

Motorcycle Theft in Australia

July 2002

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Abstract:	<p>One of the NMVTRC's key goals is to facilitate co-operation and effective implementation through the provision of high level monitoring and evaluation processes. Providing research about motor vehicle theft trends is critical to achieving this goal.</p> <p>The ease at which motorcycles can be stolen and the lack of adequate mechanisms for identifying stolen motorcycles and their parts render motorcycles particularly susceptible to professional thieves who seek to convert the stolen bike to cash. This report examines the nature of motorcycle theft in Australia from the perspective of motorcycle riders and dealers.</p> <p>While motorcycle theft accounts for less than 5 per cent of the nation's reported vehicle thefts, they are much less likely to be recovered and more likely to be stolen as part of a multiple theft incident.</p>
Purpose:	To provide the basis for informed discussion, further research and the development of strategies to address motorcycle theft in Australia.
Key words:	Motorcycles, motorcycle theft, professional theft, identification, on-road, off-road, riders, dealers.

FOREWORD

While many of the vehicle theft reforms being pursued by the NMVTRC and its stakeholders will help to decrease the opportunities for motorcycle theft (ie. improved national exchange of stolen and written-off vehicle information between jurisdictions), other strategies are less likely to be effective for motorcycles. For instance, while engine immobilisers are available for motorcycles, the ease with which a motorcycle can be loaded onto another vehicle limits the efficacy of the immobiliser as a deterrent device.

The dynamics of motorcycle theft also vary considerably from those of other motor vehicles. In 2001, more than 6000 motorcycles were stolen (representing 5 per cent of all vehicles stolen), with fewer than 30 per cent recovered. This is an extremely low recovery rate compared to all motor vehicles, which have an average recovery rate of around 85 per cent.

It has been suggested that the reason for such a low recovery rate is due to the ease with which motorcycles can be disassembled and sold for parts or shipped overseas, and the lack of component identification. The low recovery rate and the incidence of multiple thefts from a single location also suggests that motorcycles are less likely to be stolen for opportunistic reasons, such as transport or joyriding than other motor vehicles.

Feedback from the NMVTRC's stakeholders indicates that motorcycle theft continues to be a problem and that as the opportunities for professional thieves to steal cars diminish there may be a consequential increase in the level of motorcycle theft for financial gain.

There has traditionally been very little detailed information regarding the incidence of motorcycle theft at a national level in Australia. This report draws together for the first time comprehensive data from motorcycle theft incidents reported to police with the personal experiences of riders and motorcycle dealers.

The report confirms many of the anecdotal views often expressed about the problem and highlights some of the challenges to reducing the trade in stolen bikes and components. These challenges are illustrated by the great number of off-road bikes that are stolen (which are unlikely to ever come under scrutiny as part of any registration process) and the difficulties of identifying whole motorcycle and key components generally.

The NMVTRC is of the view that the most effective countermeasure is likely to lie in improving the way in which a motorcycle's key identifiers are applied in the manufacturing or pre-distribution processes. Recent developments in microdot technology and its application allows thousands of microdots, each invisible to the naked eye and each featuring the vehicle's Vehicle Identification Number, to be applied throughout a car.

The technology is currently being trialed by seven car vehicle manufacturers and the NMVTRC wishes to engage motorcycle manufacturers in discussions on the logistics of applying the technology to their products.

SUMMARY

This study has been undertaken to confirm and elaborate upon the anecdotal evidence and opinion that surrounds the issue of motorcycle theft in Australia.

The three main sources of data on which this report is based are:

- the National Motor Vehicle Theft Reduction Council's (NMVTRC) Comprehensive Auto-theft Research System (CARS) database which provided statistical information about all motorcycle thefts reported to Australian state and territory police services;
- a survey of motorcycle riders seeking their views about motorcycle theft and security, distributed through the rider groups of the Australian Motorcycle Council; and
- a survey of motorcycle dealers seeking their views about motorcycle theft and security, distributed through the motor trades associations of all states and territories except New South Wales and the Australian Capital Territory¹.

Statistical Summary of Motorcycle Theft

The dynamics of motorcycle theft are quite distinct from the theft of other passenger vehicles.

Six-thousand, one-hundred and sixty (6,160) motorcycles were reported stolen in Australia during 2001, accounting for 5 per cent of total vehicle thefts. Fewer than 30 per cent of stolen motorcycles were recovered. While registered bikes accounted for more than half of reported motorcycle thefts, they recorded a substantially higher recovery rate (36%) than unregistered bikes (19%).

Late model motorcycles were more likely to be stolen than their older counterparts and bikes manufactured by Honda and Yamaha accounted for over half of reported thefts. Harley Davidson recorded a particularly low recovery rate of 15 per cent and BMW recorded a high rate of recovery at 62 per cent, although both recorded favourably low theft rates compared to other makes.

Over 10 per cent of reported motorcycle thefts were a result of a multiple theft incident where more than one motorcycle was stolen at the same time.

The Motorcycle Riders Survey

Over 400 motorcycle riders (20% response rate) from across Australia responded to the riders survey. The sample group consisted mainly of recreational riders who own large capacity motorcycles which they use for weekend riding and touring, often as part of a motorcycle club activity.

The rider respondents indicated that they had a high level of insurance coverage and while most paid under \$600 per annum for their policy, many believed that the cost of insurance was too high. The majority believe that insurers should provide riders with discounted premiums as an incentive to upgrade the security of their motorcycle.

Security features were not considered as important as aesthetic and handling features when shopping for a new motorcycle. However the majority of riders indicated that they would be prepared to pay more than \$100 extra to include a feature which would increase the chances of the bike being recovered if stolen and the thief being prosecuted (some of the potential outcomes of an effective vehicle identification system).

¹ The motor trades associations of New South Wales and the Australian Capital Territory were invited to participate in the survey but declined.

The riders were very security conscious when storing their motorcycle at home with most keeping their bike under lock and key in the garage or inside their house. Many were security conscious away from home as well using manual locking devices and attempting to select a visible and safe parking location, although these were felt to be relatively scarce.

Respondents provided details of 36 thefts, most of which were stolen from the owner's home and over half of which were recovered. Half of the thefts were not covered by insurance and owners were left, on average, out of pocket by \$1,230. Manufacturers and motorcycle owners were considered the two groups most able to help reduce motorcycle theft and many riders did not believe that motorcycle theft was treated as a serious crime by police and the courts.

The Motorcycle Dealers Survey

One hundred and three (103) dealers responded to the motorcycle dealers survey, representing a response rate of 36 per cent. Between them the dealers reported stocking twenty different makes of motorcycle with most carrying both new and used stock. The majority of the dealers reported having insurance against theft. Of those that did not, the high cost or the inability to get insurance was cited as being the reason.

Burglar alarms and after-hours patrols were the most popular security measures deployed at the dealerships. Over half of the dealers reported keeping the keys to their motorcycles in an unlocked key cabinet. Discounted insurance premiums was considered a more influential incentive to upgrade dealership security than access to specialist advice or proven theft prevention.

Most dealers agreed that motorcycle manufacturers should take responsibility for producing more secure motorcycles and less than a fifth of dealers believed that their customers would not be prepared to pay for a feature that would increase the chances of the bike being recovered if stolen and the thief being prosecuted.

Forty-five dealers reported the theft of 106 motorcycles from their dealership over a two year period and more than one-third indicated that their dealership had been victim to an incident of multiple theft. Almost 90 per cent of the dealership thefts were of off-road motorcycles and only one-quarter of all thefts were recovered.

Like the riders, dealers were disgruntled at the manner in which motorcycle theft was dealt with by police and the courts. The dealers identified owners as the group most able to help address motorcycle theft, followed by manufacturers.

Some dealers expressed concern about their inability to conclusively determine a motorcycle's identity and the issues this raised for them when buying second hand bikes or parts. Several also expressed concern about the sale of written-off motorcycles sold at auction contributing to the theft problem.

Conclusions

- Motorcycles are a desirable target for professional thieves because of:
 - ▶ their relative ease of theft due to their comparatively small size and weight;
 - ▶ the lack of registration requirements for off-road bikes; and

- ▶ the absence of a means by which individual motorcycles can be identified once their identification plates are removed or the motorcycle is broken up for parts.
- The methods by which motorcycles are stolen suggest that physical prevention solutions (such as engine immobilisers) have a limited impact on theft and that solutions that address the ease at which motorcycles can be illicitly recycled (such as systems of identification) are more likely to be effective.
- Motorcycle owners have indicated a willingness to pay extra for a motorcycle to guarantee its recovery if stolen and prosecution of the thief – the potential outcomes of an effective system of identification.
- While most riders observe secure practices to protect their motorcycles from theft, some consider theft as inevitable believing that if a thief wants their bike they will get it. This apathy may provide a barrier to improving security practices amongst owners and introducing new theft prevention technologies.
- Motorcycle owners, manufacturers and the courts are believed by riders and dealers as having the greatest contribution to make in the reduction of motorcycle theft.

ACKNOWLEDGMENTS

The NMVTRC would like to thank the following people and organisations for their assistance:

- Peter Mount, President, Australian Motorcycle Council;
- the rider groups of the Australian Motorcycle Council;
- the Motor Trades' Association of Queensland
- the Motor Trades' Association of Northern Territory
- the Motor Trades' Association of Western Australia
- the Motor Trades' Association of South Australia
- the Victorian Automobile Chamber of Commerce
- the Tasmanian Automobile Chamber of Commerce
- the Comprehensive Auto-Theft Research System (CARS)

The NMVTRC also gratefully acknowledge all police services, registration authorities and participating insurers for their supply of data.

CONTENTS

1. INTRODUCTION.....	1
2. METHODOLOGY.....	2
2.1 CARS Data	2
2.2 Motorcycle Riders' Survey	2
2.3 Motorcycle Dealers' Survey	3
3 REPORTED MOTORCYCLE THEFT.....	4
3.1 Theft and Recovery	4
3.2 Theft Characteristics.....	4
3.3 Multiple Thefts	6
3.4 Criminal Justice System.....	6
4. MOTORCYCLE RIDERS' SURVEY	8
4.1 The Motorcycle Riders.....	8
4.2 Insurance.....	9
4.3 Motorcycle Security	10
4.4 Motorcycle Thefts	13
4.5 Who is responsible for addressing motorcycle theft?.....	15
5 MOTORCYCLE DEALERS' SURVEY	19
5.1 The Motorcycle Dealers.....	19
5.2 Insurance.....	19
5.3 Dealership Security.....	20
5.4 Dealership Thefts.....	22
5.5 Who is Responsible for Addressing Motorcycle Theft?.....	24
6 CONCLUSIONS.....	26
7. REFERENCES.....	29
APPENDIX A.....	
APPENDIX B.....	

