Transportation Safety Division
Manufacturer Ignition Interlock Business Model Template

VALUE TO CUSTOMER

RELATIONSHIP
- How are you going to meet customer needs
- Marketing plan

LOCATION
- What Districts you plan to cover
- If Statewide, how you plan to cover rural areas (NMAC 18.20.11.8 (10))

FEES
- What your fees will cover
- How often do you plan to update fee schedule
- Do you plan to offer Indigent Service

LICENSING / CERTIFICATION

DEVICE
- NM written instructions
- User manual
- Identify use in other states and how you will notify TSD of any issues or suspensions

SERVICE CENTER
- Plan for what you are looking for in a Service Center
- Will this be a fixed or mobile site (or both)
- How many SC's do you plan on opening in NM
- Identify how Mobile site will be used, staffed and located

STAFF
- Quality and ability of staff to be certified
- Number of installers, Service Techs

REFERRAL

COURT
- How to identify court order
- How will your files reflect order
- Plan for following Court Sentencing and reporting

MVD
(ADMINISTRATIVE)
- How will you identify
- How will you follow requirements

PROCESS
- Customer set-up and fees
- Scheduling installation
- Monthly servicing / calibration
- Removal

TRACKING AND REPORTING

DATABASE
- How will access be granted to TSD
- What will be the level of access
- Will SC have access?
- What type of training will you provide?

TAMPERING / CIRCUMVENTION
- Define each: tamper and circumvention
- To who and how you report

MONTHLY REPORTS
- Describe the process in completing and distributing TSD required monthly reports
- Describe what those reports will show and where the information will come from

TRAINING

IGNITION INTERLOCK STAFF
- Provide Training Plan and material you will use
- Discuss how often trainer will be in NM (if not living in state)
- Describe if training is ongoing, or one time for new SC and staff
- Describe what your role will be and how you will support SC's and staff
- When there is a required state training provided by TSD, provide how those staff would attend

CUSTOMER
- Provide plan for who will train the customer
- Provide the material you use for training

MONITORING

CUSTOMER SERVICE
- Submit plan to ensure SC will have supplies on hand for customer needs
- User Manual with instructions on device and who to contact
- Quality assurance
- Describe how you will provide client files/information

NOTICE OF RULE VIOLATION
- Describe the role the manufacturer will take in assuring that SC's and staff will follow all NM Rules and Statues.
- Identify chain: NM direct contact 2nd contact person

RENEWAL
It is important to note that TSD monitors ALL aspects of your Business Model

Why is New Mexico important to your business?
What do you plan to accomplish?

TSD = Transportation Safety Division
SC = Service Center