

MREP Policy Guide

2012

SECTION I — INTRODUCTION

1.1.0 Abbreviations

RiderCoach (RC)
RiderCoach Trainer (RCT)
Registry of Motor Vehicles (RMV)
Massachusetts General Law (M.G.L.)
Massachusetts Rider Education Program (MREP)
Motorcycle Safety Foundation (MSF)
MSF's Experienced Rider Course (ERC)
MSF's Beginner Rider Course (BRC)
Quality Assurance (QA)
Quality Recognition (QR)

1.2.0 History

The Massachusetts Rider Education Program (MREP) has been in existence as a state-managed program since 1987. In October 2001, the Registry of Motor Vehicles (RMV) assumed responsibility for administering the Commonwealth's motorcycle safety program from the Governor's Highway Safety Bureau. The MREP addresses the issues of impaired riding, helmet and protective gear use, driver-motorcyclist roadway sharing, rider education training, and license testing.

1.3.0 Mission Statement

The mission of this program is to reduce the number of motorcycle related fatalities and injuries in the Commonwealth through increasing the statewide availability of Motorcycle Safety Foundation (MSF) approved training courses for motorcycle riders and to increase awareness and education for both riders and other drivers.

1.4.0 Non-Discrimination Statement

The MREP does not tolerate discrimination against anyone that is part of the program or served by it based on race, color, religious creed, national origin, gender, sexual orientation, age, criminal record, mental illness, or handicap/disability within the limits of the ADA.

SECTION II — COACH INFORMATION

2.1.0 MREP Approval

Only Motorcycle Safety Foundation-certified (MSF) coaches with current MREP approval may teach at MREP-approved sites.

MREP approval must be annually applied for, or initially applied for; using the current MREP Coach Rules of Professional Conduct form (see Attachment A). To receive and retain MREP approval, coaches must maintain their MSF certification and meet the requirements listed in the above-mentioned form. Starting with the 2012 season, coaches must also have taught during the previous season at an MREP-approved site(s) two complete Beginner Rider Course (BRC) classrooms and four BRC ranges in order to maintain their MREP certification. The Program Manager, in consultation with a Site Coordinator(s) and/or RiderCoach Trainer(s), may grant an exemption(s) to this teaching requirement after an unpaid remedial training session has been completed. Exemptions (Teaching Waiver) will not be issued for consecutive years.

The current version of the MREP Coach Rules of Professional Conduct form will be provided to all coaches prior to the start of each training season, typically at the Annual Update (Section 2.2.0). It is the responsibility of each coach to sign the form and to return it to the Program Manager before he/she teaches that season. Accompanying this form must be a completed Attachment H for the preceding season (unless an exemption to the teaching requirement is granted), a copy of the MSF RiderCoach Card and a copy of their motorcycle registration. Site Coordinators will be provided a complete list of MREP-approved coaches at the start of each training season and be kept informed of any changes to this list on a timely basis. Site Coordinators are responsible to ensure that only MREP-approved coaches teach at their sites.

Approval to teach the Experienced Rider Course (ERC) for the MREP does not currently require additional update certification. Site Coordinator will continue to monitor the RiderCoach throughout the training season to ensure that he / she has the knowledge and ability to teach / work with experienced motorcyclists.

When teaching, coaches must use the current version of the necessary MSF-approved training materials (Coach Guide, range cards, videos, slides, overheads, etc.) as well as have any necessary instructional aids on their person (stopwatch, clipboard, whistle, etc.).

The MREP's Change of Address form will be used to keep the Program Manager informed of any changes in personal contact information (see Attachment D).

2.2.0 Update Attendance and MSF Curriculum Revisions

All MREP-approved coaches must attend the MREP Annual Meeting. If a RiderCoach is unable to attend the Annual Meeting for any reason, he/she must contact the Program Manager in writing to request an exemption to this requirement. Exemptions (Update Waiver) will not be issued for consecutive years. MREP-approved coaches must also complete a curriculum-related update when requested to do so by the Program Manager. An update may consist of an MSF-approved BRC Curriculum Update, attendance at select portions of an MREP-sponsored RiderCoach Preparation (RCP), or any other professional development activity approved in advance by the Program Manager.

MSF's "Best Practices" are not authorized for use in Massachusetts

MREP-approved coaches must complete any quiz, evaluation, or update related to an MSF Curriculum Revision required by the Program Manager.

