

CHAPTER 11

**PERFORMANCE APPRAISAL PROCESS FOR MOTOR CARRIER SPECIALIST I,
CALIFORNIA HIGHWAY PATROL**

REVISED JANUARY 2026

TABLE OF CONTENTS

OVERVIEW 11-3

RATING GUIDELINES 11-3

 Rating System 11-4

CHP 118M, PERFORMANCE APPRAISAL, MOTOR CARRIER
SPECIALIST I, CHP 11-5

 Process..... 11-5

 Completing the CHP 118M, Performance Appraisal, Motor Carrier
 Specialist I, CHP..... 11-9

 Completion, Distribution, and Retention of Appraisal Forms 11-15

ANNEX

A – MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL,
 CRITICAL TASKS..... 11-17

THIS PAGE INTENTIONALLY LEFT BLANK

CHAPTER 11

PERFORMANCE APPRAISAL PROCESS FOR MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL

1. OVERVIEW.

a. The procedures and guidelines for assessing the performance and certifying the success of a Motor Carrier Specialist (MCS) I, California Highway Patrol (CHP), are presented in this chapter. Ten critical tasks have been identified as essential to performing the job of an MCS I and are used in evaluating individual performance. These critical tasks and their evaluation guidelines reflect the expectations of the Department and have been developed to emphasize observable job behaviors of MCS I personnel in the work setting.

b. The CHP 118M, Performance Appraisal, Motor Carrier Specialist I, CHP, is used to document performance for probationary and permanent MCS I personnel, and to certify performance in ten critical tasks.

c. The annual performance appraisal shall be completed and signed within 30 days following the MCS I's anniversary. The probationary reports for MCS I personnel shall be completed and signed within ten days of the end of 4 months, 8 months, and 12 months. Refer to Chapter 1, General Information, for the assigned responsibilities and the required procedures for completing and signing the appraisal documents.

d. Interim reporting is used at any time during the rating period to document an MCS I's performance of a specified critical task(s) which does not meet performance standards. Occasionally, an MCS I may experience performance deficiencies so serious the supervisor feels the need to immediately initiate interim reporting procedures. In this case, the normal CHP 118M process will be preempted and the supervisor, with the concurrence of the commander, shall complete a CHP 118M immediately following the procedures outlined in paragraph 3.a.(1)(c).

2. RATING GUIDELINES.

a. The supervisor should keep in mind the MCS I's success in carrying out the responsibilities of the position depends on a diverse array of technical, organizational, and interpersonal skills. Because of these demands, expectations regarding acceptable performance are high. Dedication to high standards is the core of the MCS I appraisal system.

b. The evaluation method for the CHP 118M consists of certification of the MCS I's performance in each element of ten critical tasks. Critical tasks, elements, and supporting questions for assessing MCS I performance have been provided in Annex A to assist supervisors in assessing successful performance. All questions may not apply to every evaluation period or to every assignment; however, to substantiate successful performance, the supervisor will generally be able to answer the relevant question(s) under each element in the affirmative. If there is reasonable doubt as to whether a question can be answered in the affirmative, the supervisor will need to seriously consider the quality of the MCS I's overall performance with respect to that critical task. At the very least, such doubts should trigger the supervisor to provide explicit direction for correcting marginal performance on page 2 of the CHP 118M, under Section C, Comments.

c. Rating System. An MCS I's performance of critical tasks shall be rated on the following five-point rating system:

- (1) **5—Outstanding**. A rating of **5** means the MCS I consistently performs in a manner far exceeding what is expected.
- (2) **4—Exceeds Performance Standards**. A rating of **4** indicates the MCS I normally functions at a level above what is expected.
- (3) **3—Meets Performance Standards**. A rating of **3** indicates the MCS I is performing at a level which is expected for the critical task.
- (4) **2—Improvement Needed**. A rating of **2** is always a temporary rating and indicates improvement is definitely needed, but satisfactory performance appears to be achievable with additional training and/or close supervision. If such improvement is not forthcoming, a rating of **1** will usually follow with other corrective action needed.
- (5) **1—Unsuccessful**. A rating of **1** in any critical task can result when any of the following occur:
 - (a) The MCS I fails to perform a critical task required by the classification.
 - (b) A critical task is performed in an inadequate manner that seriously jeopardizes the successful completion of the task.
 - (c) The MCS I fails to reach an acceptable level of performance after continued training and/or corrective action has been taken.
- (6) **NR—No Rating**. A rating of **NR** shall be assigned whenever a task has not been performed or, for some other reason, the supervisor is unable to rate

the MCS I. This rating should be used only in those situations where no job performance or demonstration of proficiency is available.

