

# Licensing Division

## Staff Report for the Motorcycle Safety Advisory Board

August 31, 2023

### Statistics

#### Motorcycle Instructors

Fiscal Year	New	New % Online	Renewals	Renewed % Online	Population
2022	38	N/A	59	N/A	266
2023 (Qtr 1)	6	N/A	40	N/A	266
2023(Qtr 2)	4	N/A	30	N/A	258
2023 (Qtr 3)	10	N/A	47	N/A	274

#### ATV Instructors

Fiscal Year	New	New % Online	Renewed	Renewed % Online	Population
2022	1	N/A	0	N/A	1
2023 (Qtr 1)	0	N/A	0	N/A	0
2023 (Qtr 2)	0	N/A	0	N/A	0
2023 (Qtr 3)	0	N/A	0	N/A	0

### Current Projects

ATV Instructor outreach



# EDUCATION AND EXAMINATION DIVISION

## Staff Report for Motorcycle Safety Advisory Board

August 31<sup>st</sup>, 2023

### Statistics

#### Motorcycle Schools As of July 31<sup>st</sup>, 2023

FY 2023	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number New Schools Approved	1	1	0	2	0	0	0	0	0	0	0	0	2	0	-	2	4
Total Number Schools (end of month)	61	61	61	61	56	50	49	49	49	49	50	50	51	53	-	53	53

#### Motorcycle School Renewal As of July 31<sup>st</sup>, 2023

FY 2023	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number Schools Renewed	1	1	0	2	0	0	0	0	0	0	8	8	19	2	-	21	31

### Motorcycle Curriculum Providers

As of July 31<sup>st</sup>, 2023

FY 2023	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number New CP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	0	0
Total Number CP (end of month)	0	0	0	2	0	0	0	2	0	0	0	2	0	0	-	2	2

### Motorcycle Courses

As of July 31<sup>st</sup>, 2023

FY 2023	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number MOT Courses (end of month)	1	1	1	1	50	50	50	50	50	50	50	50	50	50	-	50	50

### MOT School Audits

As of July 31<sup>st</sup>, 2023

FY 2023	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number Audits Performed	2	0	0	2	0	0	0	0	0	0	0	0	0	0	-	0	2