2.3.0 Coach and Training Site Reviews

To ensure high standards of quality and consistency of instruction at MREP-approved sites, Quality Assurance (QA) visits will be conducted regularly by Program Manager-assigned personnel. No advance notice is required to be given prior to a QA visit.

Assigned evaluators will come to the site to observe classroom and/or range activities. Evaluation of the site and of all coaches who are teaching will be performed using the most current QA form (see Attachment B). During the course of the range evaluation and when two RiderCoaches are working together, they will switch roles in order for the assigned evaluator to observe the RiderCoaches as both the Narrator as well as the demonstrator. QA evaluators will not otherwise participate in training activities, except as required to correct unsafe conditions. Site Coordinators will receive a copy of the QA written report generated after the visit. The Site Coordinator will then need to provide written comment in response to the report. Trainers that are assigned to conduct quality assurance visits will discuss their observation with the coaches that are conducting the training **if there is time and it does not interfere with the students**. Site Coordinators are responsible to share the information from the QA visit with the coaches after discussion / review with the Program Manager.

2.4.0 Dress Code

Coaches must wear all proper riding gear, as defined by MSF's Professional Standards for Training, including a DOT-standard helmet, when arriving at or departing from an MREP-approved site by motorcycle. Coaches must wear all proper riding gear, including a DOT-standard helmet, whenever they are seated on or operating a motorcycle at an MREP-approved site or participating in rider training activities for the MREP.

Coaches should display the MREP logo on their person while teaching. The program makes shirts, hats, range card pouches, and other items with the program logo available for this purpose. Coaches may not display or wear any item representative of or promoting any organization other than the MREP or MSF while teaching, unless approved in advance by the Program Manager. Site Coordinators and coaches working at a given training site as specified in section 4.5.0 are granted implied permission to display their business logo(s) while actively training for the MREP.

2.5.0 Driving Record

The Program Manager reserves the right to review the driving records of coaches seeking or renewing their MREP approval. A request for MREP approval may be rejected based on driving record information that does not meet the minimum standards below. The form to request a copy of one's Massachusetts driving record may be obtained by writing to the following address: Registry of Motor Vehicles, Attn.: Driving Records, PO Box 199100, Boston, MA 02119-9100.

MREP-approved coaches must have driving/riding records that meet the following minimum standards:

- No convictions for driving/riding under the influence of alcohol or drugs within the last five years;
- No license suspension or revocation during the past year;

2.6.0 Disciplinary Procedures

In the event of a violation of one or more MREP Coach Rules of Professional Conduct or an MREP policy described in this guide, the Program Manager may impose temporary suspension of a coach's MREP approval. A temporary suspension will remain in effect until the coach completes all remedial assignments or actions proscribed by the Program Manager. Notice of a temporary suspension will be mailed to the coach's last known address and to all RCT's and Site Coordinators. The Program Manager may elect to first issue a written warning to a coach before imposing a temporary suspension.

If a coach is unable to satisfactorily complete any remedial assignment or action, the Program Manager may initiate de-certification proceedings with the MSF. If the coach is able to reinstate his/her MSF certification, the Program Manager will review the situation to determine the appropriateness of reinstating the coach's MREP approval. If the coach is unable to restore his/her MSF certification, the Program Manager will permanently revoke the coach's MREP approval.

Appeals may be made to the MREP's Professional Conduct Review Committee. The Committee will consist of two RiderCoach trainers, two Site Coordinators, and four RiderCoaches appointed for a two-year term. When needed, the Program Manager will select five committee members from this group to review the appeal. The Program Manager will submit any misconduct report, responses and findings, along with any materials the RiderCoach wishes to be included. No other contact may occur between the review committee, MREP staff, and the RiderCoach. The committee will render a decision within 30 days of the receipt of materials. The decision will be final. The committee may not recommend any disciplinary action that is stronger than that recommended by the MREP Program Manager.

SECTION III — COURSE INFORMATION

3.1.0 BRC and ERC Curricula

The MREP's *Beginner Rider Course* (BRC) consists of the most recent core of the MSF's BRC curriculum (classroom modules 1-4, range exercises 1-17 and completion of both the knowledge exam and end-of-course skill evaluation).

