Pennsylvania Motorcycle Safety Program

Overview and Highlights
Evolution:
From 0 to 68 in 25 Years

- Legislated in 1984
- Funded by $2 fee – motorcycle permits & annual license renewal
- By 2001 - $1.8 million for training
- In 2002 – Increase to $5 fee = $4 million for training
- By 2008 – 68 sites & 25,000 trained annually
Set-up: Program Administration

- Department of Transportation
  - Safety Administration
    - Bureau of Driver Licensing
      - Special Programs Division

Key Characteristics

- Five year contract – currently
  - Motorcycle Safety Foundation
  - Millersville University 1994 – 1998
  - Indiana University 1984 - 1993
Program Features

– License Waiver

- Permits require knowledge test administered at PennDOT’s driver licensing centers.
- Exams administered by PA Motorcycle Safety Program
- Results are posted to PennDOT’s licensing system
- Updated licenses sent from PennDOT to customers
Centralized Program Administration

- Support services headquartered in York, PA
  - Processing licensing information
  - Contracted payroll services
    - Part-time/seasonal staff: Rider Coaches, mechanic’s assistants, office staff & phone schedulers
  - Full-time staff
    - 2 Administrative Assistants – full-time
    - 2 Program Assistants – full-time
    - State Coordinator and Assistant State Coordinator
    - 3 Mechanics
Program Administration: Roles

- Records maintenance
  - Student records: registration, test results, completion cards, licensing paperwork
  - “WID” machines post licensing/training results to PennDOT’s Driver Licensing system

- Field support
  - Site liaison and scheduling sites
  - Mechanical maintenance support
  - Site Supplies and site set-up
  - Paperwork for RiderCoach Preps, Professional Development Workshops
Program Administration: Features

- Web-based office system
  - Manage RiderCoaches, schedules, site information online
  - RiderCoach Webpage
    - Library – newsletters, forms, Policies & Procedures
    - Site Coordinator Forum
  - Customer Service Feedback
    - Automatic to registered students
    - Reports and ratings available online to DOT and Site Coordinators, Trainers and RiderCoaches
MSP Web Site

Pennsylvania Motorcycle Safety Program

How to Register

Learn How

MOST 2008 SCHEDULES ARE NOW AVAILABLE FOR VIEWING.
CLICK ON "VIEW COMPLETE SCHEDULE".

Classes begin to open for registration at the end of February. However, you need to check the "Open Date and Time" for the exact date and time each class opens.

To register, you will need:
(1) Valid PA Motorcycle Permit from the PA Department of Transportation. Click here for information.

(2) An online profile. Click here to begin

MOTORCYCLES FOR SALE! >>
Online Customer Service Survey

- Introduced in 2007
- Features
  - 22 questions
    - Strongly agree, agree, disagree, strongly disagree, NA
  - 6 Demographic questions –
    - Age, gender, riding experience, completed course, permit or license, Basic or Experienced course
  - 2 Open-ended questions –
    - What did you like?
    - Any concerns or issues?
Customer Service Survey – 2007 Results

- 9241 surveys submitted online
  - Average response rate per site approximately 30%
  - In 2006, only 3,682 students completed mailed paper surveys
- Highest rating was 4.9 - RiderCoach was knowledgeable
- Followed by 4.85 - RiderCoach provided positive reinforcement
- Lowest rating was 4.24 – Site location was convenient
Customer Service - Ratings

Categories – examples of questions

– Web site and registration
  – Was the website easy to use?
  – Were registration times convenient?

– Facility and equipment
  – Were the motorcycles well maintained?
  – Were the facilities easily located?