3. CHP 118M, PERFORMANCE APPRAISAL, MOTOR CARRIER SPECIALIST I, CHP.

a. Process.

(1) The CHP 118M is used to document and certify successful performance in the following instances:

(a) Probationary Motor Carrier Specialist I.

1 The probationary period is the final part of the selection process. It affords the supervisor the opportunity to determine whether or not the MCS I meets established performance standards.

a Probationary MCS I personnel shall receive written performance appraisals within ten days of the end of 4 months, 8 months, and 12 months.

b The 12-month report shall serve as the final probationary report.

2 Probationary MCS I personnel are to be rated on the degree to which their performance meets the standards expected for the amount of experience possessed.

3 By the conclusion of the probationary period, MCS I staff must meet the minimum acceptable performance standards (i.e., a rating of **3** or above) for all critical tasks. Ratings of **2** are permissible for MCS I staff who have been placed on a training program based on identified needs for improvement in one or more critical tasks, and who have improved sufficiently for the supervisor to be reasonably certain performance objectives will be met.

4 A probationary MCS I shall not be promoted or obtain permanent status if the MCS I receives a final rating of **1** for any critical task. If necessary, a rejection during probation shall be initiated. For information on rejection during probation, refer to Highway Patrol Manual (HPM) 10.2, Internal Investigations Manual.

5 Motor Carrier Specialist I Off Duty. Title 2, Section 321 of the California Code of Regulations, prescribes specific requirements for completion of the probationary period.

a If an MCS I has not worked the required 1,680 hours for the probationary period due to absences, the period will be extended. Commands shall contact HRS, Personnel Transactions Unit (PTU), to determine the official date for completion of the probationary period.

b If an MCS I has had a continuous period of absence of 60 or more working days, the probationary period may be extended to provide sufficient time to evaluate the employee's performance. Commands shall contact HRS, PTU, to determine the official date for completion of the probationary period. For more information on extensions of probationary periods, refer to HPM 10.3, Personnel Transactions Manual, Chapter 7, Probationary Periods.

(b) Permanent Motor Carrier Specialist I.

1 Completion and Submission of Annual Performance Appraisal Reports. Refer to paragraph 1.c.

2 Command Responsibility. Each command is responsible for maintaining a roster of employees by anniversary date and ensuring CHP 118Ms are completed in a timely manner.

3 Transfer. Except as noted in paragraph 3.a.(1)(b)3a, when an MCS I is transferred for any reason (e.g., promotion, involuntary transfer), an evaluation shall be prepared covering the period from the date of the last report until the date of transfer. Except as noted in paragraph 3.a.(1)(b)3b, an annual evaluation subsequent to a transfer will cover the period from the date of transfer until the end of the MCS I's performance appraisal date.

a A transfer appraisal is not required within three months after an annual appraisal with the supervisor's verification no significant changes in performance have occurred. The supervisor will verify the information in Section C, Comments of the CHP 118M.

b An annual appraisal is not required if due within three months after a transfer appraisal with the supervisor's verification no significant changes in performance have occurred since assignment to the new command.

4 Motor Carrier Specialist I Off Duty. When an MCS I is off duty 30 consecutive calendar days or more because of illness, injury, or leave of absence, the MCS I's appraisal will be extended three additional months after returning to work. (Example: An MCS I works 11 months, is on a leave for 2 months, and returns to work for 3 months. The total performance period will encompass 16 months.) The MCS I's anniversary date does not change and the next performance appraisal is due on the employee's anniversary date.

(c) Interim Reporting.

