REPORT ON THE 10th EDITION OF THE MVD DEALER TRAINING SEMINAR

FY 2009





MOTOR VEHICLE DIVISION – ENFORCEMENT SECTION
October 2009

REPORT ON THE 10th EDITION OF THE MVD DEALER TRAINING SEMINAR FISCAL YEAR 2009

After ten years, attendance at the free MVD Dealer Training Seminar (DTS) continues to fill up the seminar locations. In the fiscal year 2009, a total of 1815 dealers attended the seminars offered throughout the state. 1239 of these attendees had attended a prior DTS and returned to learn more. No matter how long a dealer has been in business, they appreciate the need to keep informed.

"This was my first time and I enjoyed it. I've only been doing this for about six months. Next time I'll have more questions. I learned a lot." (Dallas, 3-19-09)

"This very informative we been 1 year working on opening got our license 4 months ago & then found out about this seminar very helpful wish I knew about it sooner." (Austin, 1-13-09)

"I have been in this business for 25 yrs & find that it is still very important to stay up to date by coming to education seminars- I usually have someone from my office attend instead of myself. I feel that it would be beneficial to require all owners/sales persons and finance persons to attend at least 1 seminar per yr." (San Antonio, 4-16-09)

Seminars were held in Waco, Austin, San Antonio, Dallas, Houston, Brownsville, Abilene, Corpus Christi, Nacogdoches, Beaumont, and Wichita Falls. The seminars in Dallas and Houston were held on 2 consecutive days.

"I am glad I attended! Learned a lot." (Houston, 6-10-09)

"This was my first time and I enjoyed it. I've only been doing this for about six month. Next time I'll have more questions. I learned a lot." (Dallas, 3-18-09)

ATTENDEES

Of the 1815 persons who attended the seminars, 1239 or 68%, filled out the survey forms provided and gave us valuable feedback on the presentations and format. The audiences were comprised of 60.5% independent dealers, 16% franchised dealerships, 3% were other type licensees and the balance was made up of people considering a license, and employees at other agencies such as tax office employees, law enforcement and others. 14% did not respond to this question.

"Very worth while, I leamed a lot." (Dallas, 3-18-09)

"Make this mandatory before you can apply for dealer #. This will be a part time career and takes a lot of work, now that we understand. Thank you!" (Austin 1-13-09)

"I've been to 3 because they are free and I'm not a dealer, but wanting to become one." (Waco, 1-15-09)

THEIR OPINIONS

When polled on how they felt about the importance of education to their industry 79% think a dealer should be required to attend a DTS course before obtaining a license, 96% of them are in favor of continuing education for dealers and 66% even think that it should be mandatory. Over half of the attendees (57%) feel that an applicant should be required to pass a test before receiving a license.

Besides disseminating information, we use the seminars to gather information and dealer opinions on various issues. Answers to such questions are in the attached chart entitled Summary of DTS Survey Responses.

The overall impression of the seminar by attendees was good. Of those that responded 59% thought it was excellent, 30% gave a good rating, and 1% only gave it a fair rating. 10% did not respond.

"Excellent & much more entertaining than I expected." (Dallas- 3-19-09)

"Very detailed & represented what information I was looking to learn. Thanks!" (Wichita Falls, 8-18-09)

SUPPORTING STAFF

This continuing success of these seminars for the last ten years was only possible with the assistance and efforts of dedicated employees from the Enforcement Section of MVD as well as other state agencies. The Comptroller's Office, the Office of the Consumer Credit Commissioner and Vehicle Titles and Registration Division of TxDOT have all continued to generously provide speakers and updates to pertinent sections of the presentations and the DTS Manual. We thank them for their continued support.

"MVD should send notice of this class included w/ the license application. I ran across this course accidently on the website. I am glad I found it." (Houston, 6-11-09)

"Excellent seminar, a very learning experience." (San Antonio, 4-16-09)

SUMMARY

Online registration on the MVD homepage of the agency's website enables a dealer to effortlessly register and allows MVD to more easily track the number of registrants. It has also relieved the Call Center of having to receive and log registrations.

