



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit
Selected Activities of the Bureau of
Regulatory Services
Department of State

Report Number:
 231-0220-10

Released:
 April 2011

The Bureau of Regulatory Services (BRS), Department of State, includes the Driver Programs Division, Driver Assessment and Appeal Division, Business Licensing and Regulation Division, and Michigan Motorcycle Safety Program. BRS licenses and regulates driver training schools and driver training instructors, manages the third party driver skill testing program, and conducts driver's assessment reexaminations and hearings. BRS also licenses and regulates vehicle dealers, repair facilities, and mechanics.

Audit Objective:

To assess the effectiveness of BRS's efforts to ensure that driver education instructors and examiners are qualified to instruct and test driver education students.

Audit Conclusion:

BRS's efforts to ensure that driver education instructors and examiners are qualified to instruct and test driver education students were moderately effective. We noted two reportable conditions (Findings 1 and 2).

Reportable Conditions:

BRS did not ensure that all driver education and motorcycle safety instructors and providers met certification requirements. Also, BRS had not fully established motorcycle safety instructor requirements to ensure that it certified only instructors who had safe driving records. (Finding 1)

BRS could improve its process for monitoring automobile and motorcycle third party examiners and help ensure that all third party examiners conducted skills tests appropriately (Finding 2).

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Audit Objective:

To assess the effectiveness of BRS's efforts to ensure that high-risk drivers comply with the State's driver licensing requirements.

Audit Conclusion:

BRS's efforts to ensure that high-risk drivers comply with the State's driver licensing requirements were moderately effective. We noted one reportable condition (Finding 3).

Reportable Condition:

BRS did not conduct timely driver assessment reexaminations for high-risk drivers (Finding 3).

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Audit Objective:

To assess the effectiveness of BRS's efforts to limit access to licensing data to ensure data security.

Audit Conclusion:

BRS's efforts to limit access to licensing data to ensure data security were moderately effective. We noted one reportable condition (Finding 4).

Reportable Condition:

BRS had not fully established effective access controls over its licensing and certification data (Finding 4).

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Agency Response:

Our audit report contains 4 findings and 5 corresponding recommendations. The Department's preliminary response indicated that it agrees with all of the recommendations and has complied or will comply with them.

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A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>



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