– RiderCoach and curriculum
  – Was the instructor polite and courteous?
  – Were the materials easy to understand?
### Customer Service Survey

**Question-1:** Did you find the website, www.pamsp.com easy to use?  
**Answer:** 5

**Question-2:** Were the instructions for registering online helpful?  
**Answer:** 5

**Question-3:** Were the classes opened for registration at a time that was convenient for you?  
**Answer:** 5

**Question-4:** How well did the information at www.pamsp.com answer your questions?  
**Answer:** 5

**Question-5:** Did the instructor provide positive reinforcement?  
**Answer:** 5

**Question-6:** Was the instructor knowledgeable?  
**Answer:** 5

**Question-7:** Was the instructor polite and courteous?  
**Answer:** 5

**Question-8:** Did the instructor provide individual attention?  
**Answer:** 5

**Question-9:** Did you receive a good explanation of the course?  
**Answer:** 5

**Question-10:** Did you receive the materials in a timely manner?  
**Answer:** 5

**Question-11:** Were the materials easy to understand?  
**Answer:** 5

**Question-12:** Were the materials of good quality?  
**Answer:** 5

**Question-13:** Were the motorcycles well maintained?  
**Answer:** 5
CSI Reports

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Program Administration – Time Sheet Features

- Paid by unit coached
- Separate pay scheme for Site Coordinators
- Auto-reconciliation – Validation of amounts
- Reports on sections, units taught by RiderCoach and Site Coordinator
2008
Payroll
Invoice
Payroll Report by Course Number

Report Ran: 2/7/2008 1:12 PM

Search by Course: 244003

Course Number(s): 244003  IBA Rate: 1.15%

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Geography of Pennsylvania

3 Regions
- Western – Pittsburgh to Erie North/South, includes Johnstown/Altoona
- Central – Harrisburg, State College, Mansfield, cluster of sites around York
- Eastern – Philadelphia area, Allentown

68 Sites in 2008
- Community Colleges, State Universities, Public Schools, Turnpike and public Authorities
- Dealerships
- Hotels
Finding A Site

Challenges – PA MSP finds, secures and set up all sites

– Northern PA is rural and sparsely populated – finding large paved lots
– Use of public schools, colleges, dealerships – competing with events
– Zoning regulations – light standards and planters
Site Requirements

- Classroom & Range may be separate facilities
- Shed location on the range
- Access
  - Hours
  - Doors open – key provided or during staffed hours
  - Conflicts with events
- Parking
- Shade
- No smoking
Site Management

Role of Site Coordinator

– Duties – stamp holder, open classes, site management, scheduling RiderCoaches, paperwork processing
– Assistant Site Coordinators
– Class lists – downloaded
– Site Coordinator Professional Development Workshop
Sheds

- Dimensions & style
- Safeguarding
  - Security bars
  - Fork locks
  - Keys
- Niceties
  - Tarps, umbrellas, shade & rain protection
  - Picnic tables
Site Shed Example
Training Fleet as of January 2008—1,166 motorcycles

- Strategic Inventory Plan – replacement & upkeep

- Maintenance
  - Staffing
    - 3 full time mechanics – set-up, repair, routine maintenance, mini clinics for RiderCoaches
    - Part-time helpers – winter maintenance, bike washing, bike delivery
  - Parts
    - Wholesale discounts (batteries)
    - 20% off all parts
    - Manufacturer exhausts
  - Storage
    - Average age = 2004 (in 2008) –
    - 42.5% are less than 2 years old as of 1/08
Motorcycle Maintenance

Motorcycle maintenance housed at 2 locations

- Middletown (Central Pennsylvania) warehouse – two mechanics with seasonal helpers
- Homestead (Western Pennsylvania) facility – one mechanic with seasonal helpers
The PA MSP Coaching Team

- Trainers – 10 serving all 3 regions

- RiderCoaches – 531 (January 2008)
Specialized Presentation

**Intersection Module**

- Program introduced in 2007 to increase motorists’ awareness of motorcyclists and scooter riders on the roadway
- Customized program for 3 different audiences: Teens, General Driving Community and Commercial Drivers
- A presentation was given to the Driver’s Education Committee of the PA Dept. of Education. We would like them to include Intersection DVD on motorcycles into their curriculum about sharing the roadway.
- Promotional materials will be mailed to 360+ school districts who provide driver education programs across the State of Pennsylvania.
Specialized Presentation

SeasonedRider Module

- Program that explains the general effects of aging on the skills necessary to ride a motorcycle safety

- RiderCoaches participated in a SRM presentation at the 2007 PDW. They can now take the SRM out to the community, clubs, dealerships or wherever there is interest.

