

CHAPTER 2
ORIENTATION
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CHAPTER 2

ORIENTATION

1. GENERAL.

a. This chapter addresses orientation of newly-hired trainees to their surroundings, job duties, employee benefits and policies and procedures affecting their employment. It is the supervisor's responsibility to provide the information contained in this chapter to all new Motor Carrier Specialists.

b. It is important that supervisors provide trainees the time to review the referenced materials and allow sufficient time to answer any questions they may have. Supervisors should solicit feedback from trainees in order to ensure they comprehend the material being presented.

2. DEPARTMENTAL STRUCTURE AND ORIENTATION.

a. Welcome New Employees. The supervisor should be prepared in advance to personally greet new employees upon arrival at the Division office. The new employees should be made to feel welcome, as they are now part of the team. New employees should be familiarized with the MCSU office and introduced to available MCSU staff.

b. Tour of Division and Area Facilities. New Motor Carrier Specialists (hereafter "trainees") should be taken on a tour of the Division facility, introduced to all available Division personnel and the function of each office or unit should be explained. If trainees are to work out of an Area office upon completion of training, make arrangements through the Area Commander for a similar tour of that facility.

(1) During the tour of the office and grounds, trainees should be familiarized with the following:

(a) The security and/or alarm system of the building and grounds, business hours, and times when various doors and gates are locked and when they are unlocked.

(b) Employee parking areas, both during and after business hours.

(c) Location of posted emergency evacuation routes.

(d) Location of fire extinguishers and fire hoses. Explain their operation.

(e) The location of first aid kits and any applicable emergency medical

instructions.

(f) The various departmental and employee bargaining unit bulletin boards.

(g) Locker room and lavatory facilities. Pursuant to Division policy, identify the location for pick-up, storage, and turn-in of assigned coveralls.

(h) The use and care of equipment in the physical fitness room, if so equipped, and Division policy governing its use.

(i) The break room and any costs associated with coffee consumption, vending machines, etc.

(j) Office rules, privileges, and use of the various office machines and equipment of each office or unit.

(k) The location and appropriate use of the telephones.

(l) The Division library and procedures for its use.

(m) The state and local Division smoking policy.

(n) Any restricted areas and/or equipment.

(o) Procedures for obtaining fuel and service for assigned vehicle.

3. INITIAL EMPLOYMENT MATTERS.

a. Have the trainees complete the appointment documents contained in the hiring packages received from Personnel Services Section. The procedure for completing each form should be thoroughly reviewed with the employees. Appointment processing shall be completed in accordance with HPM 10.3, Personnel Transactions Manual, Chapter 2.

b. Have the new trainees sworn in, photographed, and fingerprinted as soon as possible to expedite processing.

c. Ensure the trainees are provided adequate time, and if necessary, provide or arrange for proper instruction in the selection of benefits and completion of the enrollment forms included in the appointment documents package.

d. Return the required documents promptly to Personnel Services Section to avoid omission of the trainees' names from the payroll and late receipt of salary warrants.

4. TRAINING FILES.

- a. The documentation of training is as important as the training itself.
- b. Organized training files shall be established before the trainee begins the training process.
- c. Training files should include the following:
 - (1) New Employee Orientation Checklist (Annex A).
 - (2) CHP 10, Supervisor's Report on Employee Orientation.
 - (3) CHP 81, Receipt of State Property.
 - (4) CHP 111, Training Activity Log.
 - (5) CHP 111A, Motor Carrier Field Training Daily Log.
 - (6) CHP 111 B, Training Certification Records.
 - (7) CHP 111 C, Motor Carrier Trainee Progress Report.
 - (8) Training Action Plans.
 - (9) Inspection quizzes completed by the trainee.
 - (10) Work projects and scenarios completed by the trainee.

5. DEPARTMENTAL VEHICLE ASSIGNMENT/ORIENTATION.

- a. Familiarize the trainee with assigned vehicle controls and operation.
- b. Inventory vehicle to ensure that all tools and manuals necessary to perform the duties of an MCS are present.
- c. Have the trainee perform a commentary driving exercise in accordance with HPM 10.6, Occupational Safety, Chapter 8 and HPG 70.14, Enforcement Driving Guide, Chapter 7.
- d. Driver enhancement exercises (Annex B) should be utilized as necessary to familiarize the trainee with vehicle placement and driver awareness procedures.

6. GENERAL EMPLOYEE ORIENTATION.

- a. Have the trainees view the Department's Spirit of Excellence and Motor Carrier

Orientation videos.

b. Provide each trainee with a copy of the Department's Orientation Guide. The trainees should be allowed sufficient time to become familiar with its content. A supervisor or MCSTO should be available to answer questions.

c. Provide each trainee with copies of the Division and MCSU Standard Operating Procedures (SOP), Division organizational chart, and the statewide MCS personnel roster.

(1) Have the trainees read the MCSU SOP and those portions of the Division SOP that pertain to them.

(2) Explain the departmental statewide organizational chart and how the MCSU fits into the organization.

d. Encourage the trainees to become familiar with the terms and conditions of employment negotiated between the State of California and the employees' bargaining unit contract agreement. Advise trainees that the use of state time is not authorized for this purpose.

7. GENERAL MOTOR CARRIER SAFETY OPERATIONS PROGRAM ORIENTATION.

a. History. Review the following Motor Carrier Safety Operations (MSCO) Program history with the trainees:

(1) Prior to 1963, motor carrier safety was regulated by the Public Utilities Commission (PUC), and only carriers that required operating authority were subject to regulation. In 1963, the program was transferred, by legislation, to the California Highway Patrol and Section 34500 was added to the Vehicle Code.

(2) In 1968, the MCSO program was expanded to include enforcement of the hazardous materials regulations. The school bus program was added in 1972, farm labor vehicles in 1975, school pupil activity buses in 1976, hazardous materials shippers in 1977, buses without operating authority in 1980, hazardous waste terminals in 1981, youth buses in 1982, flammable and combustible liquid cargo tank terminals in 1983, tour buses in 1986, general public paratransit vehicles in 1987, and further regulation of trucks, identified under the Biennial Inspection of Terminals (BIT) Program, in 1989.

(3) On September 29, 1996, Assembly Bill (AB) 1683 (Conroy) was signed into law, transferring the state's regulatory authority over the motor carrier of property industry from the PUC to the Department of Motor Vehicles (DMV).

Motor carriers of property, as defined in Section 34601 VC, are required to obtain a Motor Carrier Permit from the DMV before operating commercial vehicles on any public highway in this state. AB 1683 also established the CHP as the exclusive agency for the regulation of safety of operation of motor carriers of property.

b. Mission. Review the following departmental mission statement with the trainees:

(1) The primary mission of the Department is the management and regulation of traffic to achieve safe, lawful, and efficient use of the highway system. The primary objective is the prevention of accidents and incidents which result in loss of life, personal injury, and property damage.

(a) Provide each trainee with a copy of GO 0.1, Departmental Purpose, Mission and Management Philosophies.

c. Commercial Enforcement Program. Explain that in order to meet the departmental mission with respect to commercial vehicle operations, the Department maintains a continuing on-highway and off highway inspection/enforcement effort. This effort is designed to ensure compliance with the applicable provisions of the Vehicle Code and regulations contained in Title 13, California Code of Regulations. Briefly review the Department's on-highway commercial enforcement program with the trainees. Explain that policies and procedures for that program are contained in HPM 82.6, Commercial Enforcement. Explain that the off highway inspection/enforcement effort is accomplished pursuant to HPM 84.1, Motor Carrier Safety Operations, by non-uniformed employees assigned to the Department's MCSO Program. Explain that the MCSO Program is not solely concerned with vehicle and equipment inspections, but is designed to complement and enhance the total commercial enforcement program by off highway terminal inspection control. The purpose of terminal inspections is to determine whether carriers have business procedures in place at each of their terminals that result in general compliance with motor carrier safety laws and regulations, and other related requirements.