1 If at any time an MCS I's performance of one or more specified critical task(s) is determined to be unsuccessful and other supervisory techniques have not brought about successful performance (e.g., counseling or corrective memoranda), the MCS I shall be placed on interim reporting and a CHP 118M shall be initiated. All documentation supporting the need for interim reporting shall be attached to the CHP 118M (e.g., Memorandum of Direction, censurable CHP 2, Incident Report).

2 When interim reporting is initiated, and the numerical rating for any critical task is either **1—Unsuccessful**, or **2—Improvement Needed**, the supervisor shall check the box in Section B, Certification of Review on the CHP 118M and note the critical task(s). The supervisor shall prepare a plan of action to correct the deficiency. The interim reporting plan shall include:

- a A discussion of the specific problem area(s).
- b A description of all performance objectives set.
- c Methods outlined to reach objectives.
- d Controls involved.
- e Time frames for follow-up.

3 When an MCS I is placed on interim reporting, only the unsuccessful task(s) shall be assessed **except** when the deficiency is identified at the same time as the MCS I's annual or probationary appraisal. Interim reporting plans for improvement are to be documented until the performance objective is reached.

4 When an MCS I is placed on interim reporting, the commander shall determine if the MCS I has a transfer request on file. If a

transfer request is on file, the commander shall notify Selection Standards and Examinations Section the MCS I is on interim reporting. Refer to General Order (GO) 10.6, Field and Headquarters Assignments and Transfers Nonuniformed Employees.

5 At the close of the interim reporting period specified in the initial plan of action, a final report shall be prepared indicating whether or not the performance objective has been reached and, if not, what further corrective measures will be taken. This may include extending the initial period of interim reporting.

6 While the MCS I is initially placed on interim reporting for a specified period of time, it is the MCS I's responsibility to attain satisfactory performance as soon as possible. If the employee shows no progress in improving performance, the command may, at any time during the interim reporting period, take further action to address the performance deficiency.

7 A sustained rating of **1** in any critical task means an MCS I is unfit to continue employment in the current job classification or assignment and shall ultimately result in administrative action which may include, but is not limited to, rejection during the probationary period and/or adverse action.

(2) Discussing Motor Carrier Specialist I Appraisals.

(a) Informal Discussion.

1 Prior to completing an MCS I's annual performance appraisal, the supervisor shall meet with the MCS I to discuss the appraisal of job performance during the past 12-month period.

2 Before the informal discussion is held, critical tasks, elements, and supporting questions should be reviewed and comments made regarding areas to be discussed during the meeting.

3 A few days prior to the informal discussion, the MCS I should be notified of the date, time, and location of the meeting. It is important the supervisor arrange for adequate time with **no** interruptions.

4 At the beginning of the informal discussion, the MCS I should be given a copy of the preliminary ratings. Areas of disagreement, if any, should be resolved whenever possible. If the performance of any critical task(s) will be deemed unsuccessful, the MCS I shall be made

aware of the requirement to be placed on interim reporting and an interim reporting plan shall be developed.

(b) Another performance appraisal conference shall be held when the CHP 118M is finalized for signature.

b. Completing the CHP 118M, Performance Appraisal, Motor Carrier Specialist I, CHP.

(1) Identification Information. The appropriate identification information shall be entered in the space provided at the top of the CHP 118M.

(a) Appointment Date. Enter the date the employee was appointed to the current classification.

(b) Name. Enter the last name, first name, and middle initial of the employee.

(c) Identification Number. Enter the employee's departmental ID number.

(d) Location Code. Enter the location code to which the employee is permanently assigned.

(e) Assignment. Enter the name of the Division, Area, or section to which the employee is assigned.

(f) Reason for Report. Enter one of the following in this space:

1 First, Second, or Final Probationary. These entries are to be used for assessing all MCS I's during the probationary period.

2 Annual. This entry is to be used for assessing MCS I personnel on an annual basis.

3 Interim. This entry is to be used whenever an MCS I is placed on interim reporting.

4 Transfer/Promotion. This entry is to be used whenever an MCS I is transferred from one command to another or promoted to a new classification.

(g) Reporting Period. Enter the dates of the period covered by the assessment.