- RiderCoaches presented the program to various groups throughout the year and it was highly rated for content and value.
Recruitment and Retention

Online application & tracking process
- [www.pamps.com](http://www.pamps.com) Click on motorcycle jobs
- Manage RC Applications – stores applications electronically, allows for sorting of applications, set statuses
- Since 2006,

Screening and Interviews

Rider Coach Prep Workshops (RCPs) – 9 planned for 2008
Recruitment

- Recruitment postcards are mailed annually to previous students who have completed our course within the last 2 years and meet the criteria established.

- Paid help wanted ads are placed in local newspapers when there is a need for RiderCoaches in a particular area.

- Postcards are also available at various public relations events that our RiderCoaches attend.

Fun, flexible and rewarding jobs!
Motorcyclists with positive attitudes are encouraged to join a great team of part-time motorcycle safety instructors.

Apply now and earn $18 an hour at www.pamsp.com.

Click on motorcycle jobs.
Public Relations

WHO:
- RiderCoaches
- RiderCoach Trainers
- Administrative Staff

WHAT:
- Talks
- Set-up TV/DVD to show Group Riding & SeasonedRider Modules
- Fatal Vision Activities
- Distribute “Watch for Motorcycle” Stickers, Flyers, RiderCoach Recruitment
- Postcards & Motorcycle Operator’s Manuals
- Place link on their website to our website
Public Relations- continued

WHERE:

- Bike Expos
- Company Health & Safety Fairs
- PennDOT & Motorcycle Dealer Open Houses
- Radio & TV Spots
- Clubs
- Training Site Sponsors

FOR WHOM:

- Targeting motorcyclists who are interested in our course
- Those who want to be licensed
- Other Motorists
- Older Riders
Getting the Word Out

*Emails and Postal Service*

- College Campuses
- Motorcycle Dealers
- Motorcycle Clubs
- Radio and TV Stations
- Area Newspapers
- ABATE
- Training Sites
- Tattoo Shops
- Schools
- PennDOT Driver Exam Centers
- Motorcycle Rights Organizations
- Motorcycle Clubs
- PennDOT Driver Exam Centers
Professional Development Workshop (2007)

**Workshop Intro:** RCTs provide a demonstration of a quality BRC classroom. Have the “Motorcycle Controls” photos posted around the room prior to start.

*Motorcycling Excellence:* Chapter 11 “Traction” RCTs model facilitation of BRC classroom, by assigning 15 study questions.

*Motorcycling Excellence:* Ch. 12 “The Traction-Pie Analogy” Range Cards Quiz
Professional Development Workshop (2007)

Have Group Riding DVD playing during break

RiderCoach Panel Discussion
Have training room ready for Seasoned Rider module after panel discussion.

Demonstration of SeasonedRider RETS module

Workshop Wrap-up
Professional Development Workshop Process

- Surveys
- Evaluations
- RiderCoach Trainer Meetings
- Prioritize
Policies & Procedures

- Each RiderCoach is provided a copy of the P & P at the conclusion of the RCP
- New RCs sign a statement that they have reviewed the P & P
- Revisions to P & P are made as needed and are covered at the annual Professional Development Workshops (PDW)
Motorcycle Safety Program
190 Arsenal Road
York PA 17404
800-874-8900

I agree to read and abide by the Policies and Procedures. I understand that I will read these at least once every season. I understand that I am governed by the contents of the manual and that MSP may change, rescind or add to any policies or practices described in the manual with or without prior notice. MSP will advise employees of material changes within a reasonable time. The Policies and Procedures will be read within one month of completing the RiderCoach Preparation Course.

Employee Signature

Date

Employee’s Name (printed)
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2006 MSF Award for “Outstanding State Program - Category IV”

- Each year, the Motorcycle Safety Foundation acknowledges outstanding achievement and excellence in rider education and training, honoring agencies, organizations, programs, dealers, the media and individuals who enhance motorcyclist safety.

MSF 2006 Award of Excellence – David Surgenor

- The MSF is appreciative of the hard work and commitment and commends the dedication it took David Surgenor to earn this achievement. Dave has been instrumental in the roll out of MSF’s new curriculums and has assisted many states through designing Learning Centers, Professional Development Workshops, and sharing a wealth of materials from Pennsylvania and its trainers.