(1) The objectives of the MCSO Program are:

(a) The prevention of accidents and injuries attributed to vehicle mechanical defects.

(b) The prevention of accidents resulting from excessive driver fatigue or driver abuse of alcohol or controlled substances.

(c) The prevention of incidents involving hazardous material spills and the mitigation of those which do occur.

(d) To accomplish these objectives, MCS I personnel conduct on-terminal

inspections of regulated vehicles and records to determine maintenance program effectiveness; compliance with drivers' hours of service, drivers' records, and hazardous material transportation requirements.

d. Command Responsibilities. Explain that within the organizational structure of the Department, the responsibility for the administration of the MCSO Program is assigned to Enforcement Services Division, under the direction of the Assistant Commissioner, Staff. Under the direction of the Assistant Commissioner, Field, each of the eight field Divisions has specific duties and enforcement responsibilities.

(1) Enforcement Services Division (ESD). Overall administrative responsibility for the MCSO program is vested in ESD. The office of primary interest for this program is Commercial Vehicle Section (CVS). A primary function of this section is to provide administrative and technical support to field Division MCSUs. MCS Its and IIs are also assigned to CVS and perform administrative staff functions associated with the various elements of the MCSO Program. This is accomplished through the development of departmental policies and guidelines that are published in manuals, guides, management memorandums, information bulletins, and MIS Comm-Net messages. These publications provide necessary information for accomplishing the objectives of the MCSO Program.

(2) Field Divisions. Field Division Chiefs are responsible for the direction of all phases of the MCSO Programs within their command. The Division Special Services Commander or Commercial Services Commander has managerial responsibilities for the Division's commercial programs, both on- and off highway. Responsibilities for the off-highway program are further delegated to the MCSU Supervisor.

(3) Areas. Area Commanders are responsible for the personnel who administer special driver licensing activities, e.g., school bus, school pupil activity bus (SPAB), and farm labor vehicle. They are also responsible for the coordination of these activities in a manner that complements and enhances the MCSO Program. Moreover, Area commands provide functional supervision of MCS Is assigned within their geographical area. Such supervision is normally limited to appearance and conduct within the Area office.

e. Field Division Organization. Show the trainees the Division organizational chart and explain the chain of command. The trainees should have a clear understanding of the responsibilities of each assignment within the organization. Explain the following:

(1) Deputy Chief. The Division is commanded by a Deputy Chief who is responsible for the overall planning, organization, direction, and control of the Division.

(2) Assistant Chief. Assistant Chiefs are assistant Division commanders who report to the Division Chief. They are responsible for managing assigned sectors and programs.

(3) Special Services Commander. The Special Services Commander (or Commercial Services Commander) is a Captain who manages the Division's Special Services (or Commercial Services), which includes the Motor Carrier Safety Units (MCSU).

(4) Motor Carrier Specialist III. The MCS III is the MCSU supervisor, who reports to the Special Services Commander and is responsible for the planning, organization, direction, and control of the MCSU, as well as supervision of assigned MCS IIs.

(5) Motor Carrier Specialist II. The MCS II is a field supervisor who reports to the MCS III and is responsible for the direct supervision of assigned MCS Is. This involves planning, organizing, and directing work assignments, providing training, and ensuring that inspections are uniformly completed in accordance with established policy.

(6) Motor Carrier Specialist I. The MCS I, who reports to an MCS II, is an inspector of motor carriers responsible for conducting a wide range of terminal and vehicle inspections within an assigned area, preparing necessary reports, and performing all other duties as directed and outlined in the MCS I job description. In the absence of an MCS supervisor, MCS I trainees shall follow the direction of their assigned MCSTO.

(7) Motor Carrier Specialist Training Officers. Each field Division has MCS Is who are assigned MCSTO responsibilities. These specialists have been selected for their knowledge of the MCSO Program and their ability to effectively train new personnel. Each new MCS I will be assigned to one or more MCSTOs for training in the various aspects of the program. Training may be divided between MCSTOs to take advantage of special expertise possessed by individuals who may have more experience or insight in specific areas of knowledge. This allows trainees to benefit from the best knowledge available from the MCSTOs as a group.

8. JOB DESCRIPTION/DUTY STATEMENT.

a. Explain that each MCS I is responsible for performance of the following duties:

(1) Inspecting motor carrier terminals for compliance with the VC and 13 CCR regulations relating to safety, maintenance, and operational practices; evaluating the adequacy of the carrier's preventive maintenance program and

record-keeping relating to drivers' hours of service, drivers' qualifications, and the DMV Pull Notice Program.

(2) Inspecting records at a motor carrier's principle place of business for compliance with controlled substances and alcohol use testing requirements.

(3) Inspecting and certifying school buses, SPABs, farm labor vehicles, youth buses and general public paratransit vehicles (GPPV).

(4) Performing carrier fitness evaluations and making recommendations regarding the granting of PUC operating authority or licenses to other activities such as Inspection and Maintenance Stations.

(5) Inspecting hazardous materials carrier and shipper facilities for compliance with state and federal regulations (adopted by reference) pertaining to the packaging, labeling, marking, loading, storage, placarding, and documentation of hazardous materials and hazardous waste shipments.

(6) Preparing comprehensive written reports of inspections conducted.

(7) Providing instructions to carrier representatives on proper procedures and methods to achieve compliance, and initiating enforcement actions when prompt correction is not achieved.

(8) Upon direction, making detailed inspections of vehicles involved in accidents to determine if mechanical defects or conditions may have contributed to the accident. An MCS I is also assigned to each Multidisciplinary Accident Investigation Team (MATT), which is used to investigate complex or multiple fatality motor vehicle accidents.

(9) Assisting in assembling data for the preparation of complaints, reports and exhibits.

(10) Testifying as a witness in proceedings before courts and transportation regulatory agencies.

(11) Upon direction, responding to the scene of hazardous materials spills and incidents to provide technical advice to emergency response personnel.

(12) Performing other duties as required.

9. PERSONNEL TRANSACTIONS.

a. Briefly advise trainees on the following personnel transaction topics and afford them time to review the references listed with each topic.

- (1) Absence Report Forms - Personnel Transactions Manual, HPM 10.3, Chapter 27.
- (2) Absence Without Pay - HPM 10.3, Chapter 25.
- (3) Discrimination Complaints - HPM 10.3, Chapter 37.
- (4) Employee Benefits Program - HPM 10.3, Chapter 19.
- (5) Employee Relations with the California Highway Patrol - Labor Relations Manual, HPM 9.1, Chapter 1.
- (6) General Employee Relations Guidelines - HPM 9.1, Chapter 5.
- (7) Grievance and Appeal Procedures - HPM 9.1, Chapter 7.
- (8) Inconsistent and Incompatible Activities - HPM 10.3, Chapter 14.
- (9) Injury/Medical Procedures and Benefits - HPM 10.3, Chapter 20.
- (10) Injury and Illness Prevention Plan
- (11) Leave of Absence - HPM 10.3, Chapter 8.
- (12) Lunch Hour, Rest Periods, and Holidays - HPM 10.3, Chapter 23; and Division and MCSU policies.
- (13) Miscellaneous Absence With Pay - HPM 10.3, Chapter 26.
- (14) Overtime - HPM 10.3, Chapter 24, and Division and MCSU policies.
- (15) Payroll Deductions and Salary Warrants - HPM 10.3, Chapter 29.
- (16) Retirement - HPM 10.3, Chapter 10.
- (17) Salaries - HPM 10.3, Chapter 6.
- (18) Sick Leave and Bereavement Leave - HPM 10.3, Chapter 8.
- (19) Transfers and Residence Requirements - HPM 10.3, Chapter 4; GO 10.6, Field and Headquarters Assignments and Transfers; and the employee's bargaining unit contract.
- (20) Travel Expense (per diem) - HPM 11.1, Administrative Procedures Manual, Chapter 2, and the employee's bargaining unit contract.