(h) Informal Discussion Date. Enter the date of the informal discussion.

(i) Mentor. Check the box if the employee served as a mentor during the rating period.

(2) Section A, Critical Tasks.

(a) Rating Box.

1 A rating box is provided adjacent to each critical task for the assignment of a numerical rating.

2 The numerical rating shall be based on the performance appraisal factors specified in Chapter 1 and a thorough review of the performance elements and questions for consideration contained in Annex A.

(b) Performance Element Check Box.

1 The supervisor shall use the check boxes to indicate performance elements observed during the rating period.

2 A numerical rating shall not be assigned to individual performance elements.

3 "Other" performance elements shall be specified and listed when this box is checked by the supervisor.

(c) Assigning a Numerical Rating.

1 An MCS I's performance of critical tasks shall be rated on the five-point rating system (**5—Outstanding, 4—Exceeds performance standards, 3—Meets performance standards, 2—Improvement needed, and 1—Unsuccessful**). A rating of **NR—No Rating** shall be assigned when there is no job performance data or demonstration of proficiency on which the supervisor could reasonably base an evaluation.

2 Supervisors preparing performance evaluations should remember the assigned numerical rating and written comments used to support them must be justified, as they are subject to appeal by the MCS I through grievance/complaint procedures. This is of particular importance when the ratings are lowered for a subsequent rating period. Artificially inflated or unsupported numbers may make it difficult to lower a rating in the future.

3 The CHP 118M ratings for critical tasks shall be supported by the MCS I's performance during the rating period and other forms of documentation (e.g., CHP 2, letters of appreciation, and/or complaints).

4 The purpose of the performance evaluation system is to evaluate the MCS I's performance of critical job tasks during the prescribed rating period. Performance of the critical tasks during preceding rating periods should not be considered in assigning a numerical rating, except in the case of interim reporting.

5 Because the importance of individual performance elements contained in the critical tasks varies, the supervisor should make a rating determination based on the following considerations:

a If any one performance element is determined by the supervisor to be **essential** to successful completion of the task and is performed in such a manner performance standards are not met, a rating of **1** or **2** for the critical task shall be assigned with appropriate comments and interim reporting implemented.

b If, however, a performance element is determined by the supervisor to be **important** but not essential to successful completion of a task (e.g., spelling) and performance of this element is unsuccessful, a rating of **3** or higher could be justified if all other performance elements in the task meet or exceed performance standards.

6 Probationary MCS I personnel are to be rated on the degree to which their performance meets the standards expected for the amount of experience possessed.

7 By conclusion of the probationary period, an MCS I must meet the minimum acceptable performance standards (i.e., a rating of **3** or above) for all critical tasks. Ratings of **2** are permissible for MCS I personnel who have been placed on a training program based on identified needs for improvement in one or more critical tasks and who have improved sufficiently for the supervisor to be reasonably certain performance objectives will be met.

8 A probationary MCS I shall not be promoted or obtain permanent status if a final rating of **1** is received for any critical task.

9 Any critical task rated **1—Unsuccessful** shall be addressed on page 2 of the CHP 118M, under Section C, Comments. The

supervisor shall follow the steps outlined in paragraph 3.a.(1)(c), Interim Reporting, to correct unsuccessful performance.

(3) Section B, Certification of Review.

(a) The supervisor shall use the check boxes to indicate required personal and proficiency information has been discussed with the MCS I and is current.

1 CHP 137CN, Field Personnel Folder Annual Review (Nonuniformed).

a The supervisor shall review the CHP 137CN and ensure the field personnel folder contains all the required documentation and certifications. All documents must be complete, current, and properly dated.

b The supervisor shall place a check mark in the Reviewed column in the space provided next to each document reviewed with the MCS I.

c Upon completion of the review, the supervisor shall complete the last line of the form by entering the Supervisor Name and ID, Rank, and Date Reviewed.

(b) Valid Driver's License. The supervisor shall ensure the MCS I's driver's license is valid and note the expiration date in the space provided.

(c) Review General Order 0.8, Professional Values. The supervisor shall discuss and provide a copy of GO 0.8 to the MCS I.

