

## Ignition Interlock Transition Q's and A's

### **1. Why is BC changing service providers?**

The previous contract with ALCOLOCK Canada for delivering the Ignition Interlock Program (IIP) on behalf of RoadSafetyBC expired on September 30, 2016, with a one-year wind down provision for existing clients to September 30, 2017. RoadSafetyBC, in keeping with the objectives of ensuring an open and fair process for awarding government contracts, engaged in a procurement process that resulted in a contract being awarded to Smart Start Canada.

### **2. When did the new contract start?**

Smart Start Canada began delivering the IIP on October 1<sup>st</sup>, 2016. All new referrals to IIP after that date needed to register with Smart Start Canada.

### **3. When does the ALCOLOCK contract end?**

ALCOLOCK will completely stop providing services in British Columbia on September 30, 2017.

### **4. I was referred to the interlock program a while ago and never registered. I now want to register. Should I register with ALCOLOCK or Smart Start Canada?**

All new registrations are required to take place with Smart Start Canada.

### **5. I started the program with ALCOLOCK a while ago and then quit. If I want to register back into the program which provider do I go with?**

Regardless of whether you have started the program previously, or if you are registering again now, you are required to do so with Smart Start Canada.

### **6. I am currently in the Interlock program, do I need to change providers?**

If your Ignition Interlock term ends before September 30, 2017 you are not required to switch to Smart Start and can complete the remainder of your term with ALCOLOCK.

If you are registered with ALCOLOCK and are required to participate in the IIP beyond September 30, 2017, you will be required to transition to Smart Start Canada during August or September of 2017. If you transition during these months you will not be required to pay the \$210 early termination fee. The cost of the \$50 removal fee at ALCOLOCK will be credited to you and the \$145 installation fee will be waived by Smart Start. RoadSafetyBC has now sent out letters to all affected drivers that includes the following transition instructions:

- Schedule an appointment with ALCOLOCK to remove their ignition interlock device from the vehicle(s) that you drive.
- Immediately thereafter, schedule an appointment with Smart Start Canada to install their ignition interlock device in the vehicle(s) that you drive. **Please note, the Smart Start Canada ignition interlock device must be installed no later than 24 hours (1 business day) after the ALCOLOCK ignition interlock device is removed from the vehicle(s) that you drive.**
- Attend the appointment to remove the ignition interlock device from the vehicle(s) that you drive. As you currently hold a restricted driver's licence that allows you to only drive vehicles with an ignition interlock device, you must bring a licensed driver with you to the appointment. Once the ignition interlock device is removed from the vehicle(s) that you drive, you may not drive again until the Smart Start Canada ignition interlock device is installed in the vehicle(s) you drive.
- With a licensed driver, attend the appointment to install the Smart Start Canada ignition interlock device in the vehicle(s) that you drive. Once the Smart Start Canada ignition interlock device is installed in the vehicle(s) you drive, you may resume driving.

#### **7. What if I attend the appointments without a licensed driver?**

As you currently hold a restricted driver's licence that allows you to only drive vehicles with an ignition interlock device, if you drive without an ignition interlock device installed in a vehicle and are stopped by police, you may be issued a violation ticket for driving contrary to restriction. If you are found guilty of driving contrary to restriction, you will be subject to a \$109 fine and three driver penalty points. Your driving record may be reviewed by the Driver Improvement Program which may result in a prohibition from driving. Furthermore, driving contrary to restriction is considered a violation of the IIP. A program violation may result in your IIP term being extended.

#### **8. What if I don't have the Smart Start Canada ignition interlock device installed in my vehicle within 24 hours of having the ALCOLOCK ignition interlock device removed from my vehicle?**

You have 24 hours (1 business day) to have the Smart Start Canada ignition interlock device installed in the vehicle(s) that you drive after having the ALCOLOCK device removed. For example, if you have the ALCOLOCK device removed on a Tuesday, you are required to have the Smart Start Canada device installed by end of day Wednesday. If you have the ALCOLOCK device removed on a Saturday, you are required to have the Smart Start Canada device installed by end of day Monday.

If you don't have the Smart Start Canada device installed in your vehicle within 24 hours (1 business day) of having the ALCOLOCK device removed, your driver's licence will be cancelled. You will need to have a licensed driver drive you to Smart Start Canada to install their ignition interlock device in the vehicle and then have a licensed driver drive you to an ICBC Driver Licensing Office to be issued a restricted driver's licence. You will have to pay \$31 to reinstate

your driver's licence. If you drive with a cancelled driver's licence and are stopped by police, you may receive a violation ticket for "no driver's licence" and your vehicle will be impounded for a minimum of seven days. If you are found guilty, you will be subject to a \$276 fine and three driver penalty points. Your driving record may be reviewed by the Driver Improvement Program which may result in a prohibition from driving. Any period of time where you are prohibited from driving or do not hold a valid driver's licence will not count as participation in the IIP. You will have to make up these periods to successfully complete the IIP.

**9. Where are the service locations for Smart Start Canada?**

For a list of service locations for Smart Start Canada, please visit:

<http://www.smartstartcanada.ca>

**10. What are the basic fees for Smart Start Canada?**

The program administration fee remains at \$150. Smart Start Canada charges:

- \$145 for an installation;
- \$95 for the monthly monitoring fee if your interlock term is longer than 6 months;
- \$85 for the monthly monitoring fee if your interlock term is 6 months or less; and
- \$50 for a device removal.

Other fees and charges vary. Please see [www.gov.bc.ca/ignitioninterlock](http://www.gov.bc.ca/ignitioninterlock) for further information. For more information on Smart Start Canada fees please contact them toll free at 1-844-432-4776 or visit [www.smartstartcanada.ca](http://www.smartstartcanada.ca)

**11. Will the new provider have the same interlock devices as ALCOLOCK?**

Smart Start Canada's device is similar to the previous device used for the program; you will however receive training on how to operate your new Smart Start device at the installation appointment.

**12. What happens to my records that are with ALCOLOCK if I change service providers?**

IIP participant records are the property of the Government of BC and will be returned to the Government after the contract with ALCOLOCK is terminated.

**13. Does Smart Start Canada have any payment options?**

If a driver is initially referred to the IIP for a period of 1 year or longer, the driver is eligible to apply for the affordability payment plan. For this plan, the initial installation cost of the ignition interlock device and the monthly user costs are divided up by Smart Start Canada on a weekly basis using a driver's credit card. The weekly payments are divided into equal payments at 0%

interest. The program fee of \$150 is paid in full by the driver at installation of the ignition interlock device. If a driver is referred to the IIP for a period of less than 1 year, the driver will not be eligible for this payment option.