

**WISCONSIN MOTORCYCLE SAFETY  
POLICY MANUAL  
February 2022**

# FOREWORD

This edition of the Wisconsin Motorcycle Safety Program Policy Manual shall be made available to all site administrators, clerical staff, and RiderCoaches. All personnel associated with the Wisconsin Motorcycle Safety Program (WMSP) must be familiar with the contents of this manual.

This manual is intended to outline policies for operation of the WMSP. It is not all-inclusive, and policies and procedures found in other documents shall also apply.

The WMSP fully recognizes the contributions of both men and women toward furthering motorcyclists' safety. Pronouns used in this manual are in the masculine form. This is for the sake of clarity and to avoid the redundancy of using 'he or she', and 'his or her'.

Questions or suggestions on how to improve this document may be addressed to:

Manager

Wisconsin Motorcycle Safety Program

4822 Madison Yards Way, 9th Floor South

Madison, WI 53705-9100

Phone 608-709-0080

e-mail: [wmsp@dot.wi.gov](mailto:wmsp@dot.wi.gov)

## TABLE OF CONTENTS

|  |    |
|--|----|
| <b>Overview</b>  | 6  |
| Mission  | 6  |
| Creation   | 6  |
| Guiding Rules and Regulations                                  | 6  |
| Organization   | 6  |
| Wisconsin Department of Transportation                         | 6  |
| Bureau of Transportation Safety                                | 6  |
| Bureau of Driver Services                                      | 6  |
| Training Sites   | 7  |
| Training Courses   | 7  |
| Other  | 7  |
| Motorcycle Safety Advisory Council                             | 7  |
| Motorcycle Safety Foundation                                   | 7  |
| National Association of State Motorcycle Safety Administrators | 7  |
| <b>Program Administration</b>                                  | 7  |
| Training Sites   | 7  |
| Training Site Qualifications                                   | 7  |
| Facilities   | 8  |
| Classroom  | 8  |
| Range  | 8  |
| Training Motorcycles   | 8  |
| Americans with Disabilities Act                                | 9  |
| Language Comprehension   | 10 |
| Special Circumstances  | 10 |
| Harassment   | 10 |
| Socializing with Students                                      | 10 |

|  |    |
|--|----|
| Interactions with Minors                   | 10 |
| <b>Forms and Reports</b>                   | 10 |
| <b>Course Administration</b>               | 11 |
| Student Eligibility                        | 11 |
| Under 18                                   | 11 |
| Tuition and Fees                           | 11 |
| Registration                               | 11 |
| Completion Documents                       | 11 |
| Replacement Documents                      | 11 |
| Drops, Fails, and Incompletes              | 11 |
| Counseling Out Students                    | 12 |
| Completing the Course                      | 12 |
| Relatives Enrolled in Course               | 12 |
| <b>Emergency Response</b>                  | 12 |
| Emergency Preparation                      | 12 |
| Reporting Incidents and Injuries           | 13 |
| <b>Rider Education Grants</b>              | 13 |
| Program Selection Priorities               | 13 |
| Site Distribution                          | 14 |
| Individual/Small Group Courses             | 14 |
| Addendums to Grants                        | 14 |
| <b>Lead RiderCoach (LRC)</b>               | 14 |
| Lead RiderCoach Responsibilities:          | 14 |
| <b>RiderCoach</b>                          | 15 |
| Rider Education Instructor Recertification | 17 |
| Professional Development                   | 17 |
| Training Outside of WMSP                   | 17 |
| Recruiting RiderCoaches                    | 17 |

|  |            |
|--|------------|
| New RiderCoach Orientation                                     | 18         |
| RCP Candidate Selection and Interview Process                  | 18         |
| RiderCoach Preparation   | 18         |
| <b>Certifications, Qualifications, and Activity Parameters</b> | <b>18</b>  |
| Curriculum Content and Passing Criteria                        | 19         |
| Course Dropouts/Failures                                       | 19         |
| Activity Expense Reimbursement                                 | 19         |
| <b>Quality Improvement</b>                                     | <b>19</b>  |
| Self-assessment  | 20         |
| Peer Feedback  | 20         |
| Mentoring  | 20         |
| Quality Assurance Team   | 20         |
| RiderCoach Improvement Tools                                   | 21         |
| Site Improvement Tools   | 21         |
| Quality Improvement Cooperation                                | 22         |
| <b>MSF-certified RiderCoach Trainers</b>                       | <b>22</b>  |
| <b>WMSP Trainers</b>   | <b>22</b>  |
| <b>WMSP Regional Trainers</b>                                  | <b>22</b>  |
| <b>Course Aide</b>   | <b>22</b>  |
| <b>Acronyms</b>  | <b>255</b> |
| <b>Appendices</b>  | <b>26</b>  |

## 1. Overview

### 1.1. Mission

WMSP strives to use relevant data to establish motorcycle crash countermeasures, expand the availability of—and participation in—various levels of rider education, increase motorist awareness, reduce impaired motorcycle operation, and increase roadway situational awareness to effectively reduce the number of motorcycles and mopeds involved in crashes and fatalities.