(d) Unsuccessful Performance. Supervisors shall check this box if the MCS I receives a rating of **1—Unsuccessful**, or **2—Improvement Needed**, for any critical task and list the task(s) in the space provided. The purpose of this indicator is to make the employee aware job performance does not meet expected standards. If improvement to an acceptable level is not accomplished within a reasonable period of time, administrative action will be initiated as specified in Chapter 1, paragraph 4.c.(3).

(4) Section C, Comments.

(a) Whenever the supervisor is required to make comments on the assignment of a numerical rating, as specified in paragraph 3.b.(4)(d), those comments shall:

- 1 Be directed to the appropriate critical task.
- 2 Cite specific examples of clearly defined, observable job performance to illustrate why the rating has been assigned.
- 3 Not be used to document initial comments about excellent or deficient performance. Emerging performance trends should have been documented on other source documents (e.g., Memorandum of Direction; censurable CHP 2).

(b) Supervisors shall refrain from the use of generic comments. Both positive and negative comments must be justified.

(c) Comments regarding previous years' performance may be used in conjunction with current performance to recognize long-term trends, patterns, or goals. It would be particularly pertinent to comment on past performance of the critical task where performance during the current evaluation period has shown marked improvement or deterioration in comparison with past evaluation periods.

(d) Required Comments.

1 All ratings of **1**, **2**, **5**, or **NR** must be justified by appropriate comments.

2 Supervisors are encouraged to make appropriate comments for ratings of **3** and **4**.

(e) Overall Statement of Performance. A narrative statement for all probationary MCS I's shall be entered in Section C of the CHP 118M, briefly summarizing and evaluating performance for the rating period. A statement may be entered when appropriate for permanent MCS I personnel.

(f) Development Goals. The supervisor will discuss those critical task(s) in which the MCS I can further enhance skills. Critical task(s) in need of further development can be significant problem areas or areas of acceptable performance requiring only minor refinements. **This discussion shall include suggested methods for development.**

(g) Other Comments. Section C of the CHP 118M is not restricted to comments related to the critical tasks. Supervisors may use this section to make appropriate comments on behavior or performance not specifically identified within the critical tasks.

(h) Use of additional sheets of letter-sized paper for comments is prohibited. If additional comments are needed, the supervisor may check the box at the bottom of Section C, marked "Additional Comments (see page 3)," to generate an additional page of the CHP 118M form. A fourth page of the CHP 118M form may also be generated by checking the appropriate box at the bottom of page 3.

(5) Section D, Signatures.

(a) Signature of the Supervisor. The supervisor's name shall be typed or printed; then a signature and date shall be provided in the appropriate spaces.

(b) Signature of the Reviewer. After reviewing the performance appraisal, the reviewer's name shall be typed or printed; then a signature and date shall be provided in the appropriate spaces. The reviewer shall ensure the supervisor has properly completed the form, and discussed the report with the MCS I. The reviewer shall check the appropriate box to either concur or not concur with the supervisor's report. The reviewer shall not change the supervisor's final appraisal of the MCS I's performance; however, comments substantiating reasons for disagreement must be made whenever the reviewer does not concur with the rating. These comments are to be documented on additional sheets of letter-sized paper, initialed and dated by the MCS I, the supervisor, and the reviewer, and attached to the CHP 118M.

(c) Signature of the Employee. The MCS I shall sign and date the form and indicate by checking the box provided if a discussion with the reviewer is desired. If the MCS I refuses to sign the form, the supervisor shall indicate "Refused to sign" in the Employee's Signature box. A third party shall initial the form as a witness to the refusal.

(d) Request for Review. If the employee indicated in Section D of the CHP 118M a desire to discuss the report with the reviewer, the reviewer shall discuss the report with the employee and check the appropriate box to indicate a discussion was held.

(e) Final Probationary Report. When a final probationary report is due, the appropriate box either recommending or not recommending the MCS I for permanent civil service status must be checked.

(f) Initials. The MCS I, supervisor, and reviewer shall initial the appropriate box at the bottom of page 1 of the CHP 118M. If the CHP 118M includes an optional page 3 or 4, the MCS I, the supervisor,

and the reviewer shall also initial the appropriate box at the bottom of these pages.

c. Completion, Distribution, and Retention of Appraisal Forms.