42% of attendees have been in business one to 10 years; 14.5% less than a year; and, 28.5% have been dealers for over 10 years. No participant has ever claimed they have learned absolutely nothing from the seminar. Despite the increasing available information online with forms and manuals, many dealers are interested in meeting and talking to the agency personnel in person. The seminars provide the

opportunity for the regulators and licensees to meet in an informal setting and answer questions, exchange ideas, and discuss issues.

By the close of the tenth year, DTS has been attended by 11,299 persons.

"Really great presentations and professional attitudes. Thanks!" (Nacogdoches, 10-23-08)

"I really understood and enjoyed and learned from this meeting. Thank you." (Waco, 11-29-08)

"Great seminar, leamed new information, well organized." (Dallas, 3-19-09)

"This stuff should be mandatory." (El Paso, 9-11-08)

FY 09 SUMMARY OF DTS SURVEY RESPONSES

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No. Provision 1969															
No. Provision 1969		100	50 /2021	mont	og do sugi	in Nac	COR	is Cir Dalls	s	Anton Jou	ston arou	nevil Nich	ta Fil Abile	ane TOTA	,15
Processor 196	Mailouts		1954	1954	4043	4043	848	6453	3527	4279	2926	503	1152	30530	
Walk-ins	Pre-Registered				266	112	123			404					
Total Attendedes	No-shows		65	76	95			162	101	196	73	24		876	
% of Altundees from Mailouts 31.16% 5.22% 7.06% 4.66% 2.33% 9.06% 5.83% 5.39% 5.47% 3.93% 13.32% 8.25% 5.18% Avg. Previous at DTS? Yes 67 18 45 52 33 12 94 46 65 51 22 33 43 33 33.5% No. 9.06% 5.83% 5.39% 5.47% 3.93% 13.32% 8.25% 5.18% Avg. Do 55 52 67 32 48 49 154 154 19 30 3 8 40 75 28 15.59% No. Response 5 0 2 2 6 9 9 3 3 8 3 3 6 4 0 0 0 39 3.15% No. Response 5 0 0 2 6 6 9 9 3 8 10 2 7 127 70 4 1 55 73 39 15% No. Response 7 2 8 20 11 1 1 1 1 4 0 0 0 7 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Walk-ins	52	12	11	17	8	12	42	12	26	32	12	10	184	
Freezient Society Soci	Total Attendees	167	102	138	188	94	77	376	190	234	115	67	95	1581	
Previous at DTS7 Yes															
Yes		31.16%	5.22%	7.06%	4.65%	2.33%	9.08%	5.83%	5.39%	5.47%	3.93%	13.32%	8.25%	5.18%	Avg.
No Response S	Previous at DTS?														
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Second Company Compa															1
Excelent	140 response														3.13%
Excelent	Overall Rank of	Seminar													
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Fair 1										1					
No Response	Fair	1	1	1	4	0	0	7	2	2	0	0	1	17	
Business Affiliation	Poor	0	0	0	1	0	0	0	1	0	0	0		2	0.16%
Business Affiliation	No Response														9.44%
Franchise		132	80]	114	150	90	64	254	143	190]	94	60	79	1239	
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		132	80	114	150	90	64	254	143	190	94	60	79	1239	