### 1.2. Creation

Ch. Trans 503, Wisconsin Adm. Code, was written in 1982 to implement the WMSP at the Wisconsin Department of Transportation. Ch. Trans 129, Wis. Adm. Code, (Trans 129) was written in 1992 to implement the waiver of skills for successful completion of a basic rider course. Both rules were combined in a modified version of Trans 129, effective February 1, 1998, and last revised in April 2005. (See Appendix 1B)

### 1.3. Guiding Rules and Regulations

1.3.1. Wisconsin Administrative Rule Trans 129 provides the majority of regulations under which the WMSP functions. However, additional applicable regulations are interspersed throughout Wisconsin statutes and administrative code.

1.3.2. Transportation Administrative Manual Directive RS 110 (TAM RS 110) covers the goals, objectives, and responsibilities assigned by WisDOT for an ongoing motorcycle safety program. (See Appendix I-C).

1.3.3. In addition, federal laws and regulations apply, especially as they relate to grant programs. Regulation 23 C.F.R. §1300 establishes uniform procedures for state highway safety grant programs.

1.3.4. Any motorcycle training course offered in Wisconsin must abide by standards as set by the particular curriculum provider as well as by any additional standards set forth by WMSP. This includes items addressed in the Wisconsin Motorcycle Safety Policy Manual.

### 1.4. Organization

#### 1.4.1. Wisconsin Department of Transportation

##### 1.4.1.1. Bureau of Transportation Safety

The Wisconsin Department of Transportation (WisDOT) is housed in the WisDOT Division of State Patrol, Bureau of Transportation Safety (DSP/BOTS). There is one Motorcycle Safety Program Manager and one Office Operations Associate who issue grants, process claims, provide information on training data, maintain records, provide course and motorcycle safety materials, monitor rider education instructors' professional development and eligibility to participate in the skills test waiver program, and fulfill other program duties as assigned.

##### 1.4.1.2. Bureau of Driver Services

The Division of Motor Vehicles/Bureau of Driver Services (DMV/BDS), manages the Skill Test Waiver Program, runs background checks on and monitors the driver record of instructors in the waiver program.

#### 1.4.2. Training Sites

Training sites are located throughout the state of Wisconsin.

#### 1.4.3. Training Courses

1.4.3.1. WMSP will adopt basic training that meets the National Highway Traffic Safety Administration's model national standards for entry-level motorcycle rider training.

1.4.3.2. WMSP has approved many of the curricula created by the Motorcycle Safety Foundation (MSF). Any deviations from or adaptations to the curricula must be approved by the WMSP and the MSF. By this decision, we do not intend to stifle innovation, rather we work to ensure that students are trained uniformly in a safe environment.

1.4.3.3. WMSP strives to encourage training throughout the state at many skill levels. WMSP works in cooperation with BDS to provide training that allows for a waiver of portions of motorcycle licensing requirements. Only courses approved by BDS and WMSP may be used for such purpose, MSF's Basic RiderCourse and Basic RiderCourse 2 are courses that may provide a skills test waiver at this time.

#### 1.4.4. Other

##### 1.4.4.1. Motorcycle Safety Advisory Council

The Wisconsin Motorcycle Safety Advisory Council (MoSAC) advises the secretary of the Wisconsin Department of Transportation on motorcycle safety issues. MoSAC also promotes the safest possible riding environment by sharing best practices and leading the nation in motorcycle safety innovation. MoSAC is created by TAM Directive RS 110.

##### 1.4.4.2. Motorcycle Safety Foundation

The Motorcycle Safety Foundation (MSF) is an internationally recognized not-for-profit foundation supported by motorcycle manufacturers that provides leadership to the motorcycle safety community through its expertise, tools, and partnerships.