(1) Completion. Final copies of the CHP 118M may be typed or printed; however, all completed evaluations must be legible. The most recent revision of the form should be utilized.

(2) Distribution.

(3) For distribution of CHP 118M, refer to Chapter 1.

(4) Retention. The most current CHP 118M, plus four years, shall be retained in the field personnel folder.

THIS PAGE INTENTIONALLY LEFT BLANK

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS

This annex outlines each critical task and its performance elements for Motor Carrier Specialist I, California Highway Patrol. A series of questions for consideration in evaluating the performance elements is provided. Supervisors are encouraged to become thoroughly familiar with each element and question, although the tasks described are not intended to be all-inclusive.

1. DEPARTMENTAL POLICIES AND PROCEDURES.

a. Knowledge.

(1) Does the employee demonstrate a working knowledge of policies and procedures pertaining to the Motor Carrier Safety Operations (MCSO) program?

(2) Does the employee have a thorough knowledge of enforcement procedures contained in Highway Patrol Manual (HPM) 84.1, Motor Carrier Safety Operations; HPM 84.2, Hazardous Materials Transportation and Incident Management; and Division Standard Operating Procedures (SOP)?

(3) Does the employee maintain an up-to-date working knowledge of additions or revisions to policies and procedures?

b. Application.

(1) Does the employee appropriately apply the policies/procedures applicable to the MCSO program?

(2) Does the employee willingly accept the policies/procedures set by the Department?

(3) Does the employee show an acceptance of supervisory authority?

(4) Does the employee generally support policy changes with a minimal amount of resistance?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

2. INTERPERSONAL RELATIONS.

a. Departmental Employees.

- (1) Are supervisory directions, including criticisms, accepted without losing self-control?
- (2) Does the employee willingly accept assignments? Are they carried through to conclusion?
- (3) Are the working demands and deadlines of others (e.g., office personnel, supervisors, peers) given consideration to allow adequate time for completing assignments?
- (4) Are personal feelings regarding job-related factors brought to the attention of appropriate supervisors?
- (5) Does the employee criticize others without full knowledge of their duties and constraints?

b. Public/Industry.

- (1) Does the employee try to understand the problems the public/industry face regarding meeting federal and state laws?
- (2) Are personal feelings controlled?
- (3) Does the employee maintain good rapport with the public/industry?
- (4) Is the employee a good representative of the Department?
- (5) Does the employee handle contacts in a professional manner?
- (6) Is the employee able to satisfactorily handle requests for information which should not be given to the public/industry?

c. Allied Agencies.

- (1) Does the employee recognize and respect the authority and responsibilities of allied agencies?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

(2) Does the employee present the Department's views in a positive manner?

3. PHYSICAL CONDITION.

- a. Lifting/Carrying Objects. Does the employee maintain a level of physical condition that would allow the employee to perform the physical requirements of the job?
- b. Climbing/Crawling. Does the employee maintain a level of physical condition that does not hinder the employee from climbing into truck cabs, onto tanks, or from crawling under vehicles?
- c. Dexterity. Does the employee possess the necessary dexterity to effectively perform in-depth inspections of vehicles and containers?
- d. Sick Leave. Does the employee's physical condition contribute positively or negatively to the use of sick leave?

NOTE: Regardless of the amount involved, this is not intended to be a reevaluation of legitimate sick leave usage. Rather, this is an evaluation of the contribution which the employee's physical condition may have had to sick leave usage. It should be noted an employee may be in excellent physical condition and for a number of reasons use considerable sick leave or, conversely, be in relatively poor physical condition and use little, if any, sick leave.

4. PERSONAL APPEARANCE.

- a. Grooming.
 - (1) Does the employee conform to the grooming standard in the labor contract and Division SOP?
 - (2) Is it necessary to remind the employee of standards of grooming, cleanliness, and neatness?
 - (3) Does the employee have sufficient respect for others, and is the employee well-groomed and with adequate personal hygiene at all times?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

b. Attire.