LIST OF FIGURES

Figure 1. Motorcycle theft and recovery, Australia, 2001	4
Figure 2. Theft and recovery by year of manufacture, Australia, 2001	4
Figure 3. Responses and registrations by make, Australia, 2001.....	8
Figure 4. What do you use for motorcycle for?.....	9
Figure 5. How much is your annual motorcycle insurance premium?	10
Figure 6. Importance of features when purchasing a motorcycle.	12
Figure 7. Preparedness to pay for recovery of vehicle and prosecution of thief	12
Figure 8. Security measures in place at time of theft.....	14
Figure 9. Which groups could do the most to reduce motorcycle theft?	15
Figure 10. Where do you keep the keys to your motorcycle stock?	20
Figure 11. How important are these features to buyers of new motorcycles?	21
Figure 12. How much would your customers be prepared to pay?.....	22
Figure 13. Were any motorcycles stolen between 1/1/2000 and 31/12/2001	22
Figure 14. Which groups could most help reduce motorcycle theft?	24

LIST OF TABLES

Table 1. Responses to Motorcycle Riders' Survey	2
Table 2. Responses to Motorcycle Dealers' Survey	3
Table 3 . Theft and recovery by manufacturer, Australia, 2001	5
Table 4. Multiple theft incidents, Australia, 2001	6
Table 5. Security Devices Used	11
Table 6. Makes of motorcycles reported stolen	13
Table 7. Location of Theft.....	14
Table 8. Most commonly stocked makes of motorcycle	19
Table 9. What security measures do you have in place at your dealership?	20
Table 10. Types of Motorcycles Stolen	22
Table 11. Number of motorcycles stolen	23
Table 12. Abbreviations used in this report	29

1. INTRODUCTION

This report combines statistical and qualitative information to provide an overview of motorcycle theft in Australia. While the report is by no means a conclusive analysis of the nation's theft problem, it does identify the main drivers of motorcycle theft to provide stakeholders with a basis for undertaking further research or developing theft reduction strategies.

The NMVTRC's CARS database collects details of every vehicle theft reported to Australia's state and territory police services and the database has provided a statistical description of reported motorcycle theft in Australia. The data examines measurable theft characteristics that are specific to motorcycles including low recovery rates and the incidence of multiple thefts.

Survey data expands upon this statistical overview. The surveys of motorcycle riders and dealers provided an opportunity for these groups to detail their security practices and attitudes and to provide information about their own experiences of motorcycle theft. In some instances, the survey responses formalised information that seems to be commonly known or believed throughout the motorcycle community but had until now not been documented.

2. METHODOLOGY

The report draws on three sources of data.

2.1 CARS Data

Chapter 3, *Reported Motorcycle Theft*, uses data collected through the NMVTRC's CARS project. The CARS database integrates data from police, registration authorities, insurance companies and other related sources. The data has a number of limitations when used for reporting on the level and nature of motorcycle theft.

Although CARS includes statistical detail for every vehicle theft reported to Australia's state and territory police services, it can be assumed that not all motorcycle thefts are reported to the police. The major insurers of motorcycles in Australia do not currently contributing data for CARS.

It is therefore expected that CARS data provides an under-estimate of Australia's true level of motorcycle theft. In addition, the details of stolen motorcycles are often not fully recorded by police with categories such as engine category or model sometimes recorded as 'unknown'.

Registration data only takes into account registered motorcycles however, as the dealer survey data shows, off-road motorcycles are frequently targeted by thieves.

2.2 Motorcycle Riders Survey

Chapter 4, *Motorcycle Riders*, reports the findings of a national survey of motorcycle riders conducted by the NMVTRC and the Australian Motorcycle Council (AMC). The survey queried motorcycle riders about their experiences of motorcycle theft, their methods of securing their motorcycles against theft and their attitudes to new security technologies and other motorcycle security issues.

Table 1. Responses to Motorcycle Riders Survey

	Survey Responses			Sample vs Registrations	
	Surveys Distributed	Responses Received	Response Rate	% of final survey sample	% of total national motorcycle registrations
ACT	40	4	10%	1%	2%
NSW	700	125	18%	30%	25%
NT	40	3	8%	1%	1%
QLD	520	98	19%	24%	21%
SA	200	36	18%	9%	8%
TAS	60	31	52%	7%	3%
VIC	400	90	23%	22%	28%
WA	160	25	16%	6%	12%
Unknown	n/a	2	n/a	n/a	n/a
TOTAL	2120	414	20%	100%	100%

A total of 2,120 surveys were distributed to motorcycle riders via the AMC's clubs and subsidiary groups. Four-hundred and fourteen (414) surveys were returned representing a response rate nationally of 20 per cent.

Compared to the distribution of registered motorcycles by state and territory, the survey sample is skewed towards New South Wales and Tasmanian riders with an under-representation of riders from Victoria and Western Australia. In addition, it is acknowledged that the sample based on members of the AMC favours owners of on-road and touring motorcycles and excludes a large section of the motorcycle community who do not belong to a motorcycle related club.

2.3 Motorcycle Dealers' Survey

Chapter 5, *Motorcycle Dealers' Survey*, reports the findings of a survey developed by the NMVTRC in conjunction with the Motor Trades Association of Queensland. The executive directors of motor trade associations in each jurisdiction were subsequently invited to distribute the survey to their motorcycle dealer members. All states and territories, except New South Wales and the Australian Capital Territory, chose to participate.

As outlined by Table 2, a total of 284 surveys were distributed and 103 were returned, representing a response rate of 37 per cent.

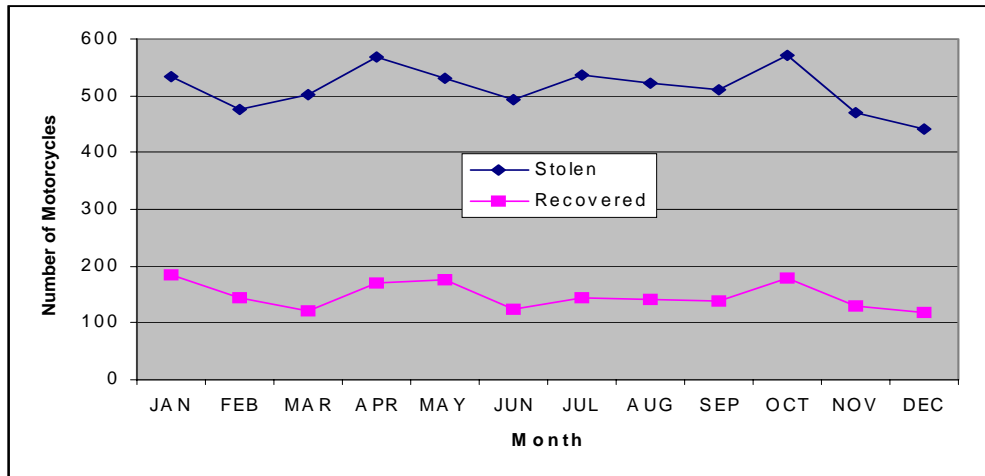
Table 2. Responses to Motorcycle Dealers Survey

	Surveys Distributed	Responses Received	Response Rate
NT	7	2	29%
QLD	61	25	41%
SA	42	5	12%
TAS	29	12	41%
VIC	87	39	45%
WA	58	20	34%
TOTAL	284	103	36%

3 REPORTED MOTORCYCLE THEFT

Motorcycle theft accounts for less than 5 per cent of the nation's reported vehicle thefts and the characteristics of reported motorcycle theft vary greatly from the theft of other passenger vehicles. Motorcycles are stolen in lower numbers than motor cars, are less likely to be recovered once stolen and more likely to be stolen as part of a multiple theft incident.

Figure 1. Motorcycle theft and recovery, Australia, 2001



3.1 Theft and recovery

Six thousand, one hundred and sixty (6,160) motorcycles were reported stolen to Australian state and territory police services during 2001. Thefts in New South Wales accounted for a third of the national figures, while Victoria and Western Australia each account for 20 per cent and Queensland for 16 per cent.

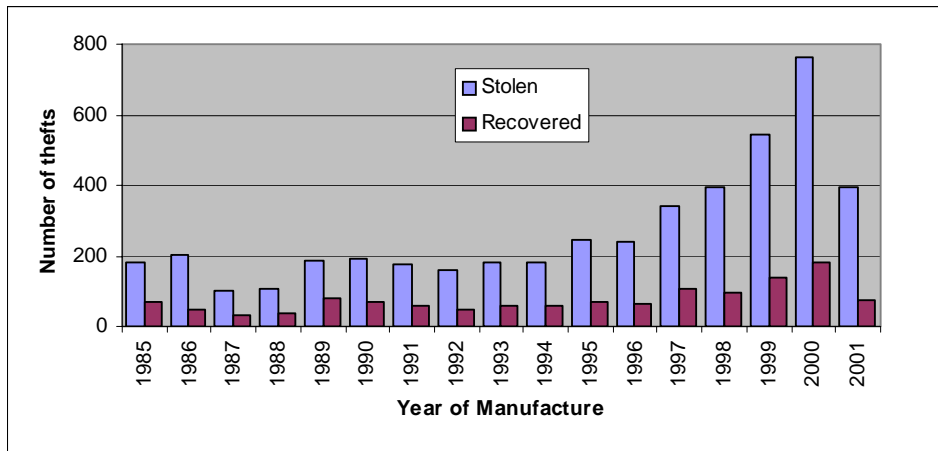
The recovery rate for motorcycles is low at 29 per cent compared to other passenger vehicles which were recovered at a rate of 77 per cent. Sixty per cent of recoveries were made within one day of the motorcycle being stolen while almost 80 per cent of recoveries occurred within seven days.

Consistent with other vehicle thefts, motorcycles were most likely to be stolen on a Friday or Saturday. On any given day of the week, the highest number of motorcycle thefts were recorded between the hours of 4pm and 8pm.

3.2 Theft Characteristics

Unlike other passenger vehicles where vehicles aged ten years and older account for the bulk of thefts, newer model motorcycles were reported stolen in higher numbers than older models. As Figure 2 shows, motorcycles manufactured in the year 2000 were the most stolen last year and those manufactured in 1999 the second most stolen.

Figure 2. Theft and recovery by year of manufacture, Australia, 2001



Over forty per cent of police reports did not identify the engine capacity of the stolen motorcycle. Of those that were recorded however, 30 per cent (1,044 thefts) had an engine capacity of 201-250cc, while 501-750cc motorcycles were identified as the next most stolen accounting for 15 per cent (512 thefts) of the total. The 'big four' manufacturers (Honda, Yamaha, Suzuki and Kawasaki) accounted for 88 per cent of all reported motorcycle thefts and 12 makes in total recorded more than 20 thefts. Of those reporting more than 20 thefts (see Table 3), BMW had the highest recovery rate at 62 per cent while Harley Davidson recorded the lowest at 15 per cent.

