

# Licensing Division

## Staff Report for Motorcycle Advisory Board Meeting August 4, 2022

### Statistics

<b>Motorcycle Instructors</b>	<b>FY 21</b>	<b>FY 22</b>
New Licenses Issued	8	26
Renewed Licenses Issued	152	28
Total Licensed Population	243	260

<b>ATV Instructors</b>	<b>FY 21</b>	<b>FY 22</b>
New Licenses Issued	0	0
Renewed Licenses Issued	0	0
Total Licensed Population	6	1

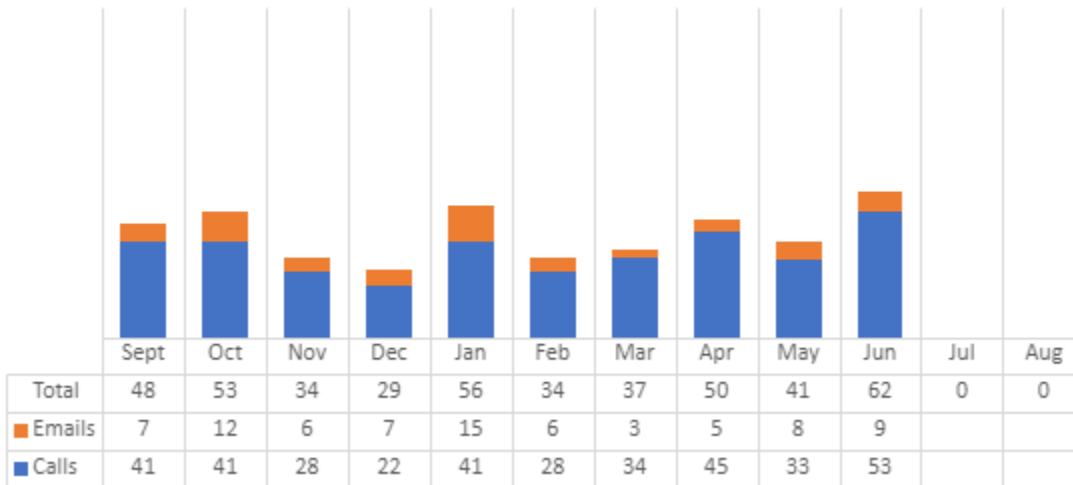
<b>MSB-8 Certificates Orders</b>	<b>FY 21</b>	<b>FY 22</b>
September 2021 through July 18, 2022 (current)	28,722	28,865

# Customer Service Division

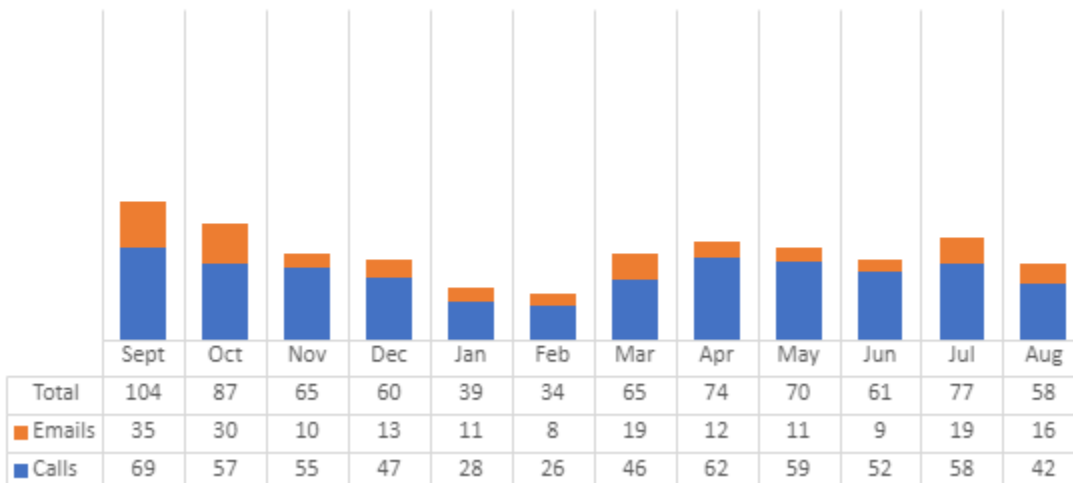
Staff Report for the Motorcycle Safety Advisory Board  
August 4, 2022

## Statistics

**MOTORCYCLE AND ATV OPERATOR SAFETY  
CUSTOMER SERVICE CONTACTS  
FISCAL YEAR 2022**



**MOTORCYCLE AND ATV OPERATOR SAFETY  
CUSTOMER SERVICE CONTACTS  
FISCAL YEAR 2021**





# EDUCATION AND EXAMINATION DIVISION

## Staff Report for Motorcycle Safety August 4<sup>th</sup>, 2022

### Statistics

#### Motorcycle Schools

As of June 30<sup>th</sup>, 2022

FY 2022	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number New Schools Approved	0	0	0	0	0	0	0	0	0	0	0	0	0	-	-	0	0
Total Number Schools (end of month)	60	60	60	60	60	60	60	60	60	60	60	60	60	-	-	60	60

