

CHAPTER 15

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**MANAGEMENT INFORMATION SYSTEM OF TERMINAL EVALUATION RECORDS
(MISTER)**

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CHAPTER 15

MANAGEMENT INFORMATION SYSTEM OF TERMINAL EVALUATION RECORDS (MISTER)

1. GENERAL.

- a. The Management Information System of Terminal Evaluation Records (MISTER) is a system of mainframe computer programs developed by the Department to store information used to monitor the overall safety performance of motor carriers and hazardous materials shippers in California.
- b. The MISTER system is a database containing basic information supplied by the carriers and shippers, to which is added information gathered by the Department, such as reports of inspections, accidents, and on-highway enforcement activities. Emergency response contacts for each carrier and terminal, and licensing and permit information are also contained in the system and are available to departmental personnel through MIS terminals.

2. DATA COLLECTION.

- a. Carrier Supplied Information. Two source documents are used to collect basic system information from motor carriers; CHP 362, Carrier Profile Information (Fig. 15-1) and CHP 343, Safety Compliance Report/Terminal Record Update (Fig. 2-3). To generate a California carrier identification number (CA number) and establish a new carrier record in the system, a CHP 362 is to be completed by each motor carrier and each hazardous materials shipper.
- b. Motor Carrier Specialists shall complete a CHP 343 each time an inspection of a motor carrier or hazardous materials shipper terminal is conducted.
- c. With each issue or renewal of a departmental Hazardous Materials Transportation or Inspection and Maintenance Station License, carriers are required to complete and submit a CHP 362. Therefore, if the carrier being inspected holds a valid license in one of these categories and there are no information changes, an updated CHP 362 is not needed. •
- d. If changes or additions to the terminal information in MISTER are needed other than during inspections, Specialists shall complete and submit a CHP 343 with only the terminal update portion completed.

e. MCSU personnel shall make every effort to ensure that all carrier terminals are entered into MISTER. When practical, a MISTER inquiry shall be made prior to each inspection visit. This will provide information which may be helpful during the inspection and identify those terminals not yet entered.

f. MCSU personnel shall complete and submit a CHP 362 to add new terminals to carrier records in MISTER. After each new terminal record appears in MISTER, specific terminal information shall be added to MISTER by submitting a properly completed CHP 343. Terminal information *updates* shall also be documented on the CHP 343.

g. If a carrier declines or refuses to provide any requested information, MCSU personnel shall complete the form(s) using available information. CHP 362s supplied or completed by MCSU personnel are to be returned to the MCSU for coding (CHP Area/subarea, county code, and date prepared) and forwarding to CVS for processing.

h. Terminal Inspection Reports and MISTER Updates. Inspection ratings and terminal update information from CHP 343s shall be entered into MISTER by MCSU personnel, using MIS terminals. If an inspected terminal is not listed in MISTER, MCSU personnel shall complete and submit the entry document (CHP 362) and suspense the inspection report (CHP, 343) for entry when the terminal is listed. The CHP 362 should be marked in the top margin to indicate that the terminal has been inspected on a certain date, so that Commercial Records Unit personnel will know that inspection information is being held in suspense pending the establishment of a terminal record in MISTER. Do not use any blank boxes on the CHP 362 or the CHP 343 for this purpose, or any purposes other than those intended, as this will add editing time to the processing of the form.

i. On-Highway Information. Accident report information from CHP 555 and enforcement information from CHP 215 are automatically entered into MISTER through the routine entry of these documents. Hazardous materials spill information is currently tracked only by Hazardous Materials Section, but may be added to MISTER in the future.

3. FILE INQUIRIES.

a. As each carrier is initially entered into MISTER, a carrier identification number is assigned by the system. A MISTER file may be accessed through any of the following carrier information:

(1) ID number (CA number). If a carrier is in MISTER, it has a CA number.

(2) Name or OBA (a "doing business as" name, usually referring to a subsidiary or division of the parent company).

(3) ICC or PUC number, if this information has been added to the carrier record. ICC numbers begin with "MC" or "MX," followed by up to seven digits. PUC numbers begin with "T" for truck operators and with "PSC" or "TCP" for bus operators.