Table 3 . Theft and recovery by manufacturer, Australia, 2001

Make	Number of Thefts	% Recovered	Theft Rate (Thefts: Registrations)
HONDA	1,945	32%	1:53
YAMAHA	1,765	26%	1:44
SUZUKI	889	30%	1:54
KAWASAKI	787	29%	1:59
HARLEY DAVIDSON	166	15%	1:232
KTM	141	18%	1:24
DUCATI	58	21%	1:163
VESPA	36	39%	1:40
TRIUMPH	32	41%	1:280
BMW	29	62%	1:538
HUSQVARNA	28	29%	1:55
BOLWELL	21	29%	1:34

Theft rates (the number of thefts expressed as a proportion of the number of vehicles registered) are a common measure of theft for passenger vehicles. However, caution should be exercised when comparing the theft rates (refer Table 3) for various makes of motorcycles as those that specialise in off-road models may appear artificially high. For example, KTM motorcycles appear to

have a very high theft rate at one theft for every 24 registered KTM bikes. KTM however specialise in off-road motorcycles and as a result the bulk of their in-service vehicles may be unregistered.

Conversely, the theft rate of BMW motorcycles provides a potentially more accurate reflection of the actual theft situation of this make. With the exception of a very limited number of endurance motorcycles that may be used on or off road, BMW is almost exclusively known for its on-road range and as a result, their motorcycles are highly likely to be registered.

Of the motorcycles reported stolen to Australian police services during 2001, 58 per cent (3,573 motorcycles) were registered, 27 per cent (1,651 motorcycles) were unregistered. In 15 per cent (932 motorcycles) of reported thefts the vehicle's registration status was unclear.

For registered motorcycles the overall recovery rate was 36 per cent, far higher than the 19 per cent rate of recovery for unregistered motorcycles.

3.3 Multiple Thefts

Table 4. Multiple theft incidents, Australia, 2001

Number of Motorcycles Stolen in Reported Incident	Number of Incidents	Total Motorcycles Stolen
1 motorcycle	5,442	5442
2 motorcycles	217	434
3 motorcycles	39	117
4 motorcycles	8	32
5 motorcycles	5	25
6 motorcycles	4	24
7 motorcycles	1	7
8 motorcycles	1	8
11 motorcycles	1	11
13 motorcycles	1	13
18 motorcycles	1	18
25 motorcycles	1	25
Total	5,721	6156

While 95 per cent of incidents during 2001 were single motorcycle thefts, over 700 motorcycles were stolen in 279 incidents of multiple theft. The theft of two motorcycles accounted for the bulk of multiple thefts however in four reported incidents more than ten motorcycles were stolen with 25 being the maximum number of thefts in one incident.

3.4 Criminal Justice System

Studies by the Australian Institute of Criminology (AIC) indicate that while motor vehicle theft increased over a fifteen year period from 1983 to 1998, the number of

adult convictions and custodial sentences imposed for this crime experienced an even higher rate of increase. The AIC concluded that the criminal justice system only produced a “small deterrent” on criminal activity and that a “focus on repeat offenders, many of whom may be known to the police and may have a history of contact with courts, can prove effective in reducing the level of car theft.”²

² Conference paper by Carlos Carcach of the Australian Institute of Criminology, Canberra, NMVTRC/AIC Conference *Reducing Car Theft: How Low Can We Go*, Adelaide, December 2000

4. MOTORCYCLE RIDERS SURVEY

Four hundred and fourteen (414) motorcyclists responded to the riders survey undertaken by the NMVTRC and AMC. Some respondents owned more than one motorcycle with some taking a different approach to security for each of their different bikes. Respondents provided details of 427 motorcycles in total.

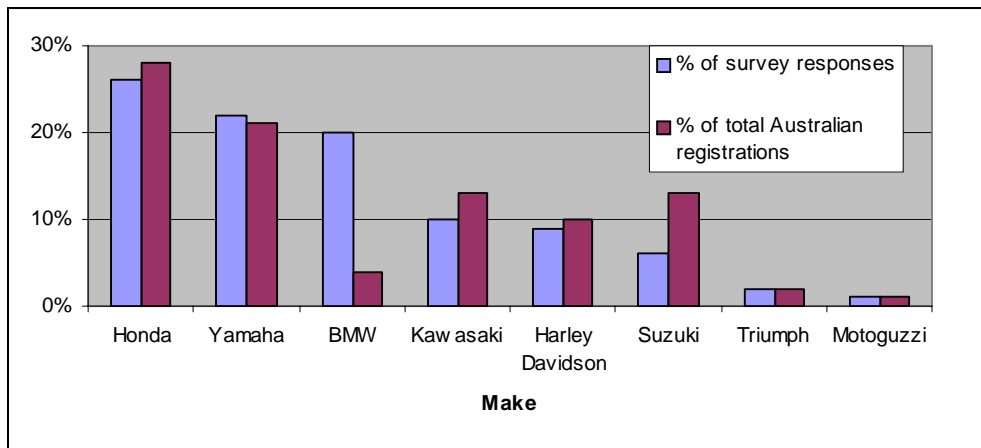
Details of 36 thefts, including one motorcycle which was stolen twice, were also provided. Three of these thefts related to motorcycles currently owned by the respondents and the thefts ranged in date from 1957 to 2002.

Survey responses appear to reflect a group of recreational riders who use their motorcycles for weekend riding and touring, often as part of a motorcycle club activity. Anecdotal evidence suggests that recreational riders account for possibly the fastest growing proportion of motorcyclists on our roads and an increasing market share in terms of spending for the motorcycle industry.

4.1 The Motorcycle Riders

With some minor exceptions the survey sample is reasonably reflective of the overall composition of the registered motorcycle fleet by make on Australian roads (refer Figure 3). Motorcycles included in the survey tended to be large, late model bikes and the over-representation of BMW and under-representation of Suzuki ownership is potentially a reflection of the sample population selected for the survey, recreational and touring riders.

Figure 3. Responses and registrations by selected makes, Australia, 2001

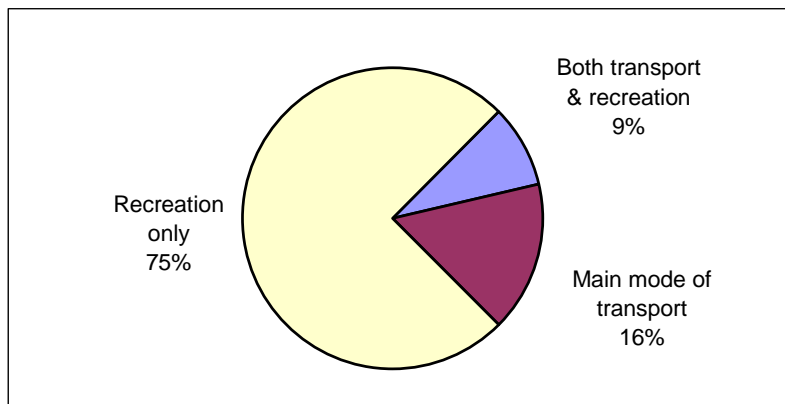


Motorcycles manufactured from 1990 accounted for almost 80 per cent of survey responses compared to 65 per cent of total motorcycle registrations. Late model motorcycles manufactured from 2000 onwards accounted for 23 per cent alone of survey responses compared to only 15 per cent of registrations. Given the bias toward late model motorcycle thefts evidenced by national theft data (refer chapter 2), the security practices and buying intentions of this group of late model motorcycle owners may be instrumental in efforts to reduce motorcycle theft of on-road bikes.

Over three-quarters of respondents reported owning motorcycles with an engine capacity greater than 750cc. Registration data shows that motorcycles of this capacity account for only 20 per cent of known registrations (31 % of registrations do not list the engine capacity) with a third of registered bikes being 250cc or less.

Three-quarters of those respondents said that they used their motorcycle for recreational purposes only rather than being their daily mode of transport (refer Figure 4). Fourteen respondents elaborated on their response, stating that they participated in touring or rally events while three said that their motorcycle use was weather dependent.

Figure 4. What do you use your for motorcycle for?



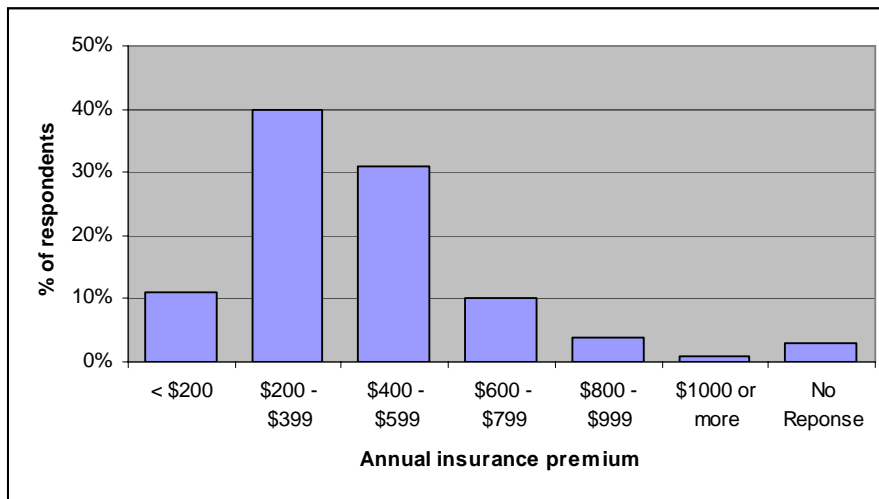
Fifty-five per cent of respondents said that they had their purchased their motorcycle second hand.

4.2 Insurance

Survey respondents indicated a high level of insurance coverage (82%) with the overwhelming majority of these riders (91% of those insured) reporting that they had comprehensive cover.

A third of insured respondents indicated that their policy covered their motorcycle for market value but the highest proportion (59%) reported being covered for an agreed value.

Eighty-two per cent (82%) of respondents indicated that they paid less than \$600 annually for motorcycle insurance (refer Figure 5) with the median cost being between \$200 and \$399.

Figure 5. How much is your annual motorcycle insurance premium?

Of the 75 uninsured respondents, sixty provided reasons for not being insured. Half cited high premium costs, premiums being unaffordable or the inability to justify the cost compared to their perception of risk as their reasons for not being insured. Others said they did not have insurance because they kept their bike locked inside, they only rode locally and there were too many other things that needed insuring. Some riders reported difficulty in obtaining insurance.

I have just restored my bike and have put around \$5,000 into it and when I rang around to get some prices on insurance it was either too old or not old enough.

I was too young to receive a reasonable insurance cover (\$1,000 per year) for a \$5,000 bike because I was under 25 years.

Respondents reported a high level of support for the concept that *'Insurers should offer discounted premiums as an incentive for owners to make their motorcycle more secure against theft'* with 95 per cent stating that they agreed or strongly agreed. Only 1 per cent of respondents said that they disagreed with this statement.

4.3 Motorcycle Security

Eighty-five per cent of respondents indicated that they secured their motorcycle using the bike's steering lock while over half indicated that they use a manual locking device such as a disc lock, U-Lock or chain and padlock. A small number of respondents indicated that they had invested in after market security products such as immobilisers and alarms.

Other security methods besides those listed in Table 5 included home or garage security systems and ownership of a threatening, large or loud dog.