DTS SURVEY HISTORY - ALL FISCAL YEARS

DTS SURVEY RESPONSES - SUMMARY OF ALL YEARS

Fiscal Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	TOTAL		
Attendees	459	800	1472	809	728	1006	952	1373	1885	1815	11299		
Survey Responses	449	637	944	531	593	778	706	1077	1542	1239	8496		
Your Business Affilia	tion?												
Franchise	27	135	114	68	124	141	142	212	340	204	1507	17.76%	
Indep	410	374	659	413	403	555	433	627	889	752	5515	64.98%	
Other Licensee		62	75		6	12	3	33	25	39	255	3.00%	
Media	0	0	0	0	0	0	1	0	0	0	1	0.01%	
Other Agency								39	71	34	110	1.30%	
Other Unlicensed	12	43	53	50	33	39	94	47	43	36	450	5.30%	
No Response		23	43		27	31	33	119	199	174	649	7.65%	
	449	637	944	531	593	778	706	1077	1567	1239	8487		
If you are a Texas dealer, how long? If you work for a dealer, how long have you worked in the business?													
< 1 yr	74	92	163	91	88	85	71	61	0	0	725	14.54%	
1 - 10 yrs	221	282	371	212	249	360	259	138	0	0	2092	41.97%	
> 10 yrs	122	165	229	174	202	220	212	96	0	0	1420	28.49%	
Not applied yet		61	101	18	14	40	30	9	0	0	273	5.48%	
Waiting on Lic				8	0	13	16	0	0	0	37	0.74%	
No Response	32	37	80	28	40	60	118	43	0	0	438	8.79%	
	449	637	944	531	593	778	706	347	0	0	4985		
Have you attended a previous TxDOT Dealer Seminar?													
Yes	0	0	0	0	153	264	170	302	541	438	1868	59.23%	
No	0	0	0	0	432	507	528	763	960	762	3952	125.30%	
No Response	0	0	0	0	8	7	8	12	41	39	115	3.65%	
					593	778	706	1077	1542	1239	3154		
Overall, how would you rank the dealer training seminar?													
Excellent	0	313	404	270	321	455	472	557	922	733	3714	53.05%	
Good	0	246	345	217	212	248	338	414	463	370	2853	40.75%	
Fair	0	25	23	18	10	18	25	15	20	17	154	2.20%	
Poor	0	6	1	2	2	2	1	0	0	2	14	0.20%	
No Response	0	47	171	24	48	55	63	91	137	117	636	9.08%	
		637	944	531	593	778	899	1077	1542	1239	7001		

Fiscal Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	TOTAL			
Are you in favor of continuing education for dealers?														
Yes	409	550	903	512	575	759	679	1042	1469	1192	8090	111.48%		
No	8	12	24	9	8	9	15	19	34	17	155	2.14%		
No Response	32	75	17	10	10	10	12	16	39	30	251	3.46%		
·	449	637	944	531	593	778	706	1077	1542	1239	7257			
Should the conti	nuing ed	lucation	be man	datory?										
Yes	252	435	593	331	407	540	679	711	1034	818	3237	56.64%		
No	154	167	319	179	165	213	15	341	445	368	1212	21.21%		
No Response	43	35	32	21	21	25	12	25	63	53	189	3.31%		
·	449	637	944	531	593	778	706	1077	1542	1239	5715			
Should new applicants be required to pass a test before becoming a licensed dealer?														
Yes	0	273	489	308	352	454	411	604	872	712	4475	65.73%		
No	0	140	349	191	216	297	273	427	596	459	2948	43.30%		
No Response	0	224	106	32	25	27	22	46	74	68	624	9.17%		
		637	944	531	593	778	706	1077	1542	1239	6808			
Are you in favor	of licens	ing Sal	espeople	e?							•			
Yes	0	268	432	228	0	36	269	425	623	476	2281	42.37%		
No	0	224	420	252	0	46	399	564	800	653	2705	50.25%		
No Response	0		92	51	0	9	38	88	119	110	397	7.38%		
		492	944	531	0	91	706	1077	1542	1239	5383			
Should new appl	icants b	e requir	ed to att	tend a co	urse like	this be	efore re	ceiving	a licens	e?	•			
Yes	0	0	0	0	489	652	617	909	1310	990	3977	84.69%		
No	0	0	0	0	91	110	75	145	168	201	589	12.54%		
No Response	0	0	0	0	13	16	14	23	64	48	130	2.77%		
	0	0	0	0	593	778	706	1077	1542	1239	4696			
Do you have acc											Ì			
Yes	0	0	0	0	0	160	674	731	0	0	1565	94.73%		
No	0	0	0	0	0	3	25	39	0	0	67	4.06%		
No Response	0	0	0	0	0	4	7	9	0	0	20	1.21%		
		0	0	0	0	167	706	779	0	0	1652			
Are you in favor of the E-Tag?														
•	of the E-	Tag?	0	0	0	0	455	649	0	0	4404	82.95%		
Yes					0		455			0	1104			
No No Decree	0	0	0	0	0	0	71	94	0	0	165	12.40%		
No Response	0	0	0	0	0	0	26	36	0	0	62	4.66%		
	0	0	0	0	0	0	552	779	0	0	1331			