(4) Hazardous Materials Transportation License number, if the carrier has one.

(5) IMS License number, if the carrier has one.

(6) Hazardous Waste Transporter Registration number, if the carrier has one.

(7) US DOT Identification number (Carrier Census Number), if this information has been added to the carrier record.

b. Within each carrier's record in MISTER, there are six subfiles: Basic, Terminal Locations, Also Doing Business As, Citations, Accidents, and BIT Summary. There is also a separate file for each terminal of each carrier. Each terminal is identified by a unique File Code Number (FCN). In each terminal record, there are two files: Basic and Inspection Ratings.

c. The Carrier Inquiry Screen (MIS mask #40) provides a choice of the six file selections in each carrier file. A seventh selection, Spills, is not currently active. Entering an "X" in the appropriate space(s) selects the file(s) desired. Available files are briefly described below:

(1) No selection. If no selection is made and the "Enter" key is pressed, the carrier's emergency contact file will be displayed or printed.

(2) Basic. Basic carrier information: name, address, telephone number, day and night emergency contact persons and their phone numbers, type of operation, and license and permit information. Also contained in the Basic file are fleet size, number of drivers employed, and annual California mileage figures.

(3) Terminal Locations. Lists the File Code Number, street address, city, and zip code for each of the carrier's terminals, together with the terminal's status and last inspection rating.

(4) Also Doing Business As. Lists other names under which this carrier operates (DBAs).

(5) Citations. Lists citations issued involving the carrier. Included are the date, time, CHP Area, Officer ID, section(s) cited, and the driver's license number and state.

(6) Accidents. Lists reported carrier-involved accidents when the carrier's vehicle was at fault or was a contributing factor. Included are the date, time, NCIC number, Officer ID, number of injured and killed, and the primary collision factor (PCF).

(7) Spills. This data record is currently not in use. Spill data is recorded separately by Hazardous Materials Section.

(8) BIT Summary. Lists each terminal address and associated FCN, the date BIT fees were paid for each terminal subject to the program, the amount of the fee paid, the effective date of the fee posting, the status of the terminal's participation in BIT (Motor Carrier or Owner/Operator, which determines the appropriate fee), and the inspection date if accomplished.

d. Terminal Files may be accessed by entering carrier ID as in 3.a. above, and the File Code Number from the Terminal Locations File. Selections are:

(1) Basic. Terminal information: address, telephone number, day and night emergency contact persons and their phone numbers (not to be confused with the *carrier* emergency contact personnel shown on the *carrier* basic information screen), terminal status (active or inactive), terminal fleet size, driver, and California mileage information.

(2) Inspection Ratings. Lists the date, the rating in each category, and the terminal rating for each inspection during the past three years that resulted in a safety compliance rating. This selection also indicates whether the inspection was conducted as a BIT Program inspection.

4. REPORTS

a. MISTER provides periodic reports to assist in management of the Motor Carrier Safety Operations Program and statistical data relative to citations and accidents. A partial list of these reports includes:

(1) New Carrier/ Terminal Additions: A monthly listing of carriers and terminals added to MISTER since last report.

(2) Hazardous Material Transportation/ Inspection and Maintenance Station Licensees With CHP Enforcement Activity Which Will Expire During [Month Year]: Monthly listing of licensees whose licenses will expire during the month

that is ninety days from the date the report is generated. Therefore, a report generated at any time in January will list licenses that will expire at any time in April. The list is sorted by CHP Area and then by carrier name, and is filtered to include only those licensees whose activity during the preceding twelve months has been documented by:

- (a) Citations.
- (b) Accident reports.
- (c) Hazardous materials spill reports.
- (d) Unsatisfactory terminal inspection ratings (if an unsatisfactory rating is current, the report indicates in which Division the unsatisfactory rated terminal is located).