##### 1.4.4.3. National Association of State Motorcycle Safety Administrators

The National Association of State Motorcycle Safety Administrators (SMSA) is a non-profit organization whose mission is to provide leadership to state programs by influencing national policy and standards, providing guidance on adoption and administration of policy and standards, encouraging comprehensive programs, fostering communication, collaboration and partnerships, encouraging data collection, sharing and research, promoting effective management practices, and identifying proven best practices.

## 2. Program Administration

### 2.1. Training Sites

#### 2.1.1. Training Site Qualifications

2.1.1.1. All training sites shall meet existing curriculum provider and WisDOT requirements and standards.

2.1.1.2. WMSP will provide the first review for any MSF Rider Education Recognition Program (RERP) application and associated range documentation. If the

application meets all state requirements, WMSP will forward the application to MSF for approval.

2.1.1.3. Training sites shall also comply with rules and regulations as set forth by Trans. 129 as well as all other applicable Wisconsin statutes and laws.

2.1.1.4. Sites shall complete updated applications when changes are made to site conditions.

2.1.1.5. All sites shall complete the approval process before offering training under conditions not previously approved.

2.1.1.6. Training sites shall provide to the Area Quality Assurance Manager (AQM) a copy of their training schedule, once established for the year, to include type of course, dates, times, assigned RC & Course Aide names.

## 2.1.2. Facilities

### 2.1.2.1. Classroom

2.1.2.1.1. Adequate room shall be available to complete all activities per curriculum provider standards.

2.1.2.1.2. Video equipment shall be provided that allows students with average vision to be able to read any displayed text from a position seated at tables.

### 2.1.2.2. Range

2.1.2.2.1. Range facilities, any repairs, painting, or new construction shall be approved by a representative designated by WMSP prior to beginning work. All range facilities must meet approved curriculum provider standards as well as WMSP standards.

2.1.2.2.2. Examples of considerations for WMSP approval are:

2.1.2.2.3. Problematic surfaces (*i.e.* grass, gravel, potholes, grates, and surface cracks) within 20 feet of the range area.

2.1.2.2.4. Fixed objects (*i.e.* bushes, curbs, and speed bumps) within 30 feet of the range area.

2.1.2.2.5. Fixed barriers (*i.e.* walls, fences, retaining walls, light poles, trees, and buildings) within 40 feet of the range area.

2.1.2.2.6. Extreme elevation changes (drop-offs) or watercourses (ponds, creeks, etc.) within 100 feet of the range area.

2.1.2.2.7. Paths of travel within 20 feet of each other or along a fixed object.

2.1.2.2.8. All range layouts may be required to make adjustments to reduce risks or correct problematic conditions.

2.1.2.2.9. Protective devices (padded wrap/cushioning) may be required to reduce the hazards presented by obstacles/potential obstacles.

## 2.1.3. Training Motorcycles

2.1.3.1. Grant-funded, state-owned program motorcycles that are provided for instructional use must be used only on certain WMSP-designated ranges by WMSP-certified RiderCoaches or individuals properly enrolled in the course.



These motorcycles are not licensed or insured for on-street use and cannot be used on the street for any purpose.

- 2.1.3.2. Grant-funded sites should try to obtain dealer-loaned motorcycles. Each motorcycle must be pre-inspected using form DT102 (Report – Motorcycle Damage Inspection) before use and inspected again just before being returned to the dealer.
  - 2.1.3.3. The state motor vehicle fleet will provide state-owned motorcycles subject to their regulations and availability. Sites are responsible for maintenance and repair to maintain compliance with the current curriculum provider's requirements. When a state-owned motorcycle is deemed unusable, grant-funded sites must contact WMSP for guidance.
  - 2.1.3.4. Site-owned or leased motorcycles must meet all curriculum provider and WMSP standards and restrictions. Sites are responsible for maintenance and repair to ensure compliance with the current curriculum provider's requirements.
  - 2.1.3.5. Rider education sites must provide proper protective gear, as defined by curriculum provider. Gear must be worn at all times when using training motorcycles. Grant-funded sites shall require students to wear a minimum of a DOT-approved,  $\frac{3}{4}$  helmet. Private sites are encouraged to adopt this as a minimum standard.
  - 2.1.3.6. All motorcycles used in a course must meet the standards for a site-provided training motorcycle as defined by the curriculum provider.
  - 2.1.3.7. Participant-provided motorcycles used in all courses must meet the standards as defined by the curriculum provider.
  - 2.1.3.8. Participants who ride to the course on a motorcycle that will be used on the range must meet the standards as defined by the curriculum provider.
- 2.1.4. Americans with Disabilities Act
- 2.1.4.1. Training sites must make reasonable accommodations to comply with the Americans with Disabilities Act (ADA) law.
  - 2.1.4.2. Learning to ride a motorcycle requires physical stamina. Age, language limitations, or certain physical conditions may or may not hinder an individual's ability to learn to ride a motorcycle safely. If a student expresses concern about his ability to ride a motorcycle or mentions special limitations that may possibly affect safety, training sites should encourage the student to consult a health care provider prior to enrolling. When a site has a concern about a student's possible limitations, WMSP should be contacted for guidance.
  - 2.1.4.3. It is the student's responsibility to advise the training site of special needs when registering for a class and to identify how the site might reasonably accommodate the student.
  - 2.1.4.4. Specially modified motorcycles must meet the standards as defined by the curriculum provider.