- (1) Does clothing worn by the employee fit well? Is the clothing neat, clean, and properly pressed?
- (2) Does the attire conform to the labor contract and Division SOP?
- (3) Are state-issued coveralls worn during vehicle/container inspections?
- (4) Are inappropriate patches/badges displayed on clothing or coveralls?

5. INSPECTIONS.

a. Organization.

- (1) Is the employee well prepared in advance of the arrival at the terminal?
- (2) Does the employee know with whom to make contact?
- (3) Does the employee utilize available resources for reference (e.g., previous CHP 343, Safety Compliance Report/Terminal Record Update, Management Information System of Terminal Evaluation Records printout)?
- (4) Does the employee have a clear concept of their role while conducting the inspection?
- (5) Are inspections conducted in a manner to ensure a high standard of quality and uniformity?
- (6) Does the employee effectively utilize a personal computer to access data and to complete all reports and forms?

b. Hazardous Materials—Carriers/Shippers.

- (1) Is the employee prepared for hazardous material inspections? Does the employee have all required manuals ready (e.g., Title 49 of the Code of Federal Regulations [CFR], HPM 84.2)?
- (2) Is the employee confident in dealing with hazardous materials?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

- (3) Does the employee have a working knowledge of Title 49 CFR?
- (4) Does the employee have the appropriate tools and safety equipment available (e.g., respirator, goggles)?
- c. Appraising Equipment Condition.
 - (1) Does the employee have in-depth knowledge of motor carrier equipment?
 - (2) Does the employee always conduct motor carrier in-depth vehicle inspections at terminals?
 - (3) Does the employee readily recognize ordinary equipment violations?
 - (4) Does the employee appropriately distinguish between regulatory and industry standards?
 - (5) Does the employee understand/apply the Department's out-of-service guidelines?
- d. Maintenance Programs/Records.
 - (1) Does the employee compare vehicle condition to the carrier's records in determining the adequacy of the overall maintenance program?
 - (2) Does the employee consider the driver's daily vehicle condition reports when evaluating the overall maintenance program?
 - (3) Does the employee have a working knowledge of sound preventive maintenance practices?
- e. Pull-Notice System Records/Hours of Service.
 - (1) Does the employee conduct an in-depth audit of driver records?
 - (2) Does the employee inspect pull-notice system records for required entries (e.g., employer's signature)?
 - (3) Does the employee have a working knowledge of the driver log requirements?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

- (4) Does the employee appropriately distinguish between California and federal regulations?
- (5) Does the employee have a working knowledge of various hours of service recording devices?
- f. Analyzing Situations.
 - (1) Can the employee compile and analyze supportive data and reach valid conclusions?
 - (2) Does the employee make accurate evaluations of the available information?
 - (3) Does the employee remain objective in the analysis?
 - (4) Does the employee organize findings to facilitate the review?
- g. Violations.
 - (1) Does the employee document correct section numbers for the violations noted during inspections?
 - (2) Does the employee thoroughly explain the violations to the carrier's representative?
 - (3) Does the employee thoroughly and accurately document all violations on appropriate forms?
 - (4) Does the employee utilize shop notes?
- h. Ratings.
 - (1) Does the employee use the rating guidelines in HPM 84.1?
 - (2) Does the employee maintain consistency when rating motor carriers?
 - (3) Does the employee make effective use of informational reports?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

i. Taking Effective Action.

(1) Does the employee use the guidelines found in HPM 84.1 to obtain carrier compliance (e.g., use of CHP 345, Notice to Carrier; removal of CHP 292, Inspection Approval Certificate; and use of CHP 346A, Out-of-Service Vehicle stickers, MCSO)?

(2) Is appropriate enforcement action taken for carriers rated unsatisfactory?

(3) Is sound judgment used when determining what type of enforcement action should be taken?

6. VERBAL COMMUNICATIONS.

a. Organizing Thoughts. Is the employee well prepared in advance of the assignment? Does the employee know what to say and when?

b. Court Testimony.

(1) Is testimony enhanced by the employee's personal appearance and behavior?

(2) Does testimony reflect adequate preparation?

(3) Is testimony factual, unbiased, and free of opinion unless requested?

