если у вас возникли проблемы с услугами, предоставляемыми компанией блокираторов зажигания или на станции обслуживания, и проблема не решена. Предоставьте свою контактную информацию и опишите характер вашей жалобы. Представитель программы свяжется с вами.

如果您就点火互锁装置公司或服务中心所提供之服务发生问题，而相关事项并没有得到解决，请与我们联系。请包含您的联系信息及有关您所投诉事项的详尽资料。计划的代表人员将会与您连系。

Nếu bạn gặp sự cố với dịch vụ do công ty Thiết bị Khóa Khởi Động (IDD) hoặc trung tâm dịch vụ cung cấp và vấn đề chưa được giải quyết, vui lòng liên hệ với chúng tôi. Bao gồm thông tin liên hệ của bạn và chi tiết về khiếu nại của bạn. Đại diện của chương trình sẽ liên hệ với bạn.



Oregon State Police  
Ignition Interlock Device Oversight Program  
Telephone Number: 503-934-0180  
Email: [ospiid@osp.oregon.gov](mailto:ospiid@osp.oregon.gov)



For questions regarding the oversight program, please visit:  
<https://www.oregon.gov/osp/programs/Pages/Ignition-Interlock-Device-Program.aspx>

# Service Center Certification Certificate Example

**Oregon State Police**  
**Ignition Interlock Device Program**  
3565 Trelstad Ave. SE  
Salem, OR 97317  
(503) 934-0180

The service center whose name appears on this certificate has complied with the provisions of the Oregon Revised Statutes and Oregon Administrative Rules and is hereby authorized to engage in the activity as indicated below.

**CERTIFIED IGNITION INTERLOCK  
SERVICE CENTER**

MANUFACTURER REPRESENTATIVE: Great American IID Company

SERVICE CENTER: Example Service Center - Albany, OR


CERTIFICATION NO.: 0123                      EXP: 12/23

  
Sergeant Michael Pelkey  
Patrol Services Division


DISPLAY THIS CERTIFICATE PROMINENTLY



# IID Technician Declaration Example



**OREGON IGNITION INTERLOCK DEVICE  
OVERSIGHT PROGRAM  
IID TECHNICIAN DECLARATION**



Section 1 – Technician Information

TECHNICIAN NAME	SERVICE CENTER
IGNITION INTERLOCK DEVICE(S) TRAINED ON	

Section 2 - Declaration

I, \_\_\_\_\_, declare and certify the following:

INITIAL \_\_\_\_\_ As an Oregon State Police certified ignition interlock device technician in Oregon, I will be responsible for providing a critical public safety service to reduce the incidence of drivers on the highways and roads of this state who, because of consumption of alcohol, pose a danger to the health and safety of other drivers. The installation of an ignition interlock breath alcohol device provides a means of deterring the use of motor vehicles by persons who have consumed alcohol. I understand the serious nature of this responsibility.

INITIAL \_\_\_\_\_ I am at least eighteen (18) years of age.

INITIAL \_\_\_\_\_ I have read the requirements of Oregon Administrative Rules 257-100-0005 through 257-100-0080, adopted by the State of Oregon regarding performance standards for breath alcohol ignition interlock devices. I understand failure to comply with these rules as they relate to device services I provide as a technician shall be grounds for disqualification by the Oregon State Police and may also result in suspension or revocation of a service center certification or interlock manufacturer device certification statewide.

INITIAL \_\_\_\_\_ I have read Oregon Revised Statutes 813.608 and 813.614, the laws and penalties related to bypassing and tampering with an ignition interlock device. I understand that I may be charged with a Class A traffic infraction if I knowingly assist a person who is restricted to the use of a vehicle equipped with an ignition interlock device to circumvent the device or to start and operate that vehicle.

INITIAL \_\_\_\_\_ I will not perform any work as an ignition interlock technician in Oregon until I am qualified and have successfully completed the training by the respective interlock manufacturer(s).

INITIAL \_\_\_\_\_ I will notify the manufacturer's representative(s) and Oregon State Police of any arrests that would result in disqualification as an ignition interlock device technician.

INITIAL \_\_\_\_\_ I will notify the respective interlock manufacturer's representative immediately upon my conviction of any criminal offense or arrest in relation to my work as an ignition interlock technician and I understand this may be grounds for disqualification.

INITIAL \_\_\_\_\_ I received a score of 80 percent or higher on the knowledge and skills examination.

Further, I attest to the following (initial appropriate option):

YES \_\_\_\_\_ NO \_\_\_\_\_ Do you possess a valid driver's license? If yes, issuing state: \_\_\_\_\_

YES \_\_\_\_\_ NO \_\_\_\_\_ Have you received training from your interlock device manufacturer(s) and do you feel comfortable in your ability to install, remove, calibrate and/or service a certified ignition interlock device and provide related training to clients?

TRAINING DESCRIPTION	DATE OF TRAINING	LOCATION	NUMBER OF HOURS

If more space is needed, attach additional sheet(s) in the same format.  Check here if additional page(s) attached.

257-0006 (10/2021)
Page 1 of 2

# OSP-IID Background Qualification Letter Example



**Oregon**

Kate Brown, Governor

Department of State Police  
Ignition Interlock Devices Program  
Patrol Services Division  
3565 ~~Tule~~ Ave SE  
Salem, OR 97317-9614  
Phone: (503) 934-0180  
Fax: (503) 391-5910  
[www.oregon.gov/OSP](http://www.oregon.gov/OSP)

[Date]

Premier Public Safety Services

[FIRST LAST],  
[Address]  
[City, State, ~~Zipcode~~]

The above addressed person has met the requirements outlined in Oregon Revised Statute 813.665 and Oregon Administrative Rule ~~257-100-0045~~ and is hereby **CERTIFIED** as an Oregon Ignition Interlock Device Technician. Certification will expire [insert date].

If you have any questions regarding certification, please contact us.

Regards,

Michael Pelkey, Sergeant  
Oregon State Police  
Ignition Interlock Device Program

# Knowledge and Skills Examination Certificate of Completion Example

**Oregon State Police**  
**Ignition Interlock Device Program**  
3565 Trelstad Ave. SE  
Salem, OR 97317  
(503) 934-0180

**CERTIFICATE OF COMPLETION**

The ignition interlock device technician whose name appears on this certificate has  
Successfully completed the IID Technician Skills and Knowledge Examination.

**JOHN SMITH**

  
Sergeant Michael Pelkey  
Patrol Services Division



KEEP THIS DOCUMENT FOR CERTIFICATION