

FREQUENTLY ASKED QUESTIONS

1. Why is Alberta changing service providers?

The market for ignition interlock devices has opened up to other manufacturers, instigating the need for Alberta Transportation to implement the procurement for interlock device services, which ensures the best financial return possible for Albertans. [Smart Start Canada](#) was awarded the contract, which comes into effect on January 15, 2015.

2. I received a letter informing me about the new service provider, what does it mean?

As of January 15, 2015, [Smart Start Canada](#) will be the new service provider for Alberta's Ignition Interlock Program. At this time, you are not required to do anything (If that's accurate...this answer creates more questions than it answers...)

3. What if I wish to change to the new service provider? (Why would someone want to?)

If you would like to transfer to a new service provider you will need to email Driver Fitness and Monitoring, Ignition Interlock Program at trans.idau@gov.ab.ca to make a request. You will be required to provide your name, phone number, address and Motor Vehicle Identification Number (MVID). Requests will be reviewed and you will be provided with further instructions.

4. Will the new service provider have the same locations as the current one?

No. [Smart Start Canada](#) has different service locations with over 20 service locations throughout the province.

If I am currently revoked from the program can I change Service Providers? (Revoked why?)

Yes. If you are revoked you may be eligible to change Service Providers. Please send your request to trans.idau@gov.ab.ca.

5. Does the new service provider supply different interlock devices, or are they the same ones that are currently in use?

The new service provider's equipment is similar to the one currently being used.

6. What happens to my records that are with the current service provider if I change service providers?

Program Participants records are the property of Alberta Transportation and must be returned to Alberta Transportation upon termination of a contract with the previous service provider.

7. I never received the letter telling me about the change in providers, where can I get a copy of the letter?

The information letter was sent to the address listed on your Alberta Motor Vehicle file. If you have moved or no longer receive mail at that address, please go to an Alberta Registry office to update your address. If you require a copy of the letter, please contact Driver Fitness & Monitoring at 780-427-8230 or toll-free in Alberta by first dialing 310-0000.

8. Has the application process changed?

No. Participants are still required to purchase an Ignition Interlock Application form from an Alberta Registry Agent, information regarding the fees can be found on our website at: <http://www.transportation.alberta.ca/iip.htm>

9. What are Smart Start Canada's Ignition Interlock fees?

Prices and locations for Smart Start Canada can be found at: [transportation.alberta.ca/iip.htm](http://www.transportation.alberta.ca/iip.htm)