Over three quarters (78%) of respondents reported that when at home, their motorcycle was stored in a locked garage or locked inside their house. A further

13 per cent kept their motorcycle in an unlocked garage and other places of storage included the home driveway, verandah or carport.

Sixteen per cent (16%) of respondents reported locking their motorcycle to an immovable object at home and when parking away from home, most respondents (61%) said that they never locked their motorcycle to an immovable object or anchorage. Reasons for this were given as being the use of other security such as a steering lock or disc lock (30%) and the lack of availability of suitable anchorages (20%).

Table 5. Security Devices Used

Security Used	% of Respondents
Steering Lock	85%
Manual Lock	53%
Alarm (After Market)	6%
Immobiliser (Original Equipment)	5%
Immobiliser (After Market)	4%
Security Warning Stickers (After Market)	3%
Electronic Identification eg. datatag (After Market)	1%
Alarm (Original Equipment)	1%
Etching / Engraving (Original Equipment)	1%
Etching / Engraving (After Market)	1%
Electronic Identification eg. datatag (Original Equipment)	1%
Security Warning Stickers (Original Equipment)	1%

Many riders commented on the difficulty of parking their motorcycle in a secure location away from home.

Would be nice to see more motorcycle parking areas available in areas close to shops etc. They are usually tucked away at the back of carparks, poorly lit and not visible through the 4WDs and vans parked.

Clearly labelled motorcycle parking spots with good anchorage points built in and lots of them.

More specific motorcycle parking would help...

While many motorcyclists went to great lengths to secure their bike, some took a fatalistic view of motorcycle theft believing that:

If they want it, they will take it!

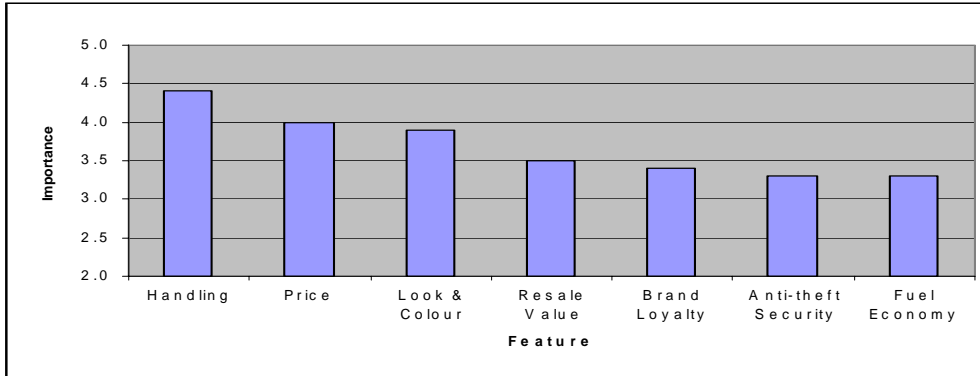
Many respondents mentioned the ease at which a motorcycle can be stolen as being their reason for this attitude.

...most motorcycles stolen are loaded on a trailer and removed to be stripped for parts...

Motorcycles can be lifted by four men so theft is difficult to prevent once [the] chain is cut.

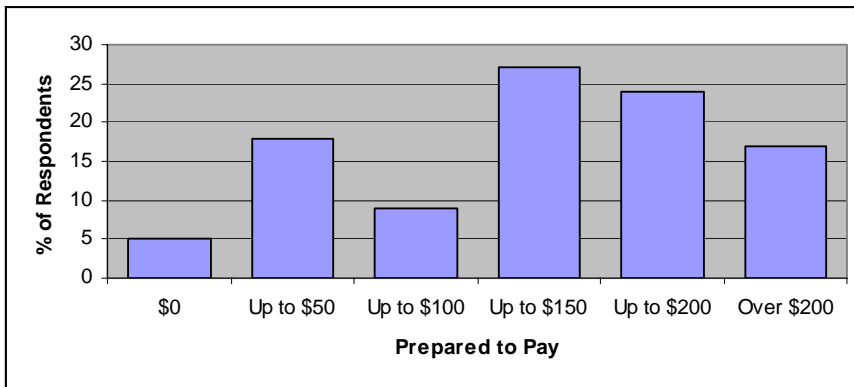
Given the belief amongst many riders that theft is difficult to prevent, it is not surprising that motorcycle security was given a low priority by riders when buying a new bike. The motorcyclists were asked how important certain features were when purchasing a new motorcycle (refer figure 6), with 5 being the highest level of importance and 1 the lowest.

Figure 6. Importance of features when purchasing a motorcycle.



Although respondents rated security as less important than features such as look, performance and price when buying a new motorcycle, most reported that they would be prepared to pay extra to increase the chances of recovery if the bike was stolen and to increase the likelihood of the thief being caught.

Figure 7. Preparedness to pay for recovery of vehicle and prosecution of thief



Respondents were asked how much extra they would be prepared to pay on the price of a new motorcycle to increase the chances of recovery if stolen and to increase the likelihood of the thief being caught. Over half of the 393 respondents to this question answered that they were prepared to pay over \$100 while only 5% were unprepared to pay extra for these security features.

4.4 Motorcycle Thefts

Respondents provided details of 36 thefts of 35 motorcycles (one bike was stolen twice) dating back as far as 1957 with the most current theft being in 2001. In twenty incidents (56%) the motorcycle was recovered. Of the twelve reported thefts that occurred since 1990 the stolen bike was recovered in only 4 cases.

Thefts were reported from every jurisdiction (except the Northern Territory): Queensland (15 thefts), New South Wales (9), Western Australia (5), Tasmania (3), Victoria (2), Australian Capital Territory (1) and South Australia (1).

As outlined in Table 6, Yamaha (7 thefts) and Honda (6 thefts) were the most stolen makes reported by respondents while all four reported Harley Davidson thefts occurred since 1990. Motorcycles aged one year old or less accounted for over half of the more recent thefts and almost 40 per cent of all thefts reported by the respondents.

Table 6. Makes of motorcycles reported stolen

Make	Total Stolen	Thefts from 1990 onwards
Yamaha	7	3
Honda	6	2
Harley Davidson	4	4
Kawasaki	3	1
Matchless	3	0
Norton	3	0
Triumph	3	0
Suzuki	2	0
BSA	1	0
Ducati	1	0
Motoguzzi	1	0
MZ	1	1
No Make Provided	1	1
TOTAL	36	12

The more recent thefts, from 1990 onwards, were generally of larger capacity motorcycles with five being over 1000cc and only two of the 12 being 250cc or less. Motorcycles reported stolen before 1990 were all of 750cc capacity or under with a third being under 250cc.

The collective value of all motorcycles reported stolen by respondents was estimated to total between \$110,000 and \$221,000. Of the thefts that had occurred since 1990, almost half were valued at under \$5,000 while 2 were valued by their owners at over \$15,000.

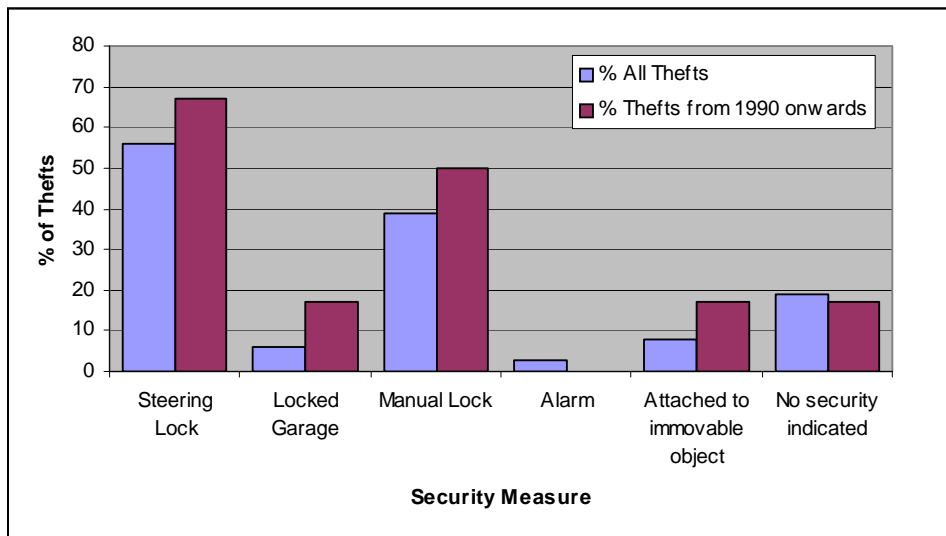
As detailed in Table 7, the largest proportion of thefts occurred from the owners' homes (over 60%) and interestingly while motorcycles stolen from the street accounted for six of the thefts perpetrated before 1990, none of the later thefts were reported as having occurred from this public location.

Table 7. Location of Theft

Location of Theft	All Thefts	Thefts from 1990 onwards
Private Home	22	8
Public Carpark	1	0
Work Location	5	2
Street	6	0
Petrol Station	1	1
Motel Carpark	1	1
TOTAL	36	12

Steering locks and manual locks were the most common forms of security in place at the time of theft. In all categories except 'alarm', motorcycles stolen from 1990 onwards had a greater level of security in place compared to thefts in all years. Almost 20 per cent of respondents did not indicate whether any security measure was in place when their motorcycle was stolen.

Figure 8. Security measures in place at time of theft

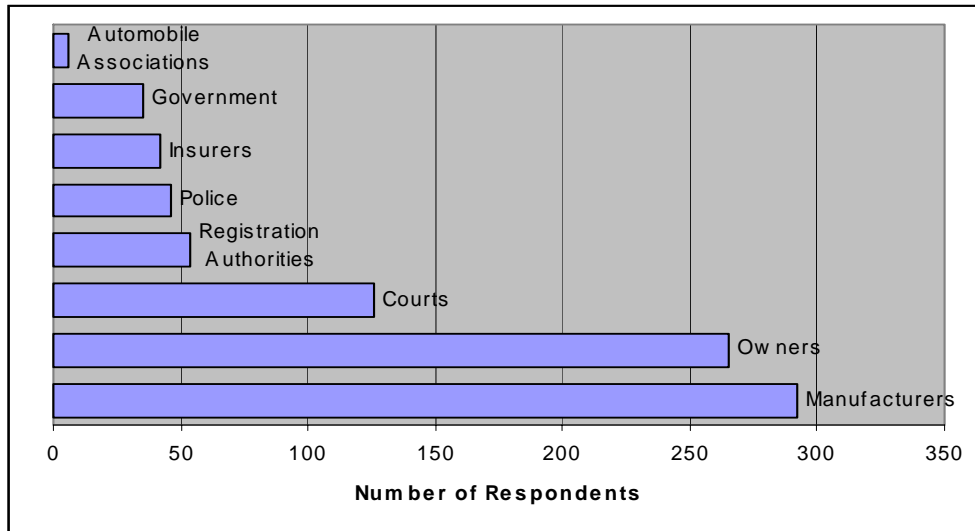


Half of all motorcycles stolen and half of those stolen from 1990 were not insured. For the motorcycles that were insured, a high proportion (12 of all thefts and 5 of the thefts from 1990 onwards) of claims resulted in the owner being out of pocket after the claim was settled. In addition, two owners stated that they were out of pocket for the excess they paid to settle the claim but did not provide an amount.

