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To: Trujillo, Esteban, NMDOT
Subject: [EXTERNAL] IIL Rule
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Good Afternoon!

I thumbed through the revision that you sent out – and I do have a couple of questions. Just wondering...

On 18.20.11.8 – on letter E – the rule was not completed, it dropped off. Here is what we had put on the others:

E. Approval and Completeness check. When the bureau receives an application for approval of a device, the bureau shall check the application for completeness.

- (1) If the application is incomplete, the bureau shall contact the applicant for additional information within fifteen (15) days of receipt. The applicant shall then have thirty (30) days from the date of contact to complete the application. If the applicant fails to complete the application within the thirty (30) days, the applicant's file shall be closed and the application shall be returned to the applicant.

Then on 18.20.11.10 – Responsibilities of Manufacturers – I noticed that on letter D, the word service was left out (install, service and remove ignition interlock devices)

Then P, Q, and R were not on there – were these not approved by the attorney?

P. The manufacturer carries the responsibility of the actions and oversight of the service center with which it contracts along with the service center employees to ensure compliance with the requirements and this rule (18.20.11 NMAC).

Q. Manufacturer's report. The manufacturer shall submit electronically to the bureau a report for each of the service centers contracted with the manufacturer on a form provided by the bureau. The manufacturer's reports shall be due to the bureau fifteen (15) days prior to the end of the month for the prior month's activity, and shall include non-indigent and indigent activity for services that constitute installation, monitor/lease, removal or a vehicle switch.

R. Fee schedules. The manufacturer shall submit a fee schedule to the bureau, with no more than one change per quarter, to include the effective date, manufacturer's name, service center name, address and costs a driver will pay for each device approved for the:

- (1) installation of the device;
- (2) leasing of the device;
- (3) scheduled service visit;
- (4) violation service visit;
- (5) removal of the device; and
- (6) vehicle switch

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So here is a couple more – the one that is highlighted is the one for main concern.

18.20.11.14

(10) a sworn statement that the service center shall only operate with one (1) manufacturer, unless the parent company owns separate devices, then the service center will need to have written approval for each device (and approval) from the bureau.

18.20.11.17

E. ensure that all service center operations are conducted in a professional and courteous manner, with an acceptable level of service, which shall include fair practices, courtesy and respect to the customers and

the bureau or its designee and adequate staffing; (the question here is with D in our current rules - - I am afraid that leaving out having installer during hours would open a can of worms??)

Current rules read:

18.20.11.14 (D.) maintain sufficient staff to ensure an acceptable level of service; the service center must be staffed with at least one certified installer during all posted hours of operation.

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