

CHAPTER 1

INTRODUCTION

1. PURPOSE AND USE. This manual is a resource for Motor Carrier Specialist Supervisors and Motor Carrier Specialists I (MCS I) assigned as Motor Carrier Specialist Training Officers (MCSTO) to utilize in the training and development of newly hired MCS Is and, should it become necessary, the remedial training of other MCS I personnel. A quiz is to be given to the trainee after completion of each chapter to assist the MCSTO and Supervisor to determine the effectiveness of the training given. The chapter quizzes and answers are provided in a separate publication issued to each Motor Carrier Safety Unit (MCSU) Supervisor.

2. SUPERVISORS' RESPONSIBILITY. Supervisors shall share the training responsibility with the MCSTO by providing direction, additional resources when required, and any necessary support. It may be necessary to temporarily relieve MCSTO personnel of some or all of their normal duties in order to conduct timely and effective training. In addition to conducting the orientation outlined in Chapter 2, if necessary, supervisors shall coordinate any remedial training that may be needed by MCS Is whose performance does not meet current standards in a particular area of knowledge or skill, or is at risk of not meeting acceptability standards.

3. MOTOR CARRIER SPECIALIST TRAINING OFFICER RESPONSIBILITY.
 - a. The primary responsibility of the MCSTO is to ensure that the contents of this manual and its referenced resources are imparted to assigned trainees, and to observe and evaluate trainees' performance.

 - b. An MCS I may be selected to serve as an MCSTO after:
 - (1) Completion of the one-year MCS I probationary period.
 - (2) Successful completion of the five-day MCSTO Training Course.

 - c. The MCSTO shall be directly accountable to a Motor Carrier Specialist II (MCS II) Field Supervisor, or the Motor Carrier Specialist III (MCS III), Unit Supervisor. In the fulfillment of his or her duties, the MCSTO shall:
 - (1) Ensure training is performed in accordance with departmental policies and procedures. Specialized training may be conducted by MCSTO personnel with special expertise in a particular area of knowledge.

- (2) Prepare a training action plan in accordance with Annex A of this chapter, and provide a copy of the plan to the appropriate supervisor.
- (3) Plan, coordinate, and schedule training and inspection activities.
- (4) Review all referenced material with the trainee and ensure that the trainee understands the material.
- (5) Ensure the trainee completes each chapter quiz to evaluate his or her comprehension of each training category.
- (6) Prepare CHP 111, Training Activity Log; CHP 111A, Motor Carrier Field Training Daily Log; and CHP 111 C, Motor Carrier Trainee Progress Report.

4. TRAINEE EVALUATION AND ANALYSIS.

- a. Supervisors shall utilize the performance standards listed on CHP 111A, Motor Carrier Field Training Daily Log, information provided by the MCSTO on CHP 111 C, Motor Carrier Trainee Progress Report, and performance documented on CHP 118M, Performance Appraisal, in assessing the competence of the trainee in each type of operation. The supervisor shall certify the trainee in each Motor Carrier Safety Operations (MCSO) Program type of operation as described in Chapters 8 through 20, upon completion of initial training as presented in this manual. The supervisor shall observe as many terminal inspections as necessary to ensure a satisfactory level of competence in each type of operation before certifying.
- b. Trainee evaluations will normally be completed after approximately 40 hours of training at the completion of each chapter. It is recognized that some trainees may need more than 40 hours, while a full 40 hours may be unnecessary for others.
- c. Emphasis should be placed on any remedial training needs and additional skills necessary to make the trainee proficient in each category. The MCSTO and the supervisor shall work together to ensure the trainee receives a comprehensive evaluation.
- d. In order to achieve a satisfactory level of competence, the trainee shall score at least 3 in each CHP 111C critical task. The trainee shall not receive a 3 (or higher) in any critical task if there is a 1 or 2 scored in any critical task sub-element.

An exception to this rule may be made when a 2 sub-element rating is of a minor nature, not affecting terminal rating uniformity or otherwise likely to bring discredit upon the Department, and that rating can be upgraded with a minimum amount of direct supervision.