On average, insured owners were left \$1,230 out of pocket with the highest out of pocket amount being \$3,500 and the lowest \$200.

4.5 Who is responsible for addressing motorcycle theft?

Figure 9. Which groups could do the most to reduce motorcycle theft?



Respondents were asked to identify which two groups or organisations could do the most to reduce motorcycle theft and while manufacturers and motorcycle owners were clearly considered as having the most influence in this regard, the issue prompted a broad range of comment.

One rider summed up the overall findings of the survey question of who was most responsible, stating:

If you have a valuable bike only the manufacturers and owners can ensure its security. Officialdom will do little.

Ninety per cent of respondents said that they strongly agreed (58%) or agreed (32%) with the statement 'Motorcycle manufacturers should take responsibility for producing secure and identifiable motorcycles'. Some respondents commented that the manufacturing process was the most appropriate place for security issues to be addressed:

It's about time that motorbikes were fitted with electronic security devices such as that fitted to many of today's modern cars. I blame the manufacturers for lagging behind in this regard.

Microdots as per some car manufacturers should be more widespread.

All motorcycles should come standard with some form of anti-theft device other than a steering lock.

While other respondents said that:

Vehicle manufacturers should not be blamed if owners fail to securely lock their motorcycles.

Motorcycle manufacturers cannot improve security of motorcycles because lock, security systems etc only keep out honest people.

Some respondents believed that manufacturers should produce more secure bikes but were concerned at the cost implications:

Factory fitted security devices will only increase the new price of motorcycles as they have in cars.

Manufacturers are making a fortune building bikes, so they should put more into making bikes less prone to theft.

...the manufacturers should build in anti-theft devices at no extra cost to the consumer...

...fit microchip or equipment to all new bikes..

Fewer respondents commented that the additional cost was outweighed by the benefit:

Manufacturers should do everything they can to prevent their product from being stolen even if the cost has to be passed onto the consumer.

Some riders were dismissive of a possible commitment by manufacturers to reducing theft. Referring to the possibility of manufacturers implementing a microdot identification feature on motorcycles, one respondent asked:

Do manufacturers want this system? Every time a vehicle is stolen the manufacturers sell another vehicle at the cost to the insurer.

Motorcycle owners were considered the second most influential group in addressing theft and many respondents commented in support of this belief.

...there will be a lot less motorcycle thefts when the riders act responsibly. Carelessness is the main reason for the statistics being so alarming.

Motorcycle owners should be more vigilant towards their bikes.

...if common sense is used the bikes will be safe...

For others, common sense was clearly not enough to prevent the theft of their bike and one asked:

They drugged my dog, dug into the concrete and carried my bike away. You tell me what else you are to do?

Another rider claimed that the perceived risk of theft influenced his decision not to buy his favoured brand of motorcycle:

...the local distributor told me that a Harley Davidson may be stolen if I left it out of sight...so I bought a non Harley Davidson cruiser to reduce the risk of theft. I therefore live with the less stress about my bike being stolen solely because of its make...

The courts were considered the third most influential group in addressing motorcycle theft and were the group that received most criticism from the riders. There was strong agreement amongst respondents to the statement 'Being able to identify and prosecute the thief responsible for stealing my motorcycle is important to me'. Only three per cent of respondents said that they neither agreed or disagreed with the statement while the remainder indicated that they either strongly agreed (86%) or agreed (11%).

Respondents overwhelmingly considered the penalties for motorcycle theft as being too lenient.

Adequate punishments to convicted thieves – not just a tap with a feather.

The courts need to take theft seriously and make the thief pay the full amount to the victim.

Rob a bank of the equivalent amount of money and you get ten years. Steal a motorcycle worth \$20,000 and they get a good behaviour bond – this is a ridiculous situation.

Most riders saw the treatment of motorcycle theft by the courts as part of a larger issue of how crime is dealt with.

The penalties for all crimes have to be made harsher.

Like a lot of other criminal activities, if the courts "threw the book" at bike thieves perhaps a lot less would occur. Get tough courts!

The police treatment of motorcycle theft was subject to similar comments with many commenting that the police did not take theft seriously.

Police should view vehicle theft as serious crime in the first instance and not just a statistical exercise.

The police should concentrate more on theft rather than the money side of things such as radar.

Some respondents however commented that the police were not adequately resourced to tackle motorcycle theft and that existing legal frameworks were not supportive of investigating theft.

Police need larger budget and more resources.

Police manpower very low, all thefts, cars and motorcycles very difficult to investigate.

...the government must issue directives to all police departments – must make sure that they are carried out and back up all decisions. If the law is wrong, change it.

Some respondents considered the potential of better systems of registration to assist in addressing theft.

Develop a means of scrutiny when registering vehicles / cycles.

An Australia wide registry of stolen motorcycles is essential if recovery from theft is to be achieved.

While others commented that insurers had a role to play.

Insurance companies do little to encourage positive behaviour.

Education of owners on theft reduction by insurance companies would be in their own financial interest.

The recovery of a stolen motorcycle leaves the owner in a position where the cycle may be damaged internally and no compensation is payable. A stolen bike not returned is covered by insurance. Proof of damage is difficult to claim.

While some riders saw the problem of motorcycle theft clearly as an issue of justice or owner carelessness, others looked at the problem from a perspective of reducing the demand for the stolen bikes and particularly for stolen parts.

Theft; means there has to be an end market for the stolen goods, so start there are work back to owners.

Number one priority for me would be to get my bike back quickly before it was damaged or stripped for parts.

...some of them [stolen motorcycles] go out of the country as spare parts with no checks done...

Several riders considered the problem an international one stating that they believed that many stolen bikes and parts were shipped overseas.

5 MOTORCYCLE DEALERS' SURVEY

One hundred and three (103) dealers responded to the Motorcycle Dealers' Survey distributed by the motor trades associations all states and territories, except NSW and the ACT where the associations declined to participate.

5.1 The Motorcycle Dealers

While 13 dealers reported that they stocked used motorcycles only, the majority (88 dealers) reported stocking both new and used motorcycles. One dealer reported stocking only new motorcycles and one provided no response. The dealers stocked more than 20 different makes of motorcycles, with Yamaha, Honda, Suzuki and Kawasaki being the most common. Details of other brands commonly stocked by the dealers are listed in table 8.

Table 8. Most commonly stocked makes of motorcycle

Make	# Dealers
Yamaha	52
Honda	52
Suzuki	40
Kawasaki	38
Harley Davidson	16
Triumph	15
BMW	15
Ducati	12
KTM	10

5.2 Insurance

Most respondents (95%) reported being insured against motorcycle theft. The small number of dealers who did not have insurance reported the reason as the high cost or the inability to get insurance. One respondent said that they had already had *too many claims* to obtain insurance while another expressed concern that *Insurance companies are now not reinsuring dealerships*.

Over two-thirds of respondents reported that discounted insurance premiums would be the measure most likely to influence them to upgrade the security at their dealership however one dealer believed that:

Discounted insurance premiums provide insurance companies an escape clause if procedures are not followed to the letter.

Ninety-five per cent (95%) indicated that they agreed or strongly agreed with the statement: *"Insurers should offer discounted premiums as an incentive for owners to make their motorcycle more secure against theft"*. For one dealer, the high cost of insurance for their dealership was the motivating factor behind upgrading their security.

We had a lot of break-ins...we could not get affordable theft cover so we spent over \$10,000 on various security upgrade around the shop and we

haven't had a break-in since...we included theft insurance in our policy again at a much reduced premium.

5.3 Dealership Security

Table 9. What security measures do you have in place at your dealership?

Security Measure	# of Dealers
Burglar Alarm	92
After hours patrol	56
Anchor Points	19
Reinforced windows & doors	19
Security Cameras	12
Live on premises	11
Lighting	6
Bikes chained together	6
Guard Dog	5

Burglar alarms were the most popular security measure with almost 90 per cent of dealers reporting that their premises were protected by an alarm. After hours patrol was the second most popular form of security with over half of dealers employing this method. Other security measures reported include reinforced windows or doors (18% of dealers), anchor points to secure motorcycles to (18%) and security cameras (12%).

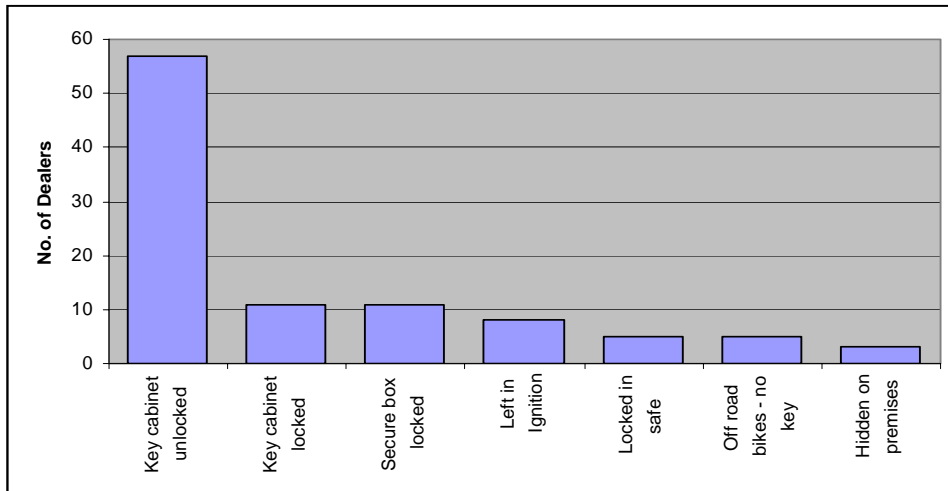
Some dealers' comments reflected frustration with the need to update security and the associated costs.

Every time we have a theft or break-in we implement countermeasures to prevent same crime.

Cost of security cameras in country Victoria may be greater than the thefts at this point...current cost of equipment is too expensive.

An unlocked key cabinet was reported as the method of key storage by over half of dealers (55%) while only 26 per cent reported keeping the keys of their motorcycle stock locked away in a key cabinet (11%), a secure box (11%) or in a safe (<5%).

Figure 10. Where do you keep the keys to your motorcycle stock?



Discounted insurance premiums (67% of respondents) was the measure most likely to influence dealers to upgrade security at their dealerships and one dealer elaborated that insurers would need to clearly specify the exact measures that would result in a discount for this to be an incentive.

Forty-three per cent (43%) of respondents reported that they would be influenced to upgrade security if the efficacy of candidate security measure was proven.