2.1.4.5. If there is a concern regarding hearing loss or auditory capabilities, Title II of the ADA requires that the training site provide an interpreter, free of charge, for any hearing-impaired individual who wishes to attend. It is the site's responsibility to obtain a suitable interpreter. The interpreter must also sign a liability waiver.

2.1.4.5.1. Sites are required to have closed-captioned video tapes or DVDs available for anything used in the curriculum.

#### 2.1.5. Language Comprehension

2.1.5.1. If there is a learning challenge caused by language comprehension, the site may allow the student to bring an interpreter to assist with comprehension of the written material and/or oral communication in the classroom.

2.1.5.2. The rider education instructor should discuss with the student and interpreter any additional communication that may be necessary on the range. The rider education instructor must inform the interpreter how to behave during range activities so as not to negatively affect the safety conditions of the range. The interpreter must also sign a liability waiver.

2.1.5.3. MSF has translated some material into other languages. Sites may provide translated material as appropriate.

#### 2.1.6. Special Circumstances

##### 2.1.6.1. Harassment

2.1.6.1.1. The WMSP will not tolerate any form of harassment or conduct that creates an intimidating, hostile, or offensive environment, or causes personal distress. Affected parties should report such harassment to local site administration and/or WMSP staff. Local site administration should notify their regional trainer within 48 hours of notification.

2.1.6.1.2. The WMSP intends to provide a work or course environment free from verbal, physical, and visual forms of sexual harassment as defined in s. 111.32 (13), Wis. Stats. This includes offensive signs, posters, clothing, or documents. Vulgarity or offensive materials are strictly prohibited in class and work areas. All participants should strive to be sensitive to the individual rights of their co-workers and students in all situations.

##### 2.1.6.2. Socializing with Students

Rider education instructors must exercise good judgment if socializing with students. If a rider education instructor wishes to socialize with course participants, the activity must take place at a location other than the training site.

##### 2.1.6.3. Interactions with Minors

Rider education instructors must be in view of other people when dealing with a minor student at all times. (i.e. when counseling out or revealing test results)

### 3. Forms and Reports

A variety of forms and reports are required on an occasional or regular basis by WMSP, DMV, curriculum provider, law, or other rules and directives. Sites shall meet all requirements for reporting and form submissions.

#### 4. Course Administration

##### 4.1. Student Eligibility

A driver's license or instruction permit is not required to enroll in the Basic RiderCourse.

##### 4.1.1. Under 18

4.1.1.1. Any person over the age of 15 ½ may enroll in a Basic RiderCourse.

4.1.1.2. Any person under 16 must have the written consent of their high school principal to attend during school hours.

4.1.1.3. Any person under the age of 16 must use a site-provided training motorcycle.

4.1.1.4. Parental/guardian signatures on liability waivers must be notarized or signed in the presence of a school employee or RiderCoach.

##### 4.2. Tuition and Fees

Course tuition and fees for technical college sites are determined by the Wisconsin Technical College System according to their rules. All other sites may set fees as deemed appropriate by each site.

##### 4.3. Registration

4.3.1. Registration policy and procedures are set at each training site, as is the actual registration. If registration requests exceed course availability at a grant-funded site, a waiting list must be kept. This will document the number of individuals desiring to get into class enrollment and may influence grant disbursement.

4.3.2. If a student needs proof of enrollment for a course that results in a skills test waiver, the training site may provide an official site letter indicating enrollment for a specific course that the student may take to DMV. If the student subsequently withdraws from or does not successfully complete the course, notify DMV/BDS immediately so the Motorcycle Instruction Permit can be cancelled.

##### 4.4. Completion Documents

4.4.1. Following successful completion of a skills test waiver course, an MSF completion card shall be issued to each student. Sites receive a specific number of cards prior to the training season based on site training goals. Cards must be kept secure when not in use.