#### Motorcycle School Renewal

As of June 30<sup>th</sup>, 2022

FY 2022	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number Schools Renewed	11	2	0	13	0	0	0	0	0	0	0	0	0	-	-	0	13

### Motorcycle Curriculum Providers

As of June 30<sup>th</sup>, 2022

FY 2022	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
Total Number CP (end of month)	2	2	2	2	2	2	2	2	2	2	2	2	2	-	-	2	2

### Motorcycle Courses

As of June 30<sup>th</sup>, 2022

FY 2022	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Total Number MOT Courses (end of month)	46	46	47	47	47	47	47	47	47	47	47	47	47	-	-	47	47

### MOT School Audits

As of June 30<sup>th</sup>, 2022

FY 2022	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	1	1	3	5	2	2	2	6	1	-	-	1	14

**\*IPC Graduate Instructors**  
(As of June 30<sup>th</sup>, 2022)

<b>FY 2022</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>Q1</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>Q2</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>Q3</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>Q4</b>	<b>TOT</b>
Motorcycle Safety Foundation (MSF)	8	0	0	8	0	0	0	0	6	0	8	14	0	0	0	0	22
Total Control	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>FY 2021</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>Q1</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>Q2</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>Q3</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>Q4</b>	<b>TOT</b>
Motorcycle Safety Foundation (MSF)	0	0	0	0	0	0	0	0	0	0	0	0	8	0	10	18	18
Total Control	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

- TEEX currently provided a (MSF) IPC from July 16<sup>th</sup> to July 24<sup>th</sup>2022. Number of graduates will be reported in the next report

## Current Updates

1. When schools change their contact information, they need to report it to TDLR. TDLR sends out important industry and agency information as well as renewal notices to the email address and mailing address on file. To update your email address, phone number, or mailing address, please send an email to the [Education & Examination Division](#).
2. Motorcycle Schools must inform TDLR when they are closing or relocating their classroom or range locations. If these changes occur, please send an email to the [Education & Examination Division](#).
3. Texas MSF Rider Coach and Rider Coach Trainers **cannot present the eP1x11 variant until they have completed the online [Q-Center certification course](#)**. Licensees interested in becoming certified under the E-Course are encouraged to contact MSF for more information.
4. The MSF's Basic Rider Course updated (BRCu) E-Course (eP1x11) information is posted on the Texas Department of Licensing and Regulation's website under the [Motorcycle and ATV Operator Safety webpage](#) for those schools and instructors interested in learning about the course. Additional questions that cannot be found on this site should be submitted directly to MSF.

## Enforcement Division

### Staff Report for Motorcycle Safety Advisory Board

August 4, 2022

#### Personnel Updates:

- On August 1, 2021, Cynthia Marple was hired as an Attorney III. She joins TDLR from the Department of Public Safety's office of Regulatory Counsel Division where she prosecuted compliance and enforcement cases. Cynthia is a member of the Transportation Team, which focuses on cases related to Tow, Vehicle Storage Facilities, Driver's Education and Motor Fuels.
- On September 15, 2021, Kimberly (Kim) Ferreiro Mitchell was promoted to Management Analyst III. Kim has worked for TDLR for 13 ½ years, previously serving as a Legal Assistant III and Legal Assistant II.
- On September 15, 2021, Estella Ramos was promoted to Senior Legal Assistant in our Intake Section. Estella has worked for TDLR for over 6 years, previously serving as an Intake Administrative Assistant and Legal Assistant II.
- Karen Cox retired January 31, 2022, after 17 years with TDLR and over 30 years working in State Government which include stints at the Texas Workforce Commission, Texas Department of Transportation, and the Texas Railroad Commission. She was promoted to Senior Prosecutor in, January 1, 2019, where she helped oversee and mentor attorneys within the Enforcement Division. She also helped develop and facilitate our expert witness training program utilized by the Health Professions Program. She will be greatly missed, but we wish her well in her retirement.
- On February 15, 2022, Robert Nino was promoted to the Investigations Team Lead Supervisor position for the South Region. Robert has worked for TDLR for over 14 years with vast knowledge and experience on case investigations, sting operations and working on very complex cases. Robert also assisted in the training and mentoring on newly hired investigators. Robert has had nearly 38 years of experience as an investigator and auditor with both federal and state government, as well as private industry.
- On May 1, 2022, Jessica Hurtado was promoted to Senior Prosecutor. Jessica has been with TDLR for over 4 years and has experience with a number of our programs including all the Health Related Programs, Transportation Programs, and most recently with our Criminal History Evaluation Team. Prior to joining TDLR, she spent time with the Texas Ethics Commission, Texas Workforce Commission, as well as some time in private practice.