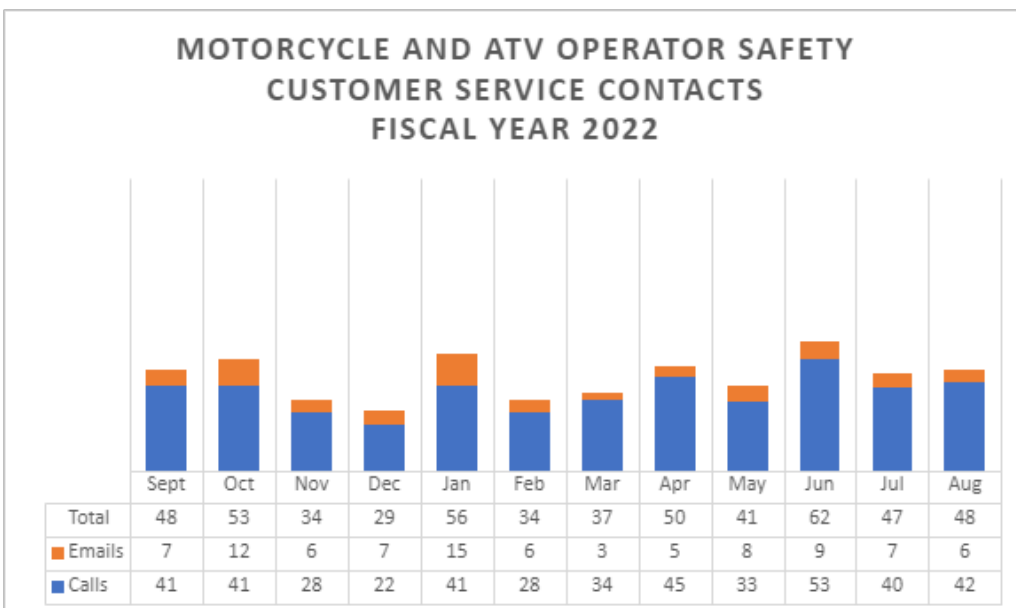
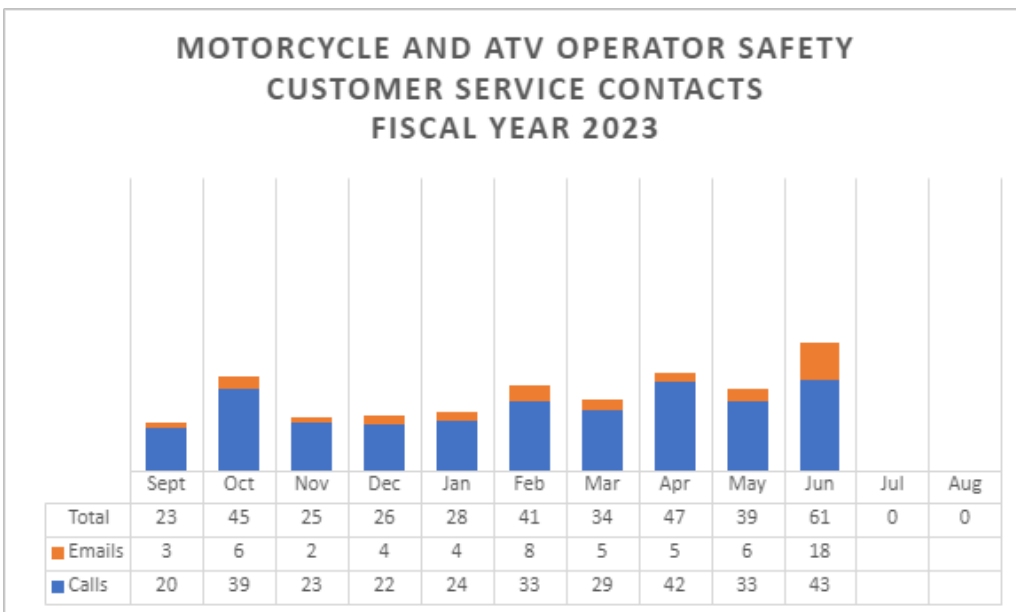
## Current Updates

- Bill Implementation Team Update
- MOT Audits update and discussion
- Follow-up from last Advisory Board agenda

# Customer Service Division

## Staff Report for the Motorcycle Safety Advisory Board August 31, 2023

### Statistics



# Enforcement Division

## Staff Report for Motorcycle Safety Advisory Board August 31, 2023

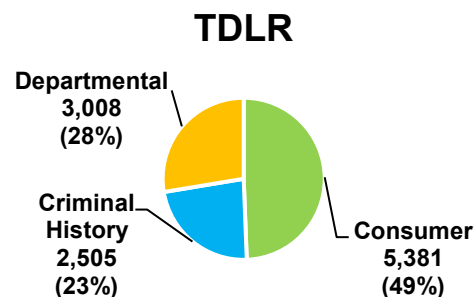
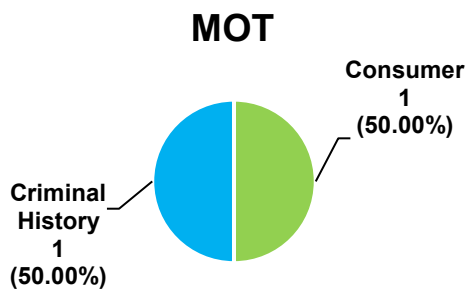
### Statistics:

Shown below are the Complaints Received, Enforcement Performance Measures, and key statistics for the Motorcycle Safety (MOT) program and for all TDLR programs combined through **June 30<sup>th</sup> of Fiscal Year 2023**:

<b>Complaints Received Break Down</b>	<b>MOT</b>	<b>TDLR</b>
Consumer complaints	2	11,634
Departmental initiated complaints	0	2,961
Criminal History Records Reviewed for licensure	1	72,441
<b>Total Complaints Received</b>	<b>3</b>	<b>87,036</b>