For example: CHP 111 C, sub-element 3.b., 'Was an in-depth inspection systematically conducted?' The trainee inspected all required components and detected the appropriate violations. However, the trainee tended to "skip around" too much (causing some duplication of effort), resulting in below average efficiency. In this example, a 2 would not, in itself, prohibit an overall 3 scoring for the critical task.

ANNEX A

TRAINING ACTION PLAN EXAMPLE

Prior to implementing a training action plan, thoroughly discuss the plan with the trainee. The trainee should understand what the training objective is and what will be covered in each block of instruction.

NOTES:

List the training objective or goal for this block of instruction.

1. OBJECTIVE/GOAL

Bus terminal inspection.

The trainee will be provided sufficient instruction to independently perform bus terminal inspections in accordance with departmental policies and procedures.

Minimum acceptable standard for performance of the task.

2. INSTRUCTION

a. Statement of expectation.

At the completion of this block of instruction, the trainee should be able to systematically perform a bus terminal inspection without depending on the MCSTO for procedural advice.

Follow the instructional sequence of the training manual; i.e., assigned reading, review and explanation, field hands-on demonstration, and evaluation.

b. Manner of instruction.

Review of HPM 84.8, Chapter 9 (Bus Terminal Inspection), and all applicable references.

ANNEX A

TRAINING ACTION PLAN EXAMPLE *(continued)*

3. RESOURCES NECESSARY TO COMPLETE TRAINING

- a. *Publications:* Motor Carrier Specialist I Training Manual (HPM 84.8), Motor Carrier Safety Operations (HPM 84.1), Vehicle Equipment Inspection Guide (HPG 83.2), Commercial Enforcement (HPM 82.6), Title 13, California Code of Regulations (13 CCR), and the California Vehicle Code (VC).
- b. *Forms:* CHP 343, 343-1, 343A, 343B, 342, 345, 346, and 355 series.
- c. *Tools and Equipment:*
 - (1) *Classroom:* Overhead projector, transparencies, note pads, pencils.
 - (2) *Field:* Assigned tools and required personal safety equipment pertinent to bus inspections.

Arrange classrooms such as Division conference rooms, training rooms, or Area offices.

4. LOCATION EXAMPLES

- a. *Classroom:*
CHP Area office, conference room.

ANNEX A

TRAINING ACTION PLAN EXAMPLE (*continued*)

Schedule terminal inspections at carrier terminal locations. Select carriers with a good cross-section of equipment, i.e., different types: Type I and II, transit and conventional bodies; single and dual hydraulic brake systems; air brake systems (FMVSS 121 and pre-121 systems), DD3 air brake systems, etc. Ensure that inspection locations are occupationally safe and conducive to a good training session.

Advise terminal management that a training session is involved which will not affect inspection result, but may require slightly more time to complete. Assure management that the terminal rating will be the same as if determined by the MCSTO working alone.

Assign time frames for the various instructional periods.

b. Field: First Baptist Church, Type I and Type II buses (hydraulic brakes).

City Transit Authority, Type I buses, transit type. (DD3 brakes and pre-FMVSS 121 air systems.) Special equipment including handicap ramps, wheelchair lifts, and power actuated doors.

5. ACTION STEPS

a. Assigned reading: Two hours. HPM 84.1, Chapter 1 and 2; VC and 13 CCR authority and specific requirements; and HPG 83.2, pertinent sections.

b. Explanation and review: Two hours. Review departmental policies and procedures, inspection requirements, laws and authorities.

c. Demonstration, field hands-on training 32 hours.

(1) Demonstrate occupational safety procedures and ensure proper equipment.

ANNEX A

TRAINING ACTION PLAN EXAMPLE (*continued*)

(2) Demonstrate record and vehicle inspection procedures and provide commentary.

(3) Perform inspection task with trainee.

(4) Trainee performs inspection independently.

d. *Evaluation:* Four hours.

(1) Evaluate and discuss performance with trainee.

(2) Document on CHP 111 (Training Activity Log) and CHP 111A (Motor Carrier Field Training Daily Log).

(3) Complete CHP 111C (Motor Carrier Trainee Progress Report), assign ratings, and recommendations.

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