The MREP's *Experienced Rider Course Suite* (ERC Suite) consists of the most recent MSF's core ERC curriculum. The ERC Suite is broken down to 3 courses, Skills Practice, License Waiver and the Skills Plus. The only ERC Suite RiderCourse that will issue a MSF completion card is the License Waiver Course. The student must pass the knowledge test and the skill evaluation in order to obtain the completion card. The Skills Plus RiderCoach allows for passengers except for exercise 1 and the skill evaluation.

Before or at the first classroom session for any MREP course, students must be provided with the appropriate MSF-approved student handbook and copies of any motorcycle safety brochures being distributed by the MREP.

3.2.0 Motorcycle and Range Requirements

Students and coaches must use training motorcycles for the BRC, unless they have specific physical needs or other special circumstances must exist that cannot be accommodated with training motorcycles. Student-owned motorcycles must be street-legal, under 650 cc's, pass the MSF's T-CLOCS inspection, be properly inspected, insured, and registered to be considered for use in the BRC. A student must have prior approval from a Site Coordinator to use his/her motorcycle in the BRC.

Student-owned motorcycles must be used for the ERC. All student-owned motorcycles must be street-legal, pass the MSF's T-CLOCS inspection, and be properly inspected, insured, and registered. **Training motorcycles may NOT be used in the ERC by students or coaches.**

Range exercises from the BRC must be conducted on a standard full-sized range, or a non-standard range approved by the MREP that is properly painted for this course. In the event that BRC or ERC student meet the objective of an exercise early, the students will still be given the benefit of running the full time of the exercise as stated in the range cards.

Range exercises from the ERC Suite may be conducted on a standard full-sized range or an approved modified range that is properly painted for this course.

Ranges must be re-certified every two years. Certification will be conducted by a MSF certified, MREP approved RiderCoach Trainer.

3.3.0 Student Riding Gear Requirements

The RiderCoach(es) must make certain that all students wear proper riding gear during the range portion of a course, defined by Professional Standards for Training, including a DOT-standard helmet. Students may use DOT-standard helmets provided by the site only if they fit properly and are in good condition.

3.4.0 Remedial Training

Remedial instruction is one tool the coach has at his/her disposal to ensure that student needs and safety are met. Courses are tightly scheduled, with limited time for lunch, breaks, and

remedial instruction. Coaches need to use effective time management skills to ensure that all students are developing the skills they need to proceed to the next unit of instruction within the available schedule. On the range, the evaluations for each exercise are the best tool the coach has for determining any student need for remedial instruction.

RiderCoaches are responsible for ensuring that each student has the opportunity to meet the objectives of each exercise before moving forward. As time permits, RiderCoaches may need to repeat an earlier exercise(s) to ensure forward progress of the entire group.

A student who requires significant individual supervision and range management to achieve the objective of an exercise may detract from the coaches' main task of evaluation and coaching the entire class. If such a student is not able to achieve the objectives of a required exercise after reasonable remediation by the coaches, that student may continue with the course only as long as they are not a hazard to themselves or to others. If a RiderCoach judges that a student is unable to participate safely in a future exercise, that student must be dismissed prior to the exercise (see 3.6.0).

3.5.0 Course Completion Requirements

Students must attend and complete all modules of the required BRC curriculum to be eligible to take the written exam and riding skill evaluation for the BRC. This requirement also applies to the ERC Suite License Waiver Course.

Students must pass a written exam with a score of 80% or better to be eligible to receive a BRC completion card. Students who fail to meet the standard on the knowledge exam may not retake the entire test. At the discretion of the RiderCoach, individual classroom reassessment should only be attempted if the student missed a passing grade by fewer than five questions. This reassessment should take the form of an immediate private discussion to fairly evaluate understanding of the concept(s) being addressed by each incorrect question. This process may not be repeated if the student fails to demonstrate understanding sufficient to meet the 80% score.

Students who fail the knowledge exam at the conclusion of Level II classroom are still eligible to participate in Level II range exercises. The RiderCoach may only dismiss students who fail the knowledge exam if they represent a hazard to themselves or to other students.

Students must pass the BRC riding skill evaluation to earn a BRC course completion card or the ERC Suite License Waiver Course skill evaluation circuit to earn an ERC completion card. Students who fail to meet the standards of these evaluations may be given a second opportunity. Students must reschedule with the Site Coordinator within a 14-day period to retake an evaluation on a space-available basis. A retesting charge of \$40.00 will apply. The RiderCoach may let a student(s) from a morning group retake the evaluation with an available open spot in their class on the same day at no additional charge. Students who are given this second opportunity must ride the entire evaluation and meet the standard in order to be issued a course completion card. Students returning on a new day to retake the BRC evaluation must "warm-up" by completing Exercise 17, Skills Practice. Students may not be given a third opportunity to take the evaluation; at this point they may only retake the entire course at full cost. Students who are conspicuously lacking the skills required to pass a riding skill evaluation, or who are clearly fatigued or nervous, should not be allowed to retake the evaluation.