<b>Key Statistics</b>	<b>MOT</b>	<b>TDLR</b>
Cases opened	2	10,894
Cases closed	4	9,502
Average time to close (days)	257.50	215.39
% of cases resolved within 6 months	50.00%	55.26%
% of cases resulting in disciplinary action	0.00%	11.80%
Cases pending at end of June	1	7,938

### Source of Cases Opened through June 30<sup>th</sup> of Fiscal Year 2023



<b>Case Outcomes</b>	<b>MOT</b>	<b>TDLR</b>
Commission Orders	0	9
Default Orders	0	389
Agreed Orders	0	656
Penalties Assessed	\$0.00	\$2,309,570.00
Penalties Collected	\$0.00	\$1,064,476.00
Licenses Revoked (Disciplinary)	0	51
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	118
Cease & Desist Orders	0	6
Informally Resolved	4	8,382

### **MOT Alleged Violations at Opening through June of Fiscal Year 2023**

<b>Violation:</b>	<b>Count</b>
Curriculum Violation	1
Criminal History	1

### **MOT Violations Resulting in Disciplinary Action through June 30<sup>th</sup> of Fiscal Year 2023**

<b>Violation:</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action through June of Fiscal Year 2023 for the MOT program	N/A

## **Statistics for Fiscal Year 2022:**

Shown below are the Complaints Received, Enforcement Performance Measures, and key statistics for the Motorcycle Safety (MOT) program and for all TDLR programs combined for **Fiscal Year 2022:**

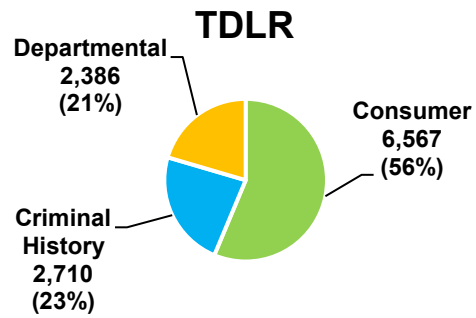
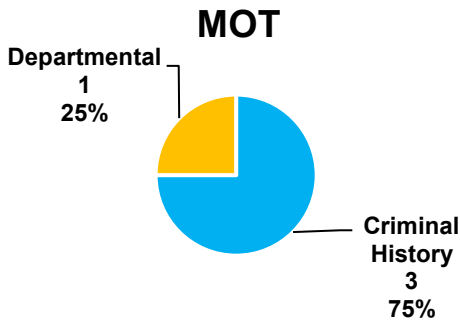
<b>Complaints Received Break Down</b>	<b>MOT</b>	<b>TDLR</b>
Consumer complaints	1	14,098
Departmental initiated complaints	1	2,368
Criminal History Records Reviewed for licensure	4	48,488
<b>Total Complaints Received</b>	<b>6</b>	<b>64,954</b>

<b>Key Statistic</b>	<b>MOT</b>	<b>TDLR</b>
Cases opened	4	11,663
Cases closed	3	11,754
Average time to close (days)	159.67	215.79
% of cases resolved within 6 months	66.67%	57.64%



% of cases resulting in disciplinary action	0.00%	10.81%
Cases pending at end of FY 2022	3	6,540

### Source of Cases Opened for Fiscal Year 2022



Case Outcomes	MOT	TDLR
Commission Orders	0	27
Default Orders	0	384
Agreed Orders	0	749
Penalties Assessed	\$0.00	\$2,588,310.00
Penalties Collected	\$0.00	\$1,322,419.50
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	182
Cease & Desist Orders	0	17
Informally Resolved	3	10,486

### MOT Alleged Violations at Opening for Fiscal Year 2022

Violation:	Count
Criminal history	3
Failed to pay dishonored check	1

### MOT Violations Resulting in Disciplinary Action for Fiscal Year 2022

Violation:	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2022 for the MOT program	N/A