(21) Vacation - HPM 10.3, Chapter 22; Division and MCSU policies; and the employee bargaining unit contract.

10. PROBATIONARY PERIOD AND ANNUAL EVALUATION.

a. Review the following probation/evaluation procedures with the trainee:

(1) Each new MCS I is required to serve a one-year probationary period which begins on the date of appointment.

(2) The probationary period is, in effect, an extension of the examination taken to secure appointment. It is the final and most valid part of the selection process. It affords the Department an on-the-job opportunity to determine whether or not the trainee has the job knowledge, interpersonal skills, and personal fitness to perform the duties of an MCS I. The supervisor will evaluate these and other traits.

(3) Each trainee will receive a written probationary appraisal at least every four months or more frequently if necessary (in addition to the inspection category progress reports completed by the MCSTO). The report will be

discussed with the employee by the supervisor and reviewed by a reviewing officer at a higher level in the chain of command. In this way, the MCS I will be kept informed of personal progress. If the employee's performance is satisfactory, the employee will attain permanent civil service status in the MCS I classification upon completion of the probationary period.

(4) After the MCS I successfully completes probation, the supervisor will formally appraise job performance on an annual basis. The MCS I will be provided a copy of a performance appraisal which may contain suggestions on how to improve job performance. Supervisors will also discuss any problems that are affecting the employee's performance. An employee has the right to discuss the annual performance appraisal with the reviewing officer before it is filed.

11. DRESS CODE.

a. Review the following attire and grooming standards with the trainee:

(1) Appropriate Attire.

(a) The Department requires each employee to assume the responsibility for maintaining high standards of personal grooming-and cleanliness.

The clothes worn should present an appearance which reflects the professionalism of the Department.

(b) Examples of acceptable attire - see appropriate Division SOP and HPM 73.5, Uniform Manual, Chapter 7.

(c) Each MCS I will be issued 11 pairs of coveralls. The cleaning and repair of these coveralls will be provided for by the Department. It is the MCS I's responsibility to wear clean and well maintained coveralls.

(d) MCS Is performing vehicle or equipment inspections shall wear Department-issued coveralls, head protection, eye protection and additional safety attire appropriate to the task being performed.

(e) MCS Is must wear footwear appropriate to the working environment. Explain to trainees the potential health effects of wearing contaminated footwear home, at lunch, or at the end of the day.

(f) Explain that unauthorized use or display of CHP badges, emblems, insignia, patches, etc., will not be tolerated.

(2) Grooming Standards.

(a) Each employee is expected to maintain a high level of grooming, cleanliness, neatness, and personnel hygiene.

(b) Hair length and facial hair (beards, mustaches) are also part of the image the employee projects to the public. More importantly, facial hair can be an occupational safety issue.

(c) Hair length should be consistent with guidelines set forth for uniformed personnel.

(d) Facial hair (sideburns, beards, mustaches) should be maintained consistent with the standards for uniformed personnel and must allow for proper sealing of respirators.

12. EXPECTED BEHAVIOR STANDARDS.

a. Review the following behavior standards with each trainee:

(1) Each MCS I is responsible for accurately reporting time worked, sick leave, and vacation or annual leave. Briefly explain how to record training time on the CHP 100D, Weekly Field Activities Report, and use of the CHP 71, Attendance Report.

- (2) Each MCS I shall report to work promptly as scheduled.
- (3) Each MCS I shall report to work sober, neatly dressed, and mentally alert.
- (4) Each MCS I is required to act in a reasonable, professional, courteous, and expeditious manner.
- (5) Personal conflicts with fellow employees or the general public will not be tolerated.
- (6) Employees must demonstrate a positive, professional attitude at all times.
- (7) Retaliation against any other state officer, employee, or member of the public who in good faith reports, discloses, divulges, or otherwise brings to the attention of the Attorney General, or any other appropriate authority, any facts or information relative to actual or suspected violation of any law of this state or the United States occurring on the job or directly related thereto, will not be tolerated.
 - (a) State Personnel Board Rule 172 states, "All candidates, appointees, and employees in the state civil service shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid California driver license, a good driving record and is expected to drive the car safely. The foregoing general qualifications shall be deemed to be part of the personal characteristics of the minimum qualifications of each class specification and need not be specifically set forth therein. The board may prescribe alternative or additional qualifications for individual classes and such shall be made part of the class specifications."
- (8) All personal contacts with the public, either in person or by telephone, will be handled in a professional, courteous, and expeditious manner. New employees shall not attempt to provide information to anyone until authorized to do so. All inquiries shall be referred to a supervisor or an experienced MCS I.

13. DISCIPLINARY PROCEDURES.

- a. Explain that each MCS I is responsible for meeting acceptable performance standards in the manner set forth by the Department in the conduct of their assigned

duties. In the event satisfactory performance or acceptable employee conduct is not maintained, it may be necessary for a supervisor to initiate disciplinary action. The following overview identifies the basic disciplinary process. In discussing this segment of the orientation with new trainees, ensure that they have an understanding that disciplinary actions are not anticipated or suggested; but that the discussion merely identifies expected performance and conduct.

(1) Corrective Interviews, Memorandums, and Censurable Incident Reports. Corrective oral interviews, memorandums of direction, and censurable incident reports are tools used to bring to the employee's attention those acts or omissions that require immediate correction, and the methods to be used to prevent a recurrence. A censurable incident report is generally written on a CHP 2, Incident Report. Determining the appropriate corrective measure depends on the seriousness of the deficiency and the repetitive nature of the deficiency.

NOTE: CHP 2 may also be used as a commendable incident report to document exceptional performance or other acts of an employee that bring credit to the Department.

(2) Interim Reporting. An employee will be placed on interim reporting if, at any time during the rating period, the employee's performance of a specified critical task does not meet performance standards, and other means (counseling, corrective memos, extended training periods, etc.) have not brought about satisfactory performance. Interim reporting consists of frequent evaluations in writing, by a supervisor, of an employee's performance in a specific deficient area of the employee's responsibilities.

(3) Resection During Probation. The appointing power may reject a probationary employee for reasons relating to the probationer's qualifications, the good of the service, or failure to demonstrate merit, efficiency, fitness, and moral responsibility (Section 19173 of the Government Code [GC]). Rejection during probation is not an adverse action.

(4) Adverse Action.

(a) Definition. Adverse action is defined as dismissal, demotion, suspension, or other disciplinary action (19570 GC). Adverse action does not include censurable incident reports, memorandums of correction, or other documentation of supervisory counseling.

(b) Authority. The appointing power, or any person authorized by him/her, may take adverse action against an employee for one or more of the causes of discipline specified in 19572 GC (19574 GC).

(c) Causes for Disciplinary Action.

- 1 Fraud in securing appointment.
- 2 Incompetency.
- 3 Inefficiency.
- 4 Inexcusable neglect of duty.
- 5 Insubordination.
- 6 Dishonesty.
- 7 Drunkenness on duty.
- 8 Intemperance.
- 9 Addiction to the use of controlled substances.
- 10 Inexcusable absence without leave.
- 11 Conviction of a felony or conviction of a misdemeanor involving moral turpitude.
- 12 Immorality.
- 13 Discourteous treatment of the public or other employees.
- 14 Improper political activity.
- 15 Willful disobedience.
- 16 Misuse of State property.

14. SEXUAL HARASSMENT.

- a. Explain that it is the policy of the Department that the working environment shall be free of sexual harassment by any employee against another employee or applicant for employment.
- b. Thoroughly explain to new trainees the departmental policy concerning sexual harassment. This information is contained in HPM 10.12, Affirmative Action/Equal Employment Opportunity Planning Manual, Chapter 8. The instruction shall include departmental policy, legal authorities, definitions, employee and supervisor responsibilities, and employee rights. Additionally, if available, show the trainee the departmental video on sexual harassment. This video should be available in the

Division film library.