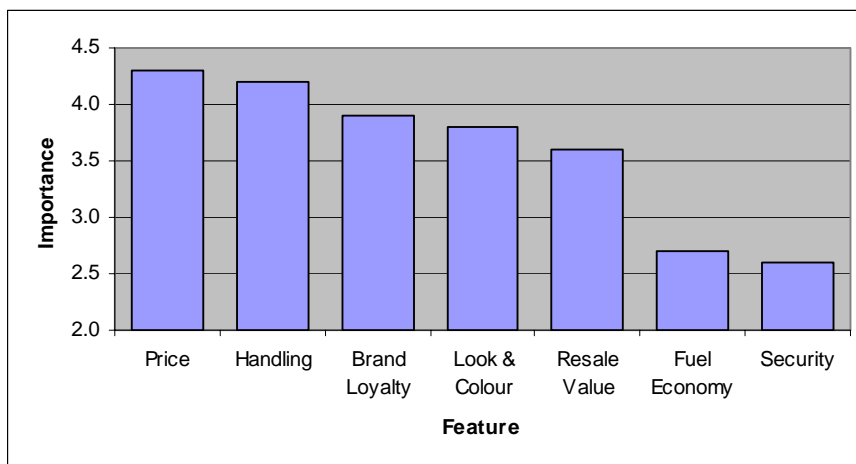
Twenty-eight per cent said that access to expert advice would influence them.

Only 6 per cent of dealers said that a theft or attempted theft at their dealership would be sufficient incentive for them to upgrade security.

When asked how they felt about the statement *Motorcycle manufacturers should take responsibility for producing secure and identifiable motorcycles*, 86 per cent of respondents 'agreed' or 'strongly agreed'.

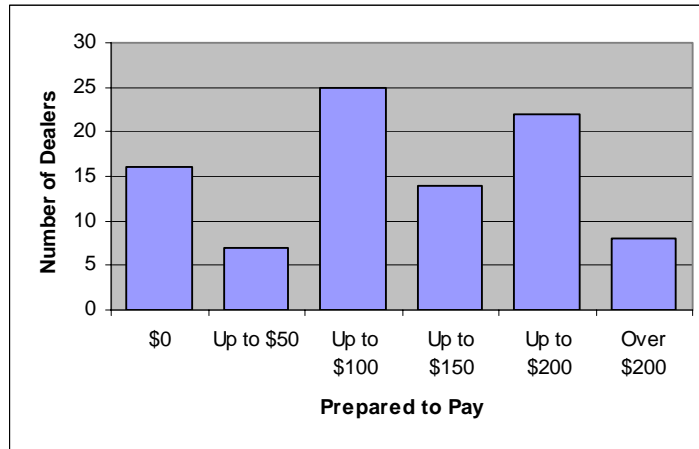
Dealers were asked to rank how important different features were to their customers when buying a new motorcycle (refer figure 11). 'Security' was ranked as the least important feature.

Figure 11. How important are these features to buyers of new motorcycles?



The dealers were also asked how much extra on the price of a new motorcycle their customers would be prepared to pay if it included a feature that would greatly increase the chances of their motorcycle being recovered if it was stolen and the thief being caught (refer Figure 12). Only 17 per cent of respondents believed that their customers would not be prepared to pay an additional amount.

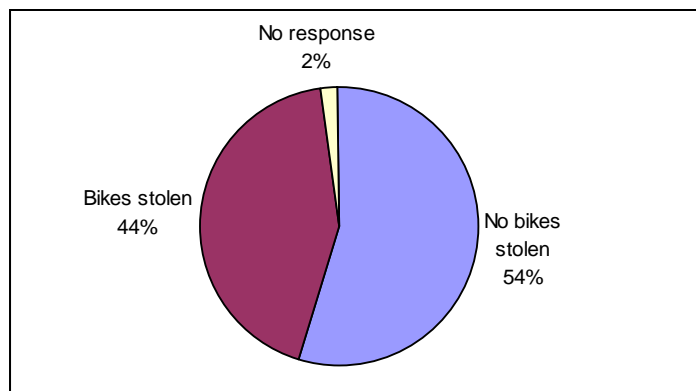
Figure 12. How much would your customers be prepared to pay?



5.4 Dealership Thefts

Dealers were asked to provide details of thefts from their dealerships over the two year period from 1 January 2000 to 31 December 2001. Forty-five dealers (44%) reported a total of 106 motorcycles stolen during this time, 27 of which were recovered representing a recovery rate of only 25 per cent.

Figure 13. Were any motorcycles stolen between 1/1/2000 and 31/12/2001



Seventy-seven stolen motorcycles were new rather than used stock while a staggering 93 (or 88%) were off-road bikes.

Table 10. Types of Motorcycles Stolen

On or Off-Road	# Stolen	New or Used	# Stolen

Off-road motorcycles	93	New Motorcycles Stolen	77
On-road motorcycles	12	Used motorcycles stolen	28
Not reported	1	No Response	1

Over a third of dealers (37%) reported the theft of one motorcycle in the 24 month period and over 65% reported either one or two motorcycles stolen. Seven motorcycles was the highest number stolen over the two years with three dealers (9%) reporting this level of theft.

Table 11. Number of motorcycles stolen

# of Motorcycles Stolen	# of Dealers
1 stolen	17
2 stolen	13
3 stolen	7
4 stolen	4
5 stolen	1
6 stolen	0
7 stolen	3

Of the 45 respondents who provided details of thefts from their dealerships, 17 reported that they had been victim of multiple theft where more than one motorcycle was stolen in the same incident. Dealers also reported the theft of clothing and accessories (from 12 dealers) and other items (5 dealers) including a car, money and a ride-on mower stolen during the motorcycle theft incidents.

Some dealers elaborated on how the thefts from their dealerships had occurred.

We seem to loose one every year, even with all the security we keep adding. Our thefts have been mostly smash and grabs and mostly kids bikes – this may be particular to our area.

Main theft problem is at freight centres.

Four of five bikes were stolen on test rides even though genuine ID, credit card etc was provided.

Other dealers reported that the security measures at their dealerships had been influential in reducing theft.

...none [stolen] after internal roller shutters cut out after hours vision.

We have spent a lot of money to secure buildings and have been fortunate so far.

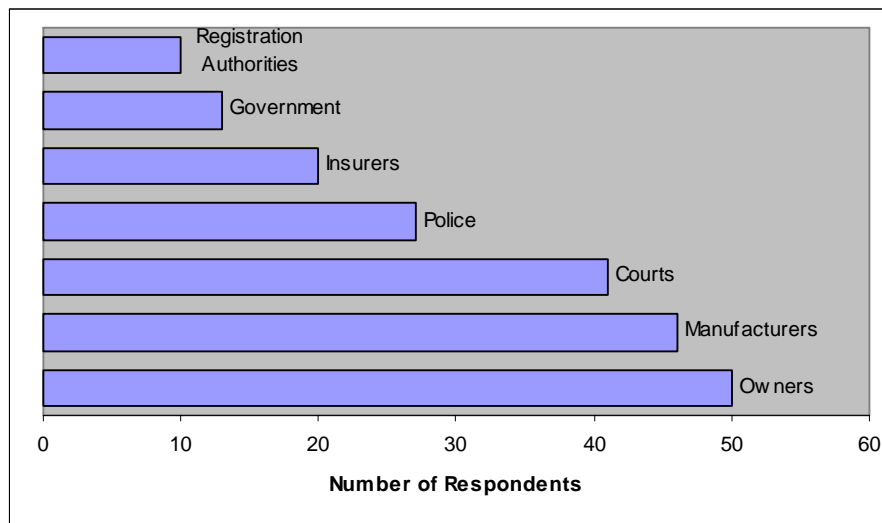
Dealers felt particularly strongly about the statement *Being able to identify and prosecute the thieves responsible for stealing motorcycles from my dealership is important to me* with 99 per cents of respondents reporting that they agreed or agreed strongly. One dealer however commented with exasperation on the prosecution of thieves responsible for theft from their dealership:

Although several of those responsible for thefts from our premises have been apprehended, they were given extremely lenient penalties enabling them to repeatedly commit the same crimes. I blame the courts for this.

5.5 Who is Responsible for Addressing Motorcycle Theft?

The respondents believed that motorcycle owners were the group most able to help reduce motorcycle theft with manufacturers and the courts identified as the groups next able to do the most.

Figure 14. Which groups could most help reduce motorcycle theft?



One dealer referred to the owners of motorcycles that were stored for repair at their dealership:

Customers should be made aware publicly that their bikes must have their own insurance privately and it is not under our insurance policy.

Manufacturers were considered the second most influential group.

Price of anti-theft should be added to manufacturers prices.

Audible and visual alarms should be fitted at manufacture or at import centre.

Commenting on the potential to improve motorcycle identification, one stated:

We will not buy or repair a bike we believe to be stolen. Identification markings and register would help us prove this.

The courts and the police were seen as the next group most able to address motorcycle theft. The dealers' comments echoed those of the riders in regard to their perception of the leniency of the justice system on motorcycle thieves.

Penalties on the thieves of all motor vehicle theft not severe enough. Courts are too easy on offenders to warrant police putting in effort.

If they are insured, police seem to be less interested in tracking the offender.

A number of dealers commented on the practices of insurers as having an impact on motorcycle theft.

The insurance companies aren't serious. First thing required is to remove compliance plates on write-offs... The plate could be handed over to buyers once proof of where parts bought for rebuild were obtained.

...any motorcycle that has been written-off by an insurance company that the VIN be placed on a registry of vehicles unable to be registered in Australia again...you only need to be at damaged vehicle auctions and see the price paid for motorcycles that are totally unrepairable...

VIN plates should be removed from written-off bikes – stop people buying a wreck at auction then stealing a bike similar to fix it.

Some dealers considered the lack of registration systems for off-road motorcycles as an influence behind the theft of these vehicles and others believed that a register of stolen vehicles modelled on the Register of Encumbered Vehicles System (REVS) was required. (The REVS network is expected to be providing consumers in all jurisdictions with access to information about a vehicle's stolen or written off status by the end of 2002.)

One dealer succinctly summed up the sentiment of many of the respondents who considered motorcycle theft as a broader issue requiring a multi-faceted solution:

A combined approach is needed between government, dealers, insurance companies and motorcycle owners.

6 CONCLUSIONS

Defining the exact extent of motorcycle theft in Australia is difficult. Anecdotal accounts suggest that motorcycle theft is under-reported due to the low value of some motorcycles, the perceived apathy amongst some in the value of reporting theft and low overall levels of insurance coverage on motorcycles. While there were over 6,000 reports of motorcycle theft in Australia in 2001, representing 5 per cent of all reported vehicle theft, it can be assumed that the actual level of theft is higher.

The surveys of motorcycle riders and dealers expanded upon statistical information about reported thefts and confirmed the distinct nature of motorcycle theft compared to the theft of other passenger vehicles. The methods by which motorcycles are stolen, the purpose for which they are stolen, the type of motorcycles stolen and some of the issues involved with addressing motorcycle theft vary distinctly from other passenger vehicles.