4.4.2. Following successful completion of a skills test waiver course, student information needs to be entered into the DEC web application within 72 hours of course completion or sooner if possible. Students that do not have a Wisconsin DL should take their completion card to DMV.

##### 4.5. Replacement Documents

A training site Rider Coach may issue a duplicate curriculum completion card once records have been checked to confirm successful completion. **Use original class completion date and mark "Duplicate" on the card.**

##### 4.6. Drops, Fails, and Incompletes

4.6.1. A "drop" occurs when a student leaves or is asked to leave the course. This may happen if the student jeopardizes his or her own safety or the safety of others, fails to

meet the minimum objectives of an exercise, or chooses not to continue after attending one or more sessions.

4.6.2. A “fail” is someone who fails the skills test without making it up or fails the written test. A student who passes the range portion of the course but does not complete the eCourse within seven business days is graded as a fail.

4.6.3. An “incomplete” is given to a person with extenuating circumstances or a legitimate excuse for failure to complete the course. This could be due to an illness, death in the family, or similar situation. This student may attend a class at a later date if site policy allows.

4.6.4. A “rerun” code is used to amend the DT50 when a previously unsuccessful student later successfully completes course requirements. This will be used after re-test, make-up, remedial, or extended BRC classes that have been scheduled by the local site to accommodate those who have failed a skills test or have been graded as incomplete.

#### 4.7. Counseling Out Students

Rider education instructors shall follow curriculum-provider information and site policy for counseling out students.

#### 4.8. Completing the Course

4.8.1. Students must complete all instruction within a 90-day time period from the initial date of formal instruction.

4.8.2. Students must meet all approved curriculum-provider requirements (for the MSF Basic RiderCourse, WMSP requires the MSF Basic eCourse) to receive a skills test waiver.

4.8.3. To receive a skills test waiver through the Basic RiderCourse 2 (BRC2), students must complete the MSF Street Strategies eCourse and successfully pass a skills test according to criteria set by the MSF.

4.8.4. Students must wait at least 48 hours before retaking the skills test. During this period, some remedial instruction should be given to the student using curriculum provider exercises as specified in curriculum materials. Exercises shall not be modified or combined.

#### 4.9. Relatives Enrolled in Course

It is best if relatives of a rider education instructor do not enroll in a course that the rider education instructor is teaching. If this is not realistic (as may be the case with rural sites), the relative may enroll. However, a non-related rider education instructor must administer any required curriculum provider tests and complete the proper paperwork.

### 5. Emergency Response

#### 5.1. Emergency Preparation

It is recommended that sites consider supplying the following:

5.1.1. A non-expired first-aid kit readily available and within view of rider education instructors and students. It is recommended the range first-aid kit contain the supplies

necessary to treat minor injuries, prevent unnecessary loss of blood, and comfort the injured. At a minimum, consider the following supplies:

- 5.1.1.1. Sufficient gauze wrappings to make a compression bandage
- 5.1.1.2. Sterile dressings
- 5.1.1.3. Several adhesive bandages of different sizes
- 5.1.1.4. Medical tape
- 5.1.1.5. Elastic bandages
- 5.1.1.6. Antiseptic wipes
- 5.1.1.7. First aid cream
- 5.1.1.8. Chemical hot and cold-packs
- 5.1.1.9. Nitrile gloves

5.1.2. Instructions on how to contact emergency services from a site telephone, along with the addresses of the range and the classroom.

5.1.3. Instructions on how to handle an incident including:

- 5.1.3.1. Procedures for handling medical emergencies when the assistance of emergency medical personnel is not required.
- 5.1.3.2. Procedures for recording and reporting incident data.

## 5.2. Reporting Incidents and Injuries

5.2.1. Rider education instructors must complete an MSF Incident Report whenever there is any injury, potential injury, or property damage that occurs during a rider-training course. WMSP uses this for data collection and does not report these forms to the MSF proactively.

5.2.2. Incident reports shall be completed on the day of the incident.

5.2.3. If an injury occurs, notify WMSP within 24 hours and the regional trainer as soon as is practical.

5.2.4. All other reports shall be submitted to the WMSP Office within five business days.

5.2.5. Rider education instructors shall follow procedures for all other reporting requirements of the site and applicable insurance.

## 6. Rider Education Grants

6.1. Rider education grants will be distributed as per Trans 129.15.

### 6.2. Program Selection Priorities

6.2.1. Applicants