Unless pre-printed by the Site Coordinator, course completion cards should be filled out and signed by the RiderCoach as shown in Attachment C.

3.6.0 Student Dismissal and Failure

If a student must be dismissed at any point in the BRC or ERC, or has failed to earn a completion card at the end of either course, the dismissal or notification of failure should be done privately and on an individual basis. The decision to dismiss a student should first be discussed among all

attending RiderCoaches. Both RiderCoaches must be present when a student is dismissed while team-teaching.

The RiderCoach should be honest and state the reasons for the dismissal or failure. If a student has specific riding skill problems, the RiderCoach should briefly identify these skill problems along with ways that the student might improve these skills. The coach should suggest to the student being dismissed or who has failed that he/she should practice only in a safe environment without additional MSF-approved rider education training. Dismissal or failure must be finished with a positive statement about something the student did well. This is sometimes the most difficult step, but it is the most important and it should never be omitted.

Occasionally, a student will become upset or angry when dismissed or has failed. This is why a second RiderCoach should be present to help manage the situation. Both coaches should suggest that the student not leave right away and ask him/her to take some time to calm down before leaving the site. Discussion with an argumentative student should not be prolonged; refer him/her to the Site Coordinator.

The MREP does not require a Site Coordinator to provide a partial or full refund to a student who has been dismissed, is late to any class session, volunteers to select out, or fails to meet a course requirement.

A student with a customer service problem that cannot be resolved immediately should be referred by to the current MREP brochure, class confirmation letter and Site Coordinator for any additional discussion of policy.

RiderCoaches must state a specific reason(s) why a student(s) was dismissed on the site's class roster.

3.7.0 Class Cancellation

In the event of inclement weather or any other condition that might compromise the safety of either the coaches or the students, it is the responsibility of the RiderCoach or the Site Coordinator to cancel a class (or to use an extended break).

3.8.0 Class Documentation

Coaches must be familiar with the content of the current MREP brochure so they may always provide accurate information to students about the course descriptions and registration requirements.

There are a number of forms developed by the MREP, MSF, and sites to document training activities. It is the responsibility of the RiderCoach to be certain these forms are properly completed, particularly the site's student waiver form. Coaches will be familiarized with the procedures for processing these forms by a Site Coordinator or at coach updates. RiderCoaches must return all class documentation forms and unused course completion cards to the Site Coordinator within 48 hours of class completion. The Site Coordinator will fax all Serious Incident Reports to the MREP Program Coordinator within 48 hours of the incident.

The Site Coordinator must use the class roster to alert the RiderCoach of any student(s) in a class with special needs, or student(s) who are coming to the class to retest.

SECTION IV — TRAINING SITE INFORMATION

4.1.0 Instructional Staff and Class Size Limits

The MSF and MREP standards for training call for no more than 36 students in a classroom with one coach and no more than 12 students on a full-sized range with two coaches. Full size ranges must always conduct training with two RiderCoaches even if there are less than 6 students. MREP standards limit any coach teaching alone to a maximum of 6 students on a compact range.

4.2.0 Modified Ranges

Each RiderCoach that works on a compact range must have and utilize the MREP Basic Rider Course Modified Range Cards. Site Coordinators are required to maintain at least two extra copies of these range cards on hand at their facility. If there are further questions about these range adjustments, first contact the Site Coordinator. The Program Manager or an RCT may then be contacted to resolve any unanswered questions.

4.3.0 Problem Resolution

In the event of a problem with a class, a student, a fellow coach, a site's facilities, or an MREP policy, a coach must contact the Site Coordinator to attempt to resolve the issue. If he/she is unavailable, the Program Manager or an RCT should be contacted directly if the problem requires immediate attention and no reasonable solution/alternative can be identified. If a problem is not immediate in nature and a satisfactory resolution cannot be reached with the Site Coordinator, the RiderCoach should document the problem in writing to both the Program Manager and the Site Coordinator. Under no circumstances should problems within the MREP be reported directly to the MSF by a RiderCoach without first following the above procedure.