One characteristic specific to motorcycle theft is that the smaller size and weight of motorcycles compared to other vehicles means they can be physically picked up and loaded on to another vehicle. This makes theft relatively easy as evidenced by the incidence of multiple thefts, which accounted for more than 10 per cent of motorcycles stolen in a twelve-month period. This trend is of particular concern to motorcycle dealers who are potentially at risk of having a large proportion of stock stolen in a single theft.

Stolen motorcycles are recovered at a very low rate of around 30 per cent. Other passenger vehicles are recovered at a rate of around 80 per cent with the majority of these thefts perpetrated by opportunistic thieves for short term transport or to assist in the commission of another crime (often home burglary). Motorcycle theft however appears to be the domain of professional thieves who trade stolen bikes and parts for economic gain. The high theft numbers of late model motorcycles, dominant market brands (Yamaha, Honda) and desirable niche brands (Harley Davidson) are also indicators of professional theft.

Theft characteristics of Harley Davidson motorcycles appear to be distinctly different to other registered on-road motorcycles. Respondent comments indicated that the brand had a reputation amongst motorcycle riders as a highly desirable theft target. While the theft rate of Harley Davidson is reasonably favourable compared to many other brands, the exceptionally low rate of recovery of 15 per cent does distinguish Harley Davidson theft from the theft of other on-road motorcycles.

Some survey respondents have suggested that the trade in stolen motorcycles extends beyond national borders and these stolen motorcycles are routinely transported overseas either as whole vehicles or as parts, with the problem being particularly acute in the case of unregistered off-road bikes. Stolen unregistered motorcycles are recovered at a much lower rate than registered motorcycles, lending weight to the theory of a strong illicit market, whether domestic or international, and highlighting another anomaly specific to motorcycle theft.

Many survey respondents considered the lack of registration processes for off-road motorcycles as a theft related issue. Unregistered motorcycles accounted for around a third of reported motorcycle thefts last year, the overwhelming proportion of theft from dealerships. It has been suggested however that unregistered

motorcycles are more likely than registered motorcycles to go unreported and the actual theft problem for unregistered bikes is even greater than the data suggests.

In regard to registered motorcycles, survey respondents considered the sale of written-off motorcycles via the auction process to be a contributing factor to motorcycle theft. Some dealers cited excessively high prices paid at auction for clearly unrepairable 'written-off' motorcycles seemingly to use the written-off bike's identification for the purpose of re-birthing a similar stolen motorcycle. The implementation of state and territory Written-Off Vehicle Registers supported by registration authority inspections during 2002 should go a significant way to addressing this issue.

Motorcycles represent a financial and sometimes emotional investment for riders and a livelihood for dealers, and many survey respondents reported going to great lengths to secure their motorcycles. Some dealers had upgraded security at a considerable cost and measures such as reducing after hours visibility into their store were reported by some to have been successful in reducing theft. While surprising, the general lack of key security reported by dealers needs to be considered in the context that many of the reported thefts from their premises were of keyless off-road motorcycles.

Most of the motorcycle riders reported being highly aware of the security of their motorcycles at home with many reporting that their bike was kept inside the house, on a porch or in a locked garage. A lack of secure parking away from home and the inadequate nature of public motorcycle parking facilities however was also commented on by riders.

The theft experiences of survey respondents indicated the immense difficulties involved in preventing theft through physical security measures. Many motorcycles were reported stolen from an apparently secure home location and not surprisingly, a degree of acceptance of theft was evident amongst the rider responses. In this environment, the ability to identify a motorcycle once stolen becomes crucial.

Those involved in the motorcycle trade or the investigation of motorcycle theft - motorcycle dealers, police officers, registration authorities and insurance assessors – currently have no means of adequately identifying a stolen motorcycle. This lack of identification facilitates the trade in stolen motorcycles and was highlighted by some dealers as a disincentive to dealing in second-hand stock.

Survey respondents were highly critical of what they perceived as a failure of enforcement and justice systems to address motorcycle theft. This too is in part a symptom of a lack of motorcycle identification and some respondents acknowledged the difficulty of enforcement in the absence of supporting registration and identification systems. The ability to identify stolen motorcycles provides a disincentive for thieves to steal motorcycles and a crucial foundation for the successful detection and prosecution of motorcycle thieves.

The rider survey respondents indicated a willingness to pay extra toward the price of a new motorcycle to increase the chance of recovery and of the thief being prosecuted (potential outcomes of an effective identification system) if their motorcycle was stolen. Somewhat contrary to this however, the riders nominated security as a lower priority than a range of aesthetic and handling features when

buying a new bike and appeared to equate 'security' as something wholly physical and lockable.

Despite the level of apathy that exists about theft, motorcyclists are clearly passionate about their motorcycles and enthusiastic about targeting the issue of motorcycle theft. The potential benefits of an identification system, applied to both on and off-road motorcycles, needs to be explained to those within the motorcycle community and given the suspected international trade in stolen motorcycles and their parts, arguments for an internationally recognised marking system are warranted.

7. REFERENCES

Table 12. Abbreviations used in this report

AMC	Australian Motorcycle Council
CARS	Comprehensive Auto Theft Research System
NMVTRC	National Motor Vehicle Theft Reduction Council
REVS	Register of Encumbered Vehicles System

APPENDIX A

MOTORCYCLE RIDERS' SURVEY



NATIONAL SURVEY ON MOTORCYCLE THEFT & SECURITY

1. About You and Your Motorcycle

1a. What is your residential postcode?

1b. What is the estimated value of your motorcycle (please tick answer)?

- Under \$1,000
- \$1,000 - \$4,999
- \$5,000 - \$9,999
- \$10,000 - \$14,999
- \$15,000 - \$19,999
- \$20,000 or more

1c. What are the specifications of your motorcycle?

MAKE

MODEL

YEAR

ENGINE
CAPACITY

 CC

1d. Did you buy your current motorcycle new or second-hand?

- New
- Used

1e. Do you mostly use your motorcycle as:

- Your usual mode of transport
 - Recreation or weekend riding
 - Other (please specify)
-

2. Motorcycle Insurance

2a. Is your motorcycle insured?

- Yes
- No (if no, please state reason, then go to 3a)

2b. How much is your annual motorcycle insurance premium?

- Under \$200
- \$200 - \$399
- \$400 - \$599
- \$600 - \$799
- \$800 - \$999
- \$1,000 or more

2c. What type of policy do you have?

- Comprehensive*
- Third Party, Fire and Theft*
- Third Party only*
- Other (please specify)

2d. What type of cover does your policy provide?

- Agreed Value*
- Market Value*
- Other (please specify)*

3. Motorcycle Security

3a. When parking your motorcycle away from home, do you lock it to an anchorage or other immovable object?

- Yes, all the time
- Only sometimes
- Never (if never, please state why)
-

3b. Where do you park your motorcycle at home?

- On the street
- In the driveway
- In a locked garage
- In an unlocked garage
- Other (please specify)

3c. When parking your motorcycle at home, do you lock it to an anchorage or other immovable object?

- Yes
- No

3d. Which of the following anti-theft measures do you use to secure your motorcycle (you may select more than one)? Also, where specified please indicate whether these features were fitted as original equipment by the manufacturer or by you as an after market extra.

- | | |
|--|--|
| <input type="checkbox"/> Steering Lock | <input type="checkbox"/> Manual lock (eg. U-Lock, chain) |
| <input type="checkbox"/> Immobiliser or ignition security system | <input type="checkbox"/> Alarm |
| <input type="checkbox"/> original equipment | <input type="checkbox"/> original equipment |
| <input type="checkbox"/> after market | <input type="checkbox"/> after market |
| <input type="checkbox"/> Tracking device | <input type="checkbox"/> Identification etching or engraving |
| <input type="checkbox"/> original equipment | <input type="checkbox"/> original equipment |
| <input type="checkbox"/> after market | <input type="checkbox"/> after market |
| <input type="checkbox"/> Electronic Identification (eg. 'datatag') | <input type="checkbox"/> Security warning stickers |
| <input type="checkbox"/> original equipment | <input type="checkbox"/> original equipment |
| <input type="checkbox"/> after market | <input type="checkbox"/> after market |
| <input type="checkbox"/> Other (please specify) | |

3e. How important are the following features to you when buying a motorcycle?

(Please rate each feature by circling the appropriate number)

	Very Important	←	No impact on my decision	→	Not important
	5	4	3	2	1
BRAND LOYALTY	5	4	3	2	1
Price	5	4	3	2	1
Resale value	5	4	3	2	1
Look and colour	5	4	3	2	1
Anti-theft / security	5	4	3	2	1
Fuel economy	5	4	3	2	1
Handling / Performance	5	4	3	2	1

.....

4. Motorcycle Theft

4a. Have you ever had a motorcycle stolen (your current motorcycle or another)?

- Yes. Year
- No (If no, go to 5a)
- (If yes, specify in what year it happened)

4b. Was your stolen motorcycle recovered?

- Yes
- No (If no, go to 4d)

4c. What condition was your motorcycle in when it was recovered (you can select more than one answer)?

- | | |
|---|--|
| <input type="checkbox"/> <i>Undamaged</i> | <input type="checkbox"/> <i>Undriveable</i> |
| <input type="checkbox"/> <i>Ignition damage</i> | <input type="checkbox"/> <i>Total write off</i> |
| <input type="checkbox"/> <i>Burnt</i> | <input type="checkbox"/> <i>Parts stripped from motorcycle</i> |
| <input type="checkbox"/> <i>Number Plates Missing</i> | <input type="checkbox"/> <i>Other (please specify)</i> |
| <input type="checkbox"/> <i>Identification plates missing</i> | |
| <input type="checkbox"/> <i>Identification plates tampered with</i> | |

4d. Where was your motorcycle parked when it was stolen?

- | | |
|---|--|
| <input type="checkbox"/> Private Location - Home | <input type="checkbox"/> Private Location - Business / Work premises |
| <input type="checkbox"/> Public Location – Car park | <input type="checkbox"/> Public Location – Street or footpath |
| <input type="checkbox"/> Other (specify) | |

4e. Which of the following security features were you using at the time of the theft?

- | | |
|---|---|
| <input type="checkbox"/> <i>Steering Lock</i> | <input type="checkbox"/> <i>Manual lock such as U-Lock or chain</i> |
| <input type="checkbox"/> <i>Immobiliser or ignition security system</i> | <input type="checkbox"/> <i>Alarm</i> |
| <input type="checkbox"/> <i>Tracking device</i> | <input type="checkbox"/> <i>Identification etching or engraving</i> |
| <input type="checkbox"/> <i>Electronic Tagging System (eg. 'datatag')</i> | <input type="checkbox"/> <i>Security warning stickers</i> |
| <input type="checkbox"/> Parked in a locked garage | <input type="checkbox"/> <i>Attached to something immovable</i> |
| <input type="checkbox"/> <i>Other (please specify)</i> | |

4f. Was it your current motorcycle (the one you described at the beginning of this survey) that was stolen?