15. PROCESSING COMPLAINTS.

a. Explain to trainees that in the course of their duties, they may be confronted with complaints from the public. It is the Department's policy that all complaints be investigated. The following is a basic overview of the process. Complaints can be placed in two basic categories:

(1) The first is an expression of dissatisfaction, either verbally or in writing, with the operation of the Department or the conduct of its employees.

(2) The second is a complaint against a motor carrier (truck or bus operator). This type of complaint may include vehicle maintenance practices, drivers' hours of service, unsafe driving by the carrier's drivers, and other matters.

b. Complaints may be written or verbal. In some cases, complaints are anonymous. Proper investigative steps shall be taken to determine the validity of all anonymous complaints.

c. Any person who expresses dissatisfaction with the operation of the Department or the conduct of an employee is entitled to a prompt acknowledgment of his or her complaint.

d. Complaints against departmental employees or departmental procedures must be immediately referred to a supervisor if possible, otherwise, assume an unbiased position and obtain all information alleged by the complainant. These complaints must be handled in accordance with HPM 10.4, Citizens Complaint Investigation Manual.

e. The Department's goal is to investigate all complaints objectively, supporting employees when allegations are proven invalid, and taking corrective action when necessary.

f. Complaints of unlawful operation of a particular carrier are normally received by telephone. However, some complaints may come from headquarters, Area Commanders, or allied agencies. These complaints should be documented on CHP 356, Complaint Against Motor Carrier, and referred to the Unit Supervisor for his or her evaluation and plan of action.

16. DUTY ASSIGNMENT. Provide each trainee with a- Division roster and sub area assignment map, to identify the location where he/she will be assigned pending completion of the training program. Trainees should be informed of the tentative time

limits while training and the training itinerary.

17. VICARIOUS LIABILITY.

a. Explain to each trainee the concept of "vicarious liability" and how it relates to his or her actions as an employee of the Department.

(1) Vicarious is defined as:

(a) Endured or done by one person substituting for another: vicarious punishment.

(b) Acting in place of someone or something else.

(2) In the context of the duties of a Motor Carrier Specialist, the implication is that we must carry out our duties as prescribed by departmental policy and procedures. Otherwise, liability may exist which the Department could not defend itself against. Two examples clearly illustrate this concept.

(a) The "duty" concept.

1 You are on state time, driving a state vehicle, and you come upon a traffic accident with serious injuries. As you approach the scene, you realize two things; medical help (ambulance and paramedics) is needed, and a serious traffic control problem exists. The question - what is your "duty" considering your training as it relates to your job? You would create no vicarious liability should you call in by radio or telephone and report the needs observed. You may create vicarious liability in rendering first aid or handling traffic control since you have no duty to perform such tasks. Vicarious liability could result if a person's injury was compounded by your action or an additional collision was caused by your directing traffic at the scene.

(b) A second concept regarding "duty."

1 You inspect a carrier's terminal and due to poor compliance, you assign a composite rating of unsatisfactory. The Department has established a procedural policy for follow up. Because you have this process to follow, your failure to do so creates liability on behalf of the Department. You have a "duty" to follow through in the manner prescribed by the Department.

18. OCCUPATIONAL SAFETY.

a. Explain to trainees the necessity to continually maintain a safe working environment for themselves and others around them. Special attention should be given to the following:

(1) Injury and Illness Prevention Program (IIPP).

(2) Safe vehicle operation and the proper procedures to be followed in the event of an accident.

(3) Personal protective equipment applicable to the type of activity to be performed.

b. Have the trainee read HPM 84.1, Motor Carrier Safety Operations, Chapter 12, to ensure the trainee is aware of the importance placed on a safe working environment and the elimination of occupational injuries.

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ANNEX A

NEW EMPLOYEE CHECKLIST

<i>Employee name</i>	<i>Date Completed</i>	<i>Remarks</i>
1. Appointment Package		
2. Business Cards		
3. CHP71		
4. Commentary Driving		
5. Coveralls		
6. Department's Orientation Guide		
7. Driver Enhancement Exercises		
8. Drug-Substance Abuse Form		
9. Fingerprints		
10. Injury & Illness Prevention Program		
11. Key, Division		
12. Key, MCSU		
13. Oath of Allegiance		
14. Organization Chart/Map - MCSU		
15. Pager		
16. Paper pad, ruled, 8-1/2x11		
17. Pen, Black Ink		
18. Photos - Personnel File and ID Card		
19. Portfolio, State of California		
20. Relocation Request Memo		
21. Respirator - Fitted by supervisor		
22. SOP, Division		
23. SOP, MCSU		
24. State Appointment Calendar		
25. State ID Card		
26. State Smoking Policy		
27. State Vehicle Assignment		
28. Statewide MCS Personnel Roster		
29. Tour of facilities		
30. Vehicle/Area Assignment Roster		
31. Viewing of Departmental Videos		
32. Voice Mail Extension Roster		
33. Voice Mail Memo		

Note: This checklist is designed to address certain issues and equipment specific to the duties of Motor Carrier Specialist personnel. CHP 10, Supervisor's Report on Employee Orientation, and CHP 81, Receipt of State Property, are to be completed and maintained as required.

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ANNEX B

DRIVER ENHANCEMENT PROGRAM (DEP)

1. DRIVER ENHANCEMENT PROGRAM.

a. The Driver Enhancement Program is designed to develop employee skills in the areas of vehicle placement, vehicle control, and driver awareness of surroundings. Each exercise is intended to represent common obstacles encountered during the operation of a vehicle. Prior to initiating training the MCSTO should:

- (1) Establish the number of exercises to be utilized.
 - (a) Part or all of the program may be necessary to meet individual needs.
 - (b) Include exercises necessary to further develop specific driving skills of individuals or groups.
- (2) Obtain use of an area adequate to facilitate the exercises being utilized.
 - (a) Ensure that the area is large enough to safely accommodate the selected course.
 - (b) Ensure adequate room for parking and safe movement of vehicles.
- (3) Develop classroom curriculum specific to course structure and the needs of the trainees.
 - (a) Prepare any classroom training that will be provided.
 - (b) Prepare a diagram of the course layout, showing how it will be set up on the property being used, and how traffic entering and leaving the course and parking areas will flow.

2. COURSE LAYOUT.

a. Determine the dimensions necessary to accommodate the exercises included in the course layout.

- (1) Dimensions of each exercise may be taken from the diagrams included in this annex. If other dimensions are used, care shall be taken to design realistic maneuvers that are within the capabilities of the vehicles to be used.

Turning radius and rear overhang are important issues to be considered, as

these factors most affect what maneuvers can be accomplished without knocking over traffic cones or failing to meet other performance criteria.

(2) Exercises can be completed individually or in series.

(3) In cases where multiple exercises are used in a series, space should be provided to allow for a continuous transition from one exercise to the next.

3. PRESENTATION.

a. Classroom Instruction.

(1) Discuss the role of vehicle dynamics (e.g., skids, rear wheel cheat, and coefficients of friction) and their effect on a moving vehicle. Theories of vehicle dynamics are explained in HPG 70.14, Enforcement Driving Guide, Chapter 3.

(2) Discuss safe and defensive driving techniques. This can be accomplished by the Trainer or with the use of instructional videos, or both.

(3) Review the course layout and the correct way to, complete each exercise.

b. On-Course Instruction.

(1) Verbally walk through each exercise with the trainees to ensure that a clear understanding of expectations are obtained.

(2) Demonstrate exercise in conjunction with commentary instruction in order to provide a visual example of what has been addressed in the classroom presentation.

c. Course Participation.

(1) Direct the, DEP participant to complete the exercise without input by the MCSTO.