4.4.0 Equipment

Coaches are responsible for protecting all equipment that they use to conduct training from excessive training-related damage or theft. The RiderCoach must report any mechanical failure of, or minor damage to (under \$100.00), a training motorcycle(s) or other training equipment to the Site Coordinator within 48 hours using the site's class roster (ideally, the RiderCoach will also call the Site Coordinator). Please see 5.3.0 on how to handle damage or theft of training motorcycles. Sites may also have specific reporting requirements that must be followed.

Training motorcycles may not be operated over 25 mph on the range by coaches, range aides, or students.

Coaches should review opening and closing procedures at a site in advance with the Site Coordinator. Coaches are expected to be familiar with the operation of all training motorcycles. Also, they should be able to perform minor adjustments to these training motorcycles using the site's basic tool kit to keep them operational (i.e., adjust idle, add air to tire, or replace fouled plug, etc.). Repairs of a more serious or permanent nature (i.e., punctured tire, gummed carburetor, broken lights, etc.) should be reported to the Site Coordinator by the RiderCoach using the class roster or any motorcycle maintenance forms provided.

Students should never be allowed to use training motorcycles that are not functioning properly or are potentially unsafe to operate due to damage or wear. A properly working training motorcycle must be available for each student present for the range portion of the BRC. If a sufficient number of motorcycles are not available for the number of students present at a BRC, the RiderCoach must dismiss the appropriate number of students and refer them to the Site Coordinator.

Students must only operate training motorcycles under the direct supervision of a coach(s) within the context of a class or remedial training. Independent "practice" by students is forbidden.

Students must not enter storage containers unless directed to do so by a coach. Students must not perform repair work on training motorcycles.

The RiderCoach is responsible for making certain that the training motorcycles, the classroom, and the range are **always safe** for student use.

SECTION V — PUBLIC RELATIONS & EMERGENCY PROCEDURES

5.1.0 Public Relations

Coaches must not speak directly to media representatives on behalf of the MREP, or allow them to photograph, tape record, or videotape a range or classroom session, unless authorized to do so by the Program Manager. Please request that a representative of the media who arrives at a site without such approval first contact the Site Coordinator and Program Manager. Specific and multiple inquiries about the MREP and its policies and procedures from anyone, including students, must be directed to the Site Coordinator and Program Manager. Coaches must not allow the general public, the media, or acquaintances to observe classroom or range activities without the prior approval of the Program Manager or Site Coordinator and must stand away from the range at a safe, reasonable distance,

Literature or other materials from any organization may be distributed at an MREP-approved training site only with prior approval from the Site Coordinator or Program Manager.

Coaches may not accept a gift(s) from any individual or organization under contract with the MREP, or from a student, that exceeds \$50.00 in value on an annual basis.

5.2.0 Training Incidents

Coaches should review in advance with the Site Coordinator the procedures for responding to a training incident at a given site. Phone numbers for obtaining first aid services must be posted in the motorcycle/equipment storage area and classroom. Site Coordinators are required to have a basic first aid kit at each site. The MREP recommends that all coaches obtain basic first aid and CPR training. Coaches should only administer first aid that they are currently qualified to perform.

The Site Coordinator will fax all Serious Incident Reports to the MREP Program Coordinator within 48 hours of the incident.

5.3.0 Insurance

MREP requires that its sites carry 2 million dollars aggregate liability insurance plus 1 million dollars per incident for all instructional staff. Site Coordinators must provide proof of this insurance annually to the Program Manager. All MREP-approved coaches must be directly employed by the Site Coordinator to teach, no sub-contractual arrangements are permitted.

Site Coordinators are also required to carry worker's compensation insurance under their contract with the MREP.

Sufficient quantities of a site's insurance reporting form(s) must be available at a site. In the event of a training incident involving significant personal injury, or more than \$100.00 of damage to, or theft of, a training motorcycle(s) or other training equipment, the RiderCoach is responsible for immediately completing the appropriate form(s). In addition to the information required on the form(s), the RiderCoach should note the weather conditions at the time of a training incident. The RiderCoach must submit the form(s) to the Site Coordinator as quickly as practical, ideally with the class roster. The Site Coordinator must provide a copy of the form(s) to the Program Manager.

Under no circumstances should coaches attempt to individually follow-up with any student involved in a training incident. The Site Coordinator or the Program Manager will be responsible for all follow-up contact with the student.