- | | |
|---|--|
| <input type="checkbox"/> Yes (Go to 4i) | <input type="checkbox"/> No (Go to 4g) |
|---|--|

4g. What was the estimated value of the motorcycle that was stolen?

- Under \$1,000
- \$1,000 - \$4,999
- \$5,000 - \$9,999
- \$10,000 - \$14,999
- \$15,000 - \$19,999
- \$20,000 or more

4h. What were the specifications of the motorcycle that was stolen?

MAKE	<input type="text"/>	MODEL	<input type="text"/>
YEAR	<input type="text"/>	ENGINE CAPACITY	<input type="text"/> CC

4i. Did your insurer cover all the costs associated with the theft of your motorcycle?

- I was not insured at the time of the theft
- I was insured but did not make a claim
- Yes, my insurer covered all my costs

No, I was left out of pocket by \$..... (please specify how much)

.....
5. Motorcycle Identification

The NMVTRC considers that improving vehicle identification is likely to be a major component of any strategy to reduce professional motorcycle theft. Recent developments in microdot technology and its application has allowed up to 10,000 microdots, each invisible to the naked eye and each featuring the vehicle's VIN number, to be applied throughout a passenger vehicle.

The technology is currently being trialed by passenger vehicle manufacturers, including BMW, Porsche and HSV. Depending on the findings of this survey, the NMVTRC will promote marking technology to motorcycle manufacturers.

(For further information about microdot technology and the NMVTRC's criteria for an effective marking system, please refer to the attached edition of Theft Torque.)

5. Please indicate how strongly you agree or disagree with the following statements by circling the appropriate answer.

A) BEING ABLE TO IDENTIFY AND PROSECUTE THE THIEF RESPONSIBLE FOR STEALING MY MOTORCYCLE IS IMPORTANT TO ME.	(5) Strongly agree	Agree	(3) Neither agree or disagree	Disagree	(1) Strongly disagree
B. MOTORCYCLE MANUFACTURERS SHOULD TAKE RESPONSIBILITY FOR PRODUCING SECURE AND IDENTIFIABLE MOTORCYCLES.	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
C. INSURERS SHOULD OFFER DISCOUNTED PREMIUMS AS AN INCENTIVE FOR OWNERS TO MAKE THEIR MOTORCYCLE MORE SECURE AGAINST THEFT.	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree

5d. How much extra would you be prepared to pay for a new motorcycle to increase the chances of it being recovered if it was stolen and increase the likelihood of the thief being caught? (Please circle appropriate answer)

Up to \$50	Up to \$100	Up to \$150	Up to \$200	Over \$200	I would not be prepared to pay extra
------------	-------------	-------------	-------------	------------	--------------------------------------

5e. Please indicate which two of the following groups or organisations could do the most to help reduce motorcycle theft?

- | | |
|--|---|
| <input type="checkbox"/> Motorcycle Owners | <input type="checkbox"/> Vehicle Registration Authorities |
| <input type="checkbox"/> Government | <input type="checkbox"/> Motorcycle Manufacturers |
| <input type="checkbox"/> Police | <input type="checkbox"/> Automobile Associations |

The Courts

Insurance Companies

5f. If you would like to provide additional comment or information regarding motorcycle theft and security, please use the lines below.

5g. Depending on the outcomes of this survey, additional research may be undertaken with owners who have had a motorcycle stolen or attempted to be stolen.

You only need to provide your contact details if you would like to participate in further research by the NMVTRC.

NAME
CONTACT ()
PHONE ()
NUMBERS

*Thank you for your contribution to this important survey.
Please return completed surveys by **Monday 11th March, 2002:***

Mail to NMVTRC, Level 2, 464 St. Kilda Rd, Melbourne 3004,
or by using the enclosed free-post reply paid envelope

Fax to (03) 9866 1782

E-mail to info@carsafe.com.au

If you have any queries regarding this survey,
please contact Siobhan Sheridan at the
National Motor Vehicle Theft Reduction Council on (03) 9954 5300.

APPENDIX B

MOTORCYCLE DEALERS' SURVEY



NATIONAL SURVEY ON MOTORCYCLE DEALERSHIP THEFT & SECURITY

Your Dealership

1a. What is the postcode of your motorcycle dealership?

1b. Does your dealership sell:

- New motorcycles only?
- Used motorcycles only?
- Both new and used motorcycles?

1c. What makes of motorcycle do you stock?

- | | |
|--|--|
| <input type="checkbox"/> Honda | <input type="checkbox"/> Harley Davidson |
| <input type="checkbox"/> Suzuki | <input type="checkbox"/> Triumph |
| <input type="checkbox"/> Yamaha | <input type="checkbox"/> Ducati |
| <input type="checkbox"/> Kawasaki | <input type="checkbox"/> BMW |
| <input type="checkbox"/> Others (please specify) | |

.....
.....

Motorcycle Theft

2a. Were any motorcycles stolen from your dealership during the two-year period from 1st January 2000 to 31st December 2001?

- No (if no, go to 3a)
- Yes

2b. How many motorcycles were stolen from your dealership during the two-year period from 1st January 2000 to 31st December 2001?

- One
- Two
- Three
- Four
- More than four (please specify how many)

2c. Was more than one motorcycle stolen on any of these occasions?

Yes

No

2d. Of the motorcycles stolen from your dealership between 1 January 2000 and 31 December 2001, please specify how many were:

New

Used

2e. How many were:

Road motorcycles

Off-road motorcycles

2f. What was the approximate total retail value of the motorcycles stolen from your dealership between 1st January 2000 and 31st December 2001?

\$

2g. Were any of the motorcycles stolen between this two year period ever recovered?

No, none were recovered

Yes, some were recovered (specify how many recovered)

Yes, all were recovered

2h. Were any other items stolen from your dealership during the theft incidents you have reported here (please do not include the theft of other items that occurred separately to these motorcycle thefts)?

Only motorcycles were stolen

Clothing or accessories were also stolen

Other items were also stolen (please specify)

.....

.....

Motorcycle Security

3a. What sort of security measures do you have in place at your dealership?

- Motorcycles are attached to anchor points
- Security cameras trained on motorcycles
- Burglar alarm
- After hours security patrol
- Business hours security patrol
- Owner / staff live on the premises
- Other (please specify)
-
-

3b. Where are the keys for your motorcycles stored?

- Left in ignition
- Locked key cabinet
- Unlocked key cabinet
- Locked secure box
- Other (please specify)
-

3c. What incentives would influence you to upgrade the security at your dealership? (you can select more than one answer)

- Discounted insurance premiums
- Proven evidence that the security measure you are installing would reduce the theft of motorcycles from your dealership
- Access to expert advice, security guidelines or a security audit of your premises
- Other (please specify)
-
-

3d. How important do you think the following features are to your customers when buying a motorcycle from your dealership. (Please rate each feature by circling the appropriate number)

	Very Important	←	No impact on decision	→	Not important
	5	4	3	2	1
BRAND LOYALTY	5	4	3	2	1
Price	5	4	3	2	1
Resale value	5	4	3	2	1
Look and colour	5	4	3	2	1
Anti-theft / security	5	4	3	2	1
Fuel economy	5	4	3	2	1
Handling / Performance	5	4	3	2	1

Motorcycle Insurance

4a. Are you covered by insurance for the theft of motorcycles from your dealership?

Yes

No (if no, please state the reason)

.....

.....

Motorcycle Identification

The NMVTRC considers that improving vehicle identification is likely to be a major component of any strategy to reduce professional motorcycle theft.

Recent developments in microdot technology and its application has allowed up to 10,000 microdots, each invisible to the naked eye and each featuring the vehicle's VIN number, to be applied throughout a passenger vehicle.

The technology is currently being trialed by passenger vehicle manufacturers, including BMW, Porsche and HSV. Depending on the findings of this survey, the NMVTRC will promote marking technology to motorcycle manufacturers.

5a. How much extra do you think that your customers would be prepared to pay for a new motorcycle if it was fitted with features that greatly increased the chances of their motorcycle being recovered if it was stolen, and of the thief being caught:

- Up to \$50
- Up to \$100
- Up to \$150
- Up to \$200
- Over \$200
- They would not be prepared to pay extra

5b. Please indicate how strongly you agree or disagree with the following statements by circling the appropriate answer.

A. <i>Being able to identify and prosecute the thieves responsible for stealing motorcycles from my dealership is important to me.</i>	(5) Strongly agree	Agree	(3) Neither agree or disagree	Disagree	(1) Strongly disagree
B. <i>Motorcycle manufacturers should take responsibility for producing secure and identifiable motorcycles.</i>	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
C. <i>Insurers should offer discounted premiums as an incentive for owners to make their motorcycle more secure against theft.</i>	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree

5c. Please indicate which two of the following groups or organisations could most help to reduce motorcycle theft?

- Motorcycle Owners
- Insurance Companies
- Government
- Vehicle Registration Authorities
- Police
- Motorcycle Manufacturers
- The Courts
- Automobile Associations

5d. If you would like to provide additional comment about motorcycle theft or security issues at motorcycle dealerships, please do so in the space below.

.....
.....
.....
.....
.....

5e. Depending on the outcomes of this survey, additional research may be undertaken with motorcycle dealers

Please note that survey respondents can remain anonymous – you are not required to provide details of you or your dealership unless you want to participate in further research. Completed survey forms will not be provided to any other party and the information received will not be published in any form that identifies an individual or their motorcycle.

NAME

CONTACT ()

PHONE ()

NUMBERS

Thank you for your contribution to this important survey.

*Please return completed surveys by **Monday 11 March 2002:***

Mail to NMVTRC, Level 2, 464 St. Kilda Rd, Melbourne 3004

Fax to (03) 9866 1782

E-mail to info@carsafe.com.au

If you have any queries regarding this survey,
please contact Geoff Hughes at the
National Motor Vehicle Theft Reduction Council on (03) 9954 5300.

REPORT FEEDBACK SHEET

To assist the Council to continue to improve its processes and products, it would be appreciated if you could complete and return this feedback sheet. You may fax or mail it to the number or address set out on the front inside cover of the report.

Report: Title

Please circle for each answer

	Poor	→	Good	→	Excellent
1. How well did the report meet your needs and expectations?	1	2	3	4	5
2. How adequately were the report's objectives met?	1	2	3	4	5
3. How easy was the report to read and understand?	1	2	3	4	5
4. How well did the tables or figures enhance the report?	1	2	3	4	5
5. Please give your overall rating of the report	1	2	3	4	5

6. What was your objective in reading the report?

7. What aspects of the report did you value most and why?

8. What aspects of the report would you have changed and why?

9. Have you any further comments that you would like to make on the report?

10. Were you the suitable representative for your company, business or department to receive a copy of the report?

11. If not, whom would you nominate next time? _____

Date: _____

If you wish to be added to, or removed from, the Council's mailing list please indicate below and attach business card or provide contact details. Please add/remove my name.

Name: _____

Position: _____

Organisation: _____

Mailing address: _____

E-mail address (if any): _____

Telephone: _____ **Facsimile:** _____