- On May 15, 2022, Jack Phillips was promoted to the Investigations Team Lead Supervisor position for the North Region. Jack has worked for TDLR for over 7 years, previously serving as an Inspector. Jack has served Texans for over 28 years, including working for the Attorney General's and Texas Department of Criminal Justice. Jack is also a proud United States Veteran, serving 6 years in the United States Army and as a Reserve in the Texas National Guard as both a Combat Engineer and a Legal Specialist.

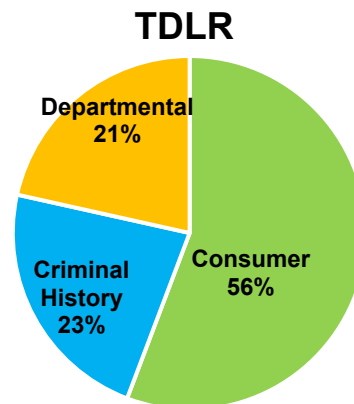
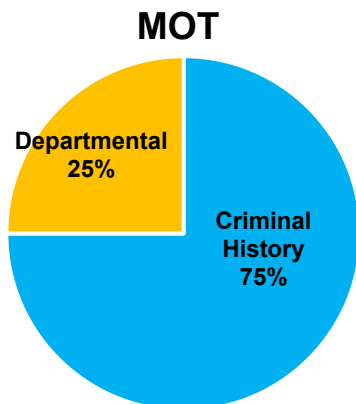
## Statistics:

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 of Fiscal Year 2022:

Complaints Received Break Down	MOT	TDLR
Consumer	1	11,505
Criminal History	7	33,600
Departmental	1	1,928
<b>Total Complaints Received</b>	<b>9</b>	<b>47,033</b>

Key Statistics	MOT	TDLR
Cases opened	4	9,628
Cases closed	3	9,485
Average time to close (days)	159.67	218.77
% of cases resolved within 6 months	66.67%	56.77%
% of cases resulting in disciplinary action	0.00%	11.02%
Cases pending at end of June	3	6,787

### Source of Cases Opened through June Fiscal Year 2022





<b>Case Outcomes</b>	<b>MOT</b>	<b>TDLR</b>
Commission Orders	0	18
Default Orders	0	325
Agreed Orders	0	614
Penalties Assessed	\$0.00	\$2,126,260.00
Penalties Collected	\$0.00	\$1,133,683.00
Licenses Revoked (Disciplinary)	0	44
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	148
Cease & Desist Orders	0	13
Informally Resolved	3	8,439

### **MOT Alleged Violations at Opening through June of Fiscal Year 2022**

<b>Violation:</b>	<b>Count</b>
Criminal History	3
Fail to pay dishonored check	1

### **MOT Violations Resulting in Disciplinary Action through June of Fiscal Year 2022**

<b>Violation:</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action through June of Fiscal Year 2022 for the MOT program	N/A

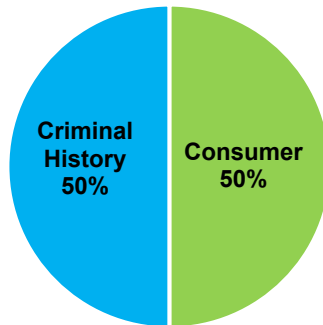
Shown below are the Complaints Received, Enforcement Performance Measures, and key statistics for the Motorcycle Safety (MOT) program and for all TDLR programs combined for **Fiscal Year 2021:**

<b>Complaints Received Break Down</b>	<b>MOT</b>	<b>TDLR</b>
Consumer	6	13,759
Criminal History	2	18,896
<b>Total Complaints Received</b>	<b>8</b>	<b>32,655</b>

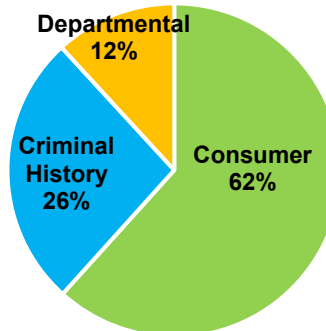
Key Statistic	MOT	TDLR
Cases opened	4	10,121
Cases closed	2	9,335
Average time to close (days)	9.50	209.86
% of cases resolved within 6 months	100.00%	60.00%
% of cases resulting in disciplinary action	0.00%	13.41%
Cases pending at end of FY 2021	2	6,627

### Source of Cases Opened for Fiscal Year 2021

**MOT**



**TDLR**



Case Outcomes	MOT	TDLR
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	0	711
Penalties Assessed	\$0.00	\$2,570,716.00
Penalties Collected	\$0.00	\$1,140,068.95
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended	0	8
Licenses Denied/Revoked (Criminal History)	0	240
Cease & Desist Orders	0	19
Informally Resolved	2	7,976

### MOT Alleged Violations at Opening for Fiscal Year 2021

Violation:	Count
Criminal History	2
Instructor under the influence	1
Unlicensed instructor	1

### MOT Violations Resulting in Disciplinary Action for Fiscal Year 2021

Violation:	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2021 for the MOT program	N/A