(3) Suspense List of "Unsatisfactory", "Conditional" and "Non-Rated" Terminals: A monthly listing, by Division, of terminals rated unsatisfactory or conditional, or that are coded "N" to indicate an unsatisfactory rating that is not based on imminent danger to the public, consistent failure to comply, or failure to enroll drivers in the Pull Notice Program. This list is further sorted by Area, subarea, the rating and the rating date from oldest to newest. [Note: The "N" code formerly indicated that a rating was being withheld due to unsatisfactory conditions that did not warrant charging the carrier a reinspection fee for the terminal in question. This report still reflects the terminology associated with the former departmental policies that governed that issue. Legislation has since rendered these policies unnecessary, and the "N" designator now indicates an unsatisfactory rating for which one reinspection will be conducted without additional charge to the carrier. This report will be revised to discontinue the use of the term "non-rated."]

(4) Carriers Receiving Renewal Letters Fees Due: A monthly report of terminals for which BIT Program renewal letters were produced by MISTER

(5) Terminals Due for BIT Inspection: A monthly listing for each of the eight field Divisions, each Division version consisting of four sorts:

- (a) Complete Division Alpha List: Division BIT terminals sorted by name.
- (b) Complete Division By Inspection Due Date: Division BIT terminals sorted by inspection due date.
- (c) Division Inactive Terminals: Division BIT terminals in inactive status, sorted by name.

(d) Individual Motor Carrier Specialist List: BIT terminals sorted by inspection due date, showing only those terminals located within the geographical assignment (subarea) of each MCS I.

(6) Terminals Overdue BIT Payment and Pending Disposition: A monthly listing of terminals from which BIT fees have been received in the past, and no renewal fees are on file in MISTER.

(7) Terminals in MISTER - Not excluded from BIT, No BIT Fees Paid: A monthly listing of terminals in MISTER for which there is insufficient data to determine whether the terminals are excluded from (not subject to) the BIT Program, and from which no BIT fees have been received. Its purpose is to provide MCSUs with a list of terminals that would be in violation of VC 34501.12 by failing to enroll in the BIT Program, if further inquiry reveals that the terminal operates vehicles that make it subject to the BIT Program.

(a) Complete Division Alpha List: Division listing of "not excluded" terminals, sorted by name.

(b) Individual Motor Carrier Specialist List: Listing of "not excluded" terminals located within the geographical assignment (subarea) of each MCS I.

(8) BIT Inspections Projected Workload Report: A monthly listing showing an estimated number of initial inspections, renewal inspections, and reinspections that will be due in each of the forthcoming 12 months. This report is based on the number of initial applications received and entered into MISTER for which no inspection ratings have been entered, the number of known BIT terminals that are within seven months of their renewal dates (whether fees have been posted or not), and the number of BIT terminals currently holding unsatisfactory ratings. This report is produced in two versions:

(a) Sorted by Due Date: An estimate of the number of BIT terminals that could be due for one of the inspection types indicated in 4.(8) above during each of the next twelve months.

(b) Sorted by Division: An estimate of the number of BIT terminals that could be due for one of the inspection types indicated in 4.(8) above during the month indicated at the top of the report page for each of the eight field Divisions.

(9) Carriers and Terminals Scheduled for Deletion from MISTER: Annual listing by Division of carriers whose files have reflected no activity for three years or more and which will be automatically deleted from MISTER unless specifically prevented. This listing is sent to MCSUs for review so that local

departmental personnel can identify any carriers or terminals that should not be deleted by the purge program. The report shows carriers or terminals listed alphabetically, and lists how many citations, accident reports, and hazardous materials spill reports (spill count feature currently is disabled) each carrier or terminal record has acquired since the carrier or terminal was placed in inactive status. It also indicates which other field Divisions have terminals belonging to each listed carrier, so that Divisions can coordinate with one another in deciding which carriers should not be deleted due to incorrect status as inactive carriers. The report also indicates what types of CHP-issued licenses the carrier or terminal may hold. The listing is produced each July, and the purge is run the following January.


STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL CARRIER PROFILE INFORMATION CHP 362 (Rev. 2-84) OPI:002				1. <input type="checkbox"/> NEW	2. <input type="checkbox"/> CHANGE	3. CALIFORNIA IDENTIFICATION NUMBER CA
4. COMPANY NAME					5. TELEPHONE NUMBER (Include Area Code) () -	
6. IF THIS IS A NAME CHANGE, ENTER PREVIOUS NAME					7. <input type="checkbox"/> STATISTICAL GOVERNMENT	
8. DOING BUSINESS AS (DBA)					13. ESTIMATED COMPANY REVENUE WITHIN CALIFORNIA DURING THE LAST YEAR YEAR: _____ CHECK ONE BOX A <input type="checkbox"/> Under 15,000 B <input type="checkbox"/> 15,001 - 50,000 C <input type="checkbox"/> 50,001 - 100,000 D <input type="checkbox"/> 100,001 - 500,000 E <input type="checkbox"/> 500,001 - 1,000,000 F <input type="checkbox"/> 1,000,001 - 2,000,000 G <input type="checkbox"/> 2,000,000 - 5,000,000 H <input type="checkbox"/> 5,000,001 - 10,000,000 I <input type="checkbox"/> More Than 10,000,000	
9. ALSO DBA						
10. ALSO DBA						
11. ALSO DBA						
12. ADDITIONAL DBA? <input type="checkbox"/> YES (List additional DBAs on reverse side) <input type="checkbox"/> NO						
14. MAIN OFFICE STREET ADDRESS						
15. CITY			16. STATE		17. ZIP CODE	
18. MAILING ADDRESS (if different from main office address)						
19. CITY			20. STATE		21. ZIP CODE	
OPERATING AUTHORITIES						
CALIFORNIA PUC NUMBERS			IOC NUMBERS			
22. T- <input type="checkbox"/>		24. MC <input type="checkbox"/> MK <input type="checkbox"/>		26. MC <input type="checkbox"/> MK <input type="checkbox"/>		28. U.P. NUMBER
23. PSG <input type="checkbox"/> TCP <input type="checkbox"/> PSC		25. MC <input type="checkbox"/> MK <input type="checkbox"/>		27. MC <input type="checkbox"/> MK <input type="checkbox"/>		29. US DOT NUMBER
TYPE OF OPERATION (Check all that apply.)						
31. <input type="checkbox"/> A. TRUCK <input type="checkbox"/> D. HAZARDOUS WASTE TRANSPORTER <input type="checkbox"/> G. TOUR BUS (PUC or IOC authority) <input type="checkbox"/> J. YOUTH BUS <input type="checkbox"/> E. HAZARDOUS MATERIALS CARRIER <input type="checkbox"/> F. FLAMMABLE LIQUID CARGO TANK <input type="checkbox"/> H. SCHOOL BUS <input type="checkbox"/> K. GENERAL PUBLIC PARATRANSIT VEHICLE <input type="checkbox"/> C. HAZARDOUS MATERIALS SHIPPER <input type="checkbox"/> I. BUS WITHOUT OPERATING AUTHORITY <input type="checkbox"/> L. FARM LABOR VEHICLE						
32. LEGAL OWNER						
33. LEGAL OWNER						
34. EMERGENCY CONTACT			35. DAY PHONE (Include Area Code) () -		36. NIGHT PHONE (Include Area Code) () -	
37. EMERGENCY CONTACT			38. DAY PHONE (Include Area Code) () -		39. NIGHT PHONE (Include Area Code) () -	
CALIFORNIA TERMINAL INFORMATION						
California Vehicle Code Section 34501.10 requires the employer of any person required to keep log books, records of physical examination and other driver records as may be required by the Department of California Highway Patrol, the Department of Motor Vehicles or the State Department of Health Services, to register with the Department of California Highway Patrol the address where log books and other records are available for inspection.						
DRIVER RECORDS AT THIS ADDRESS?	VEHICLE RECORDS AT THIS ADDRESS?	TERMINAL STREET ADDRESS			CITY	ZIP CODE
40. <input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO					
41. <input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO					
42. ADDITIONAL TERMINALS? <input type="checkbox"/> YES (List additional terminals on reverse side) <input type="checkbox"/> NO					43. DATE REGISTERED	
FOR CALIFORNIA HIGHWAY PATROL USE ONLY						
44. CARRIER'S LOCATION CODE	45. CARRIER'S COUNTY CODE	46. REVIEWED BY			47. I.D. NUMBER	
DESTROY PREVIOUS EDITIONS						

Fig. 15-1. CHP 362, Carrier Profile Information