(4) Is testimony clear, concise, and readily understandable?

c. Speaks Effectively to Groups/Individuals.

(1) Are thoughts expressed in an understandable manner?

(2) When answering questions or appearing before groups, is the employee knowledgeable about the subject?

(3) Does the employee speak effectively to a variety of groups and audiences?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

d. Listening Ability.

- (1) Does the employee actively listen to what is being said?
- (2) Does the employee accurately interpret what is being said?
- (3) Is the employee able to assess changes in voice inflection and other physical characteristics?

e. Communicates with Carriers/Individuals.

- (1) Does the employee take a positive, professional approach?
- (2) Does the employee adequately explain the methods of obtaining compliance when an official document is issued?

7. WRITTEN COMMUNICATIONS.

a. Organization.

- (1) Are reports submitted by the employee properly organized, in the proper format, and submitted on time?
- (2) Are reports appropriate for the type of incident being documented?

b. Includes Necessary Elements.

- (1) Are necessary elements contained in reports?
- (2) Does the employee analyze all elements being considered?
- (3) Do reports meet all legal and departmental requirements?

c. Conclusions and Recommendations Supported.

- (1) Are conclusions and recommendations valid and logical?
- (2) Are assumptions identified?
- (3) Are reasonable alternatives discussed?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

- d. Legibility. Are reports neat, legible, complete, and accurate?
 - e. Grammar.
 - (1) Are sentences and paragraphs understandable and grammatically correct?
 - (2) Has the employee developed a style which ensures clear and concise reporting?
 - f. Spelling.
 - (1) Do reports contain spelling errors?
 - (2) Are the same words continuously misspelled? Does the employee use the dictionary and other resources to effect improvement?
8. TIME MANAGEMENT.
- a. Scheduling.
 - (1) Does the employee prepare and submit a written itinerary?
 - (2) Is the schedule prioritized, realistic, and flexible?
 - (3) Does the employee telephone to confirm or cancel appointments when appropriate?
 - (4) Does the employee use an appointment calendar?
 - b. Attendance/Punctuality.
 - (1) Does the employee arrive at scheduled appointments on time?
 - (2) Is the employee always on time for work?
 - (3) Is the employee's absentee or punctuality record comparable to the annual unit average?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

- (4) Does the employee's attendance record adversely impact the unit's operation?
- c. Effective Use. Is the employee using time effectively? If not, identify the cause (e.g., lack of self-discipline, the inability to say "no," procrastination, ineffective scheduling).
9. OPERATION/CONDITION OF DEPARTMENT VEHICLE.
- a. Operation.
- (1) Does the employee have knowledge of and use the air compressor, light, and brake testing equipment?
- (2) Does the employee check the departmentally assigned vehicle daily and schedule (with the Automotive Technician) maintenance and repairs? What is the condition of tires and wiper blades?
- b. Radio Procedures/Codes. Does the employee use proper radio procedures and codes?
- c. Condition/Appearance. Is the employee's vehicle kept clean, both the interior and exterior?
- d. Fuel Usage.
- (1) Does the employee use Department fuel as opposed to commercial filling stations when appropriate?
- (2) Is the vehicle's mileage consistent with comparable vehicles in the Division's unit?
10. OCCUPATIONAL SAFETY.
- a. Safety Equipment/Tools. Does the employee maintain assigned equipment in good condition (e.g., respirator, goggles, and gloves)?
- b. Safe Work Practices. Does the employee use the proper tools for the job (e.g., using 36-inch pry bar to check kingpins to prevent back strain)?

ANNEX A

MOTOR CARRIER SPECIALIST I, CALIFORNIA HIGHWAY PATROL, CRITICAL TASKS (*continued*)

- c. Equipment Storage. Does the employee properly secure assigned tools and equipment before driving on the highway (e.g., places tools in toolbox, secures stool at desk, and secures any large items on the floor)?
- d. Hazardous Materials Awareness. Does the employee take precautions when dealing with systemic hazards associated with hazardous materials terminal and vehicle inspection?
- e. Defensive Driving. Does the employee practice defensive driving?

THIS PAGE INTENTIONALLY LEFT BLANK