(2) After completion of the exercise the MCSTO should critique the individual trainee on any elements the would serve to further promote safe vehicle operation.

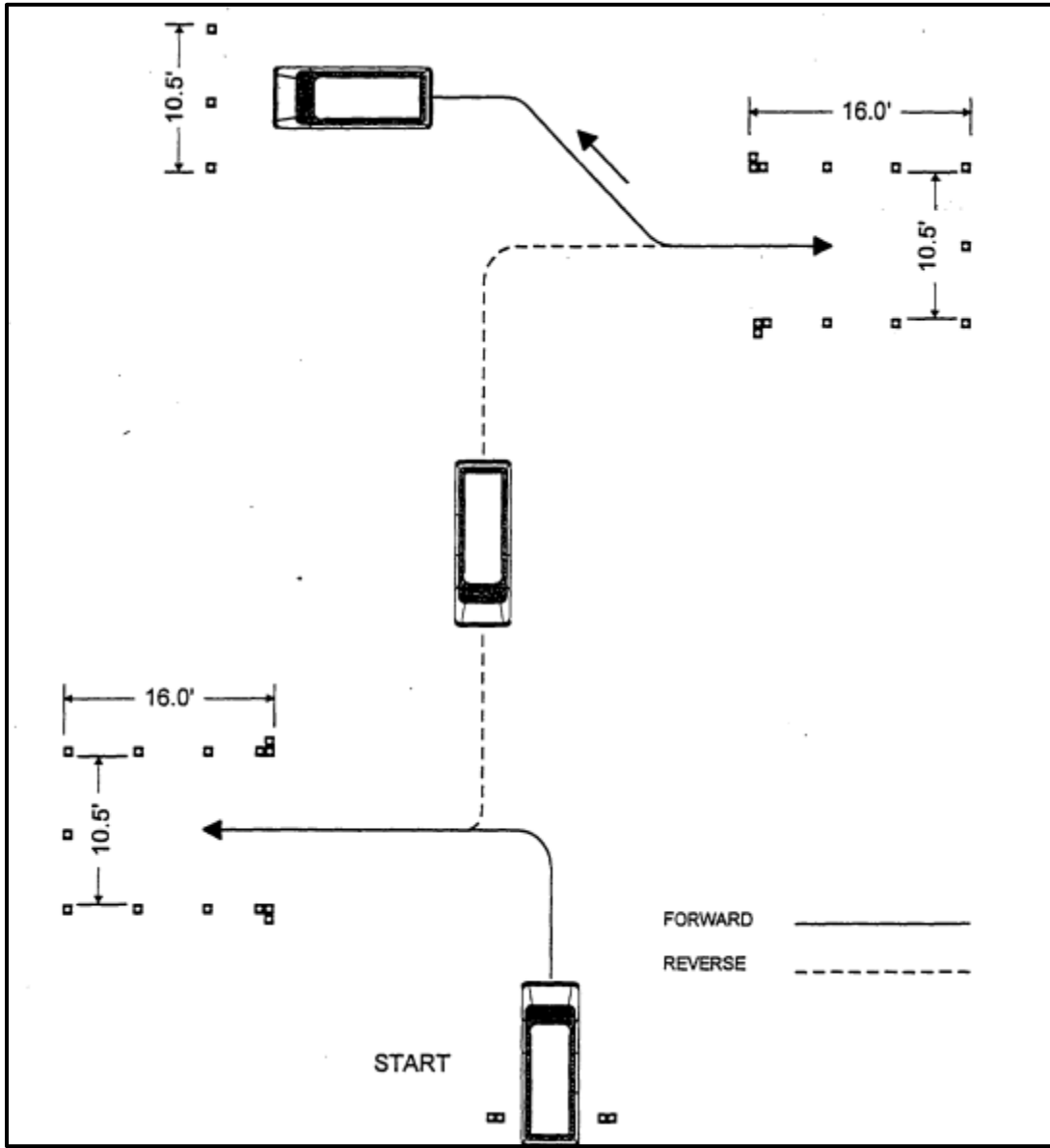
(3) If necessary have the trainee repeat any exercises that may have presented unusual difficulty in maneuvering.

d. DEP Documentation.

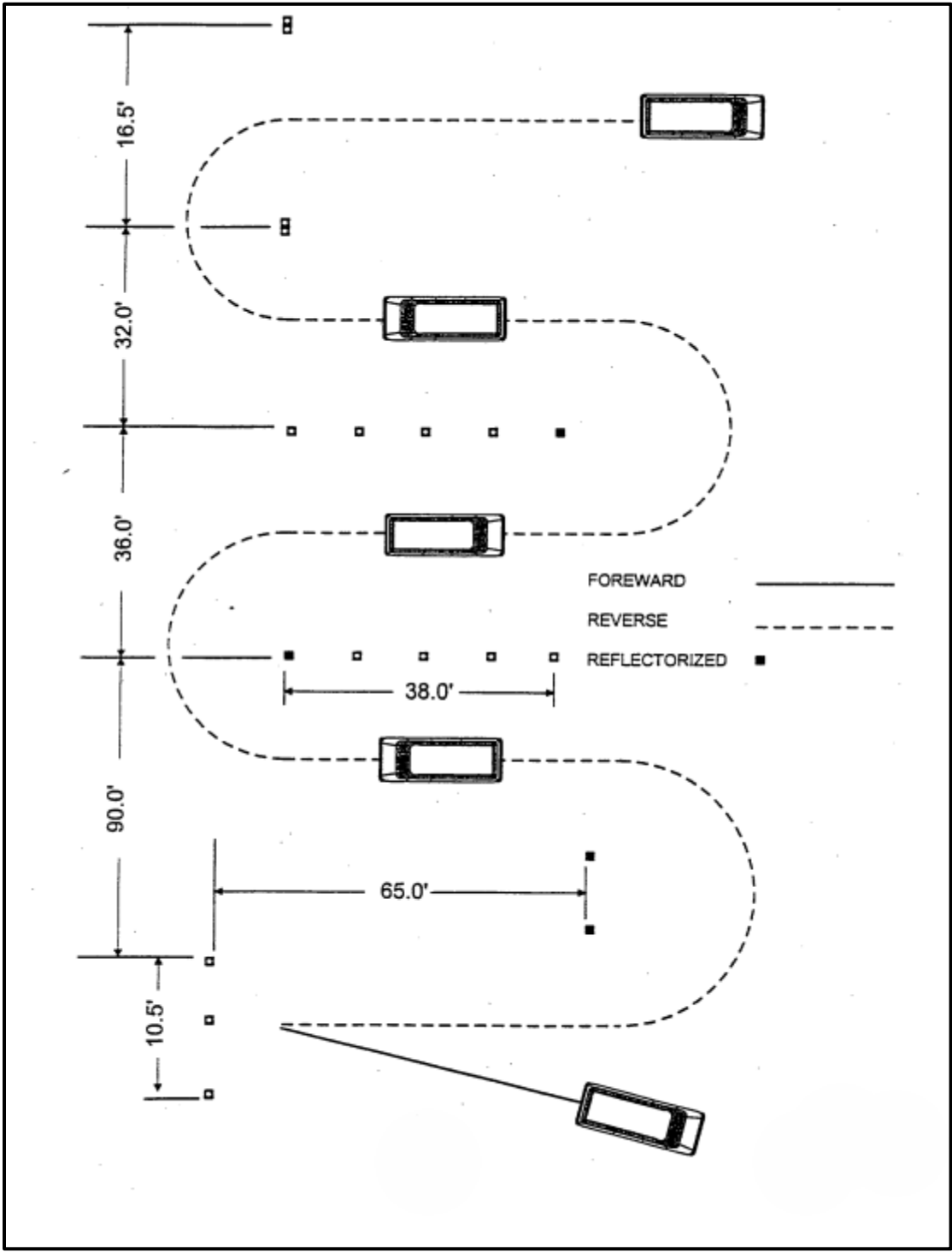
(1) Upon successful completion of all exercises documentation shall be

completed to record the results of the DEP.

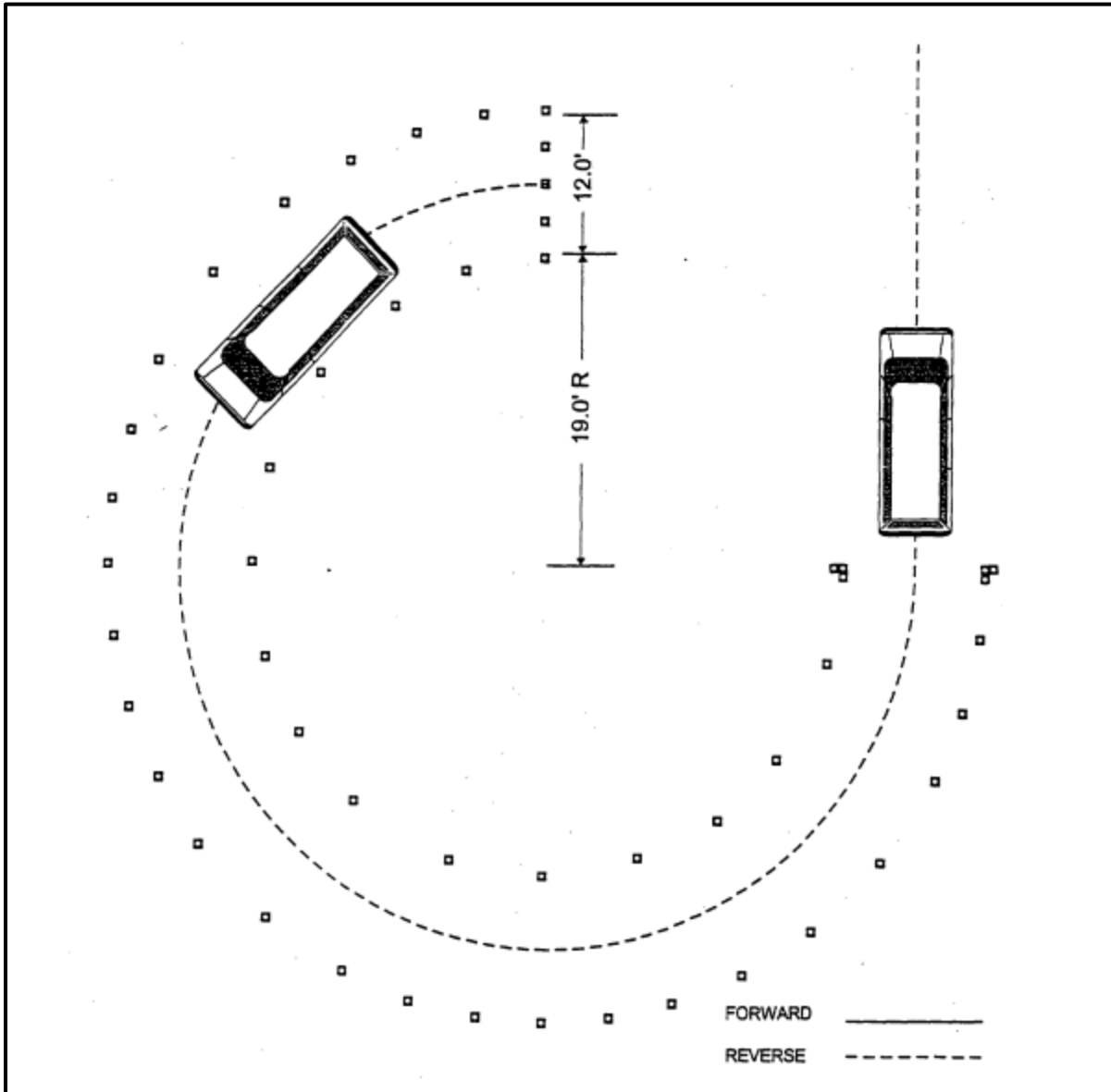
PARKING/BACKING RIGHT



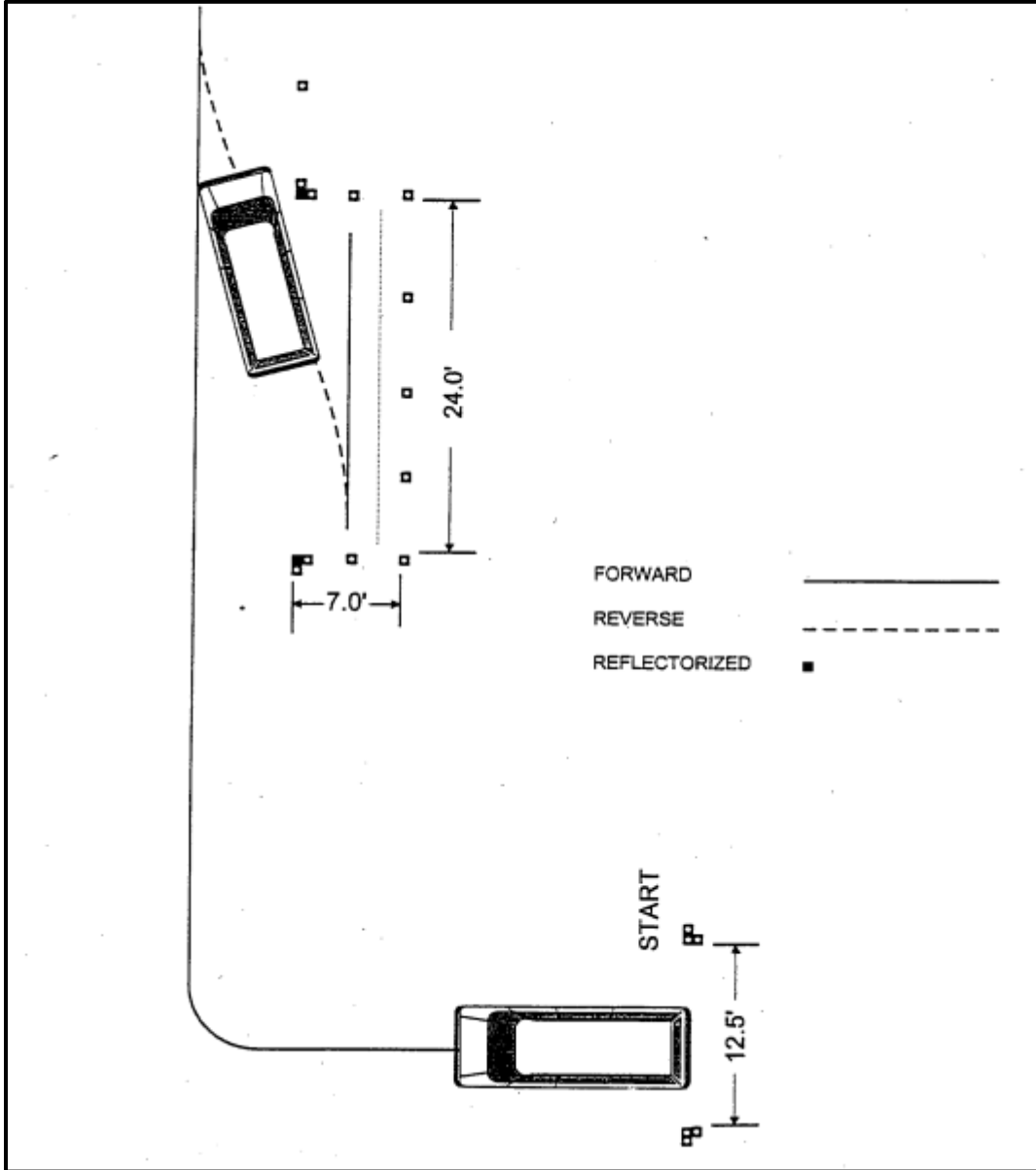
BACKWARD SERPENTINE



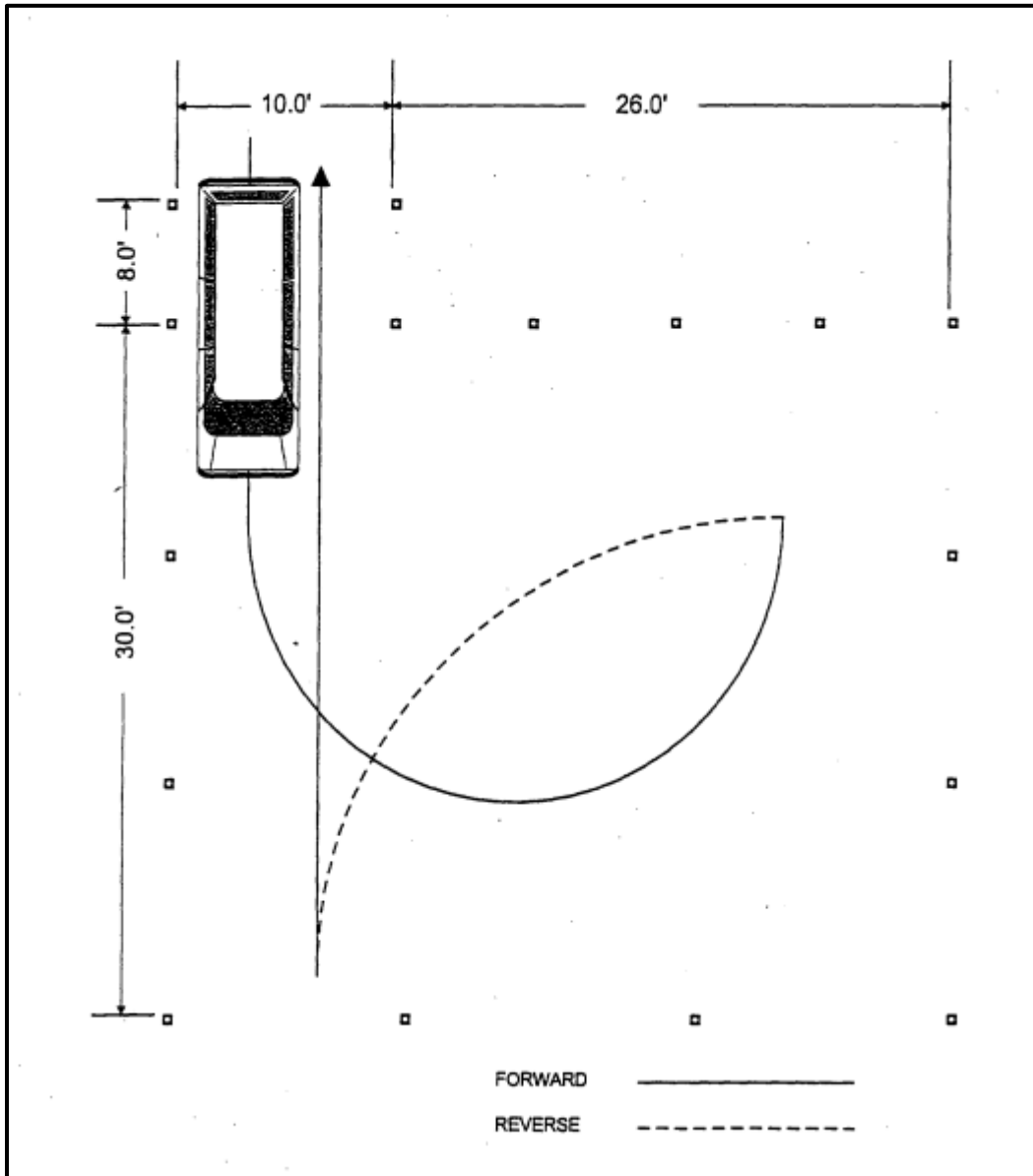
THE SNAIL BACK IN/FORWARD OUT



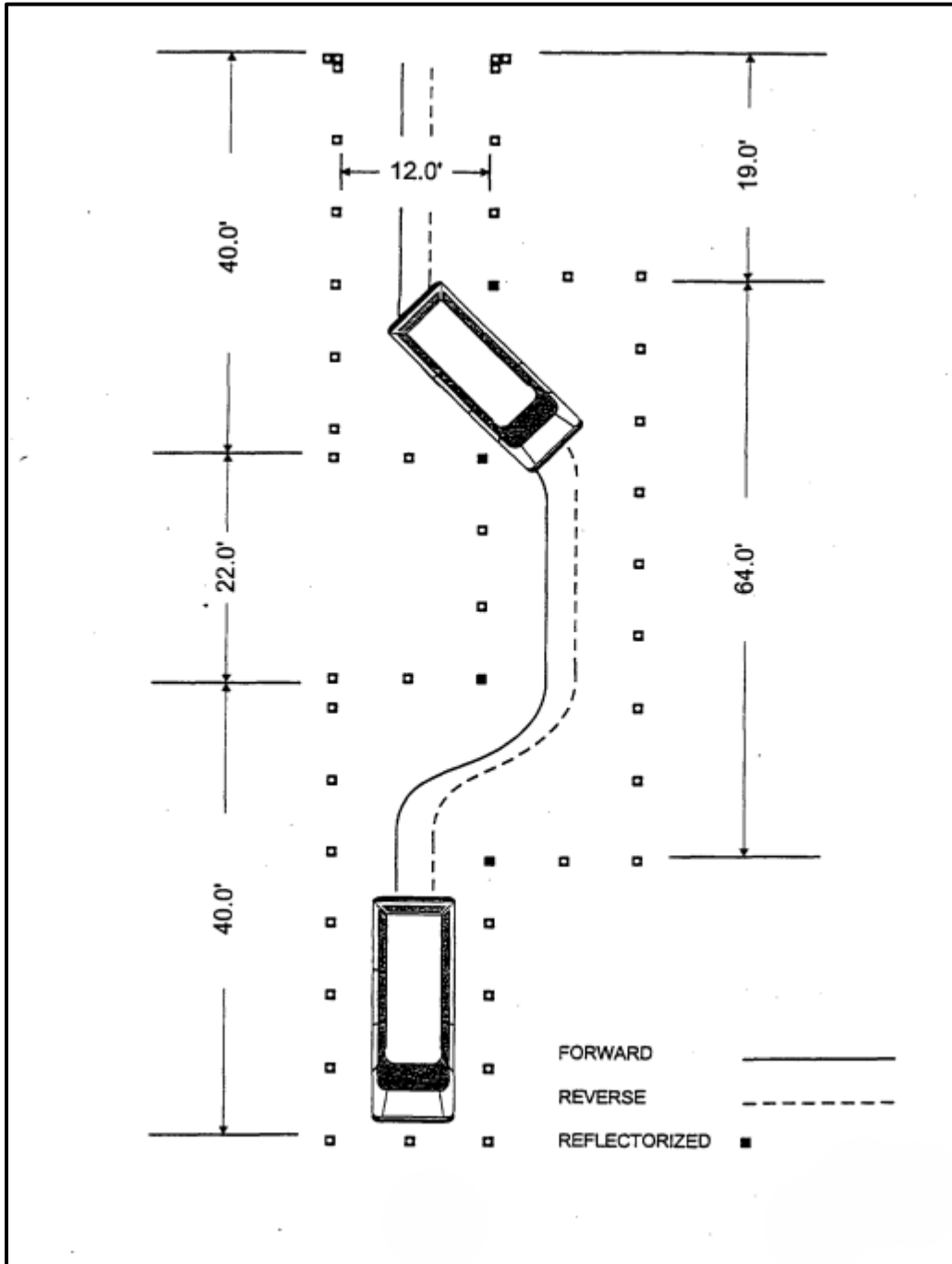
PARALLEL PARKING



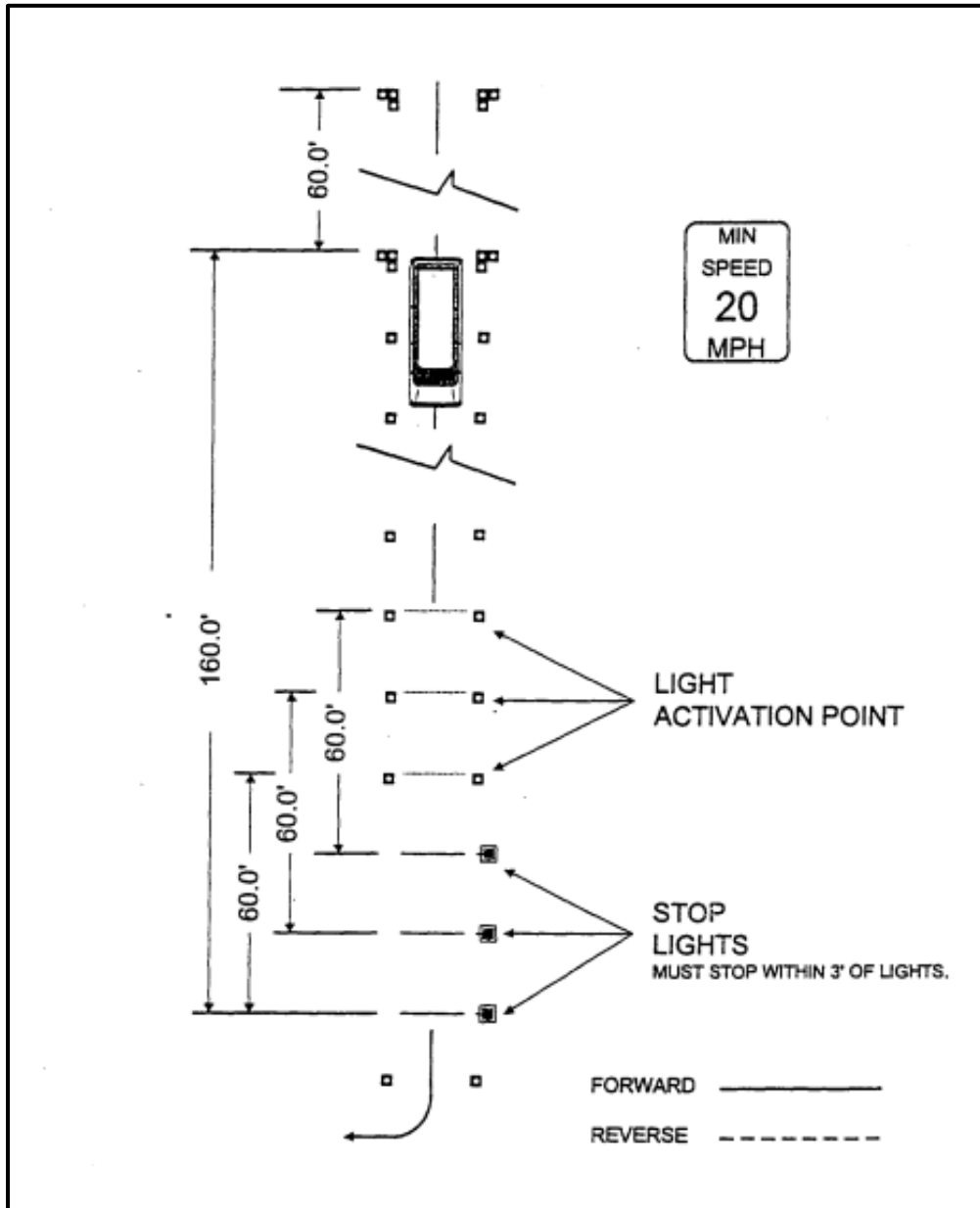
THE BOX



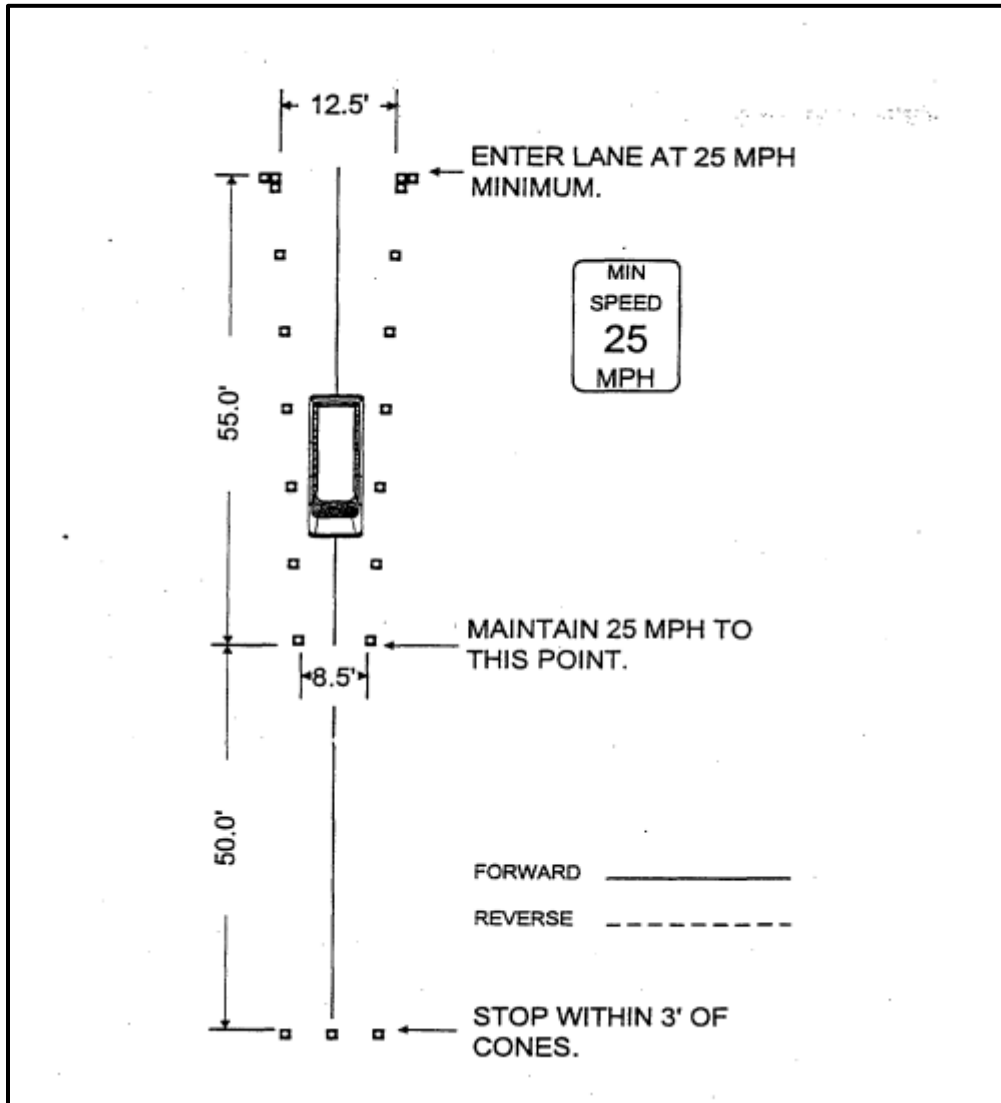
CONSTRUCTION ZONE DRIVEIN/BACKOUT



PRECISION STOP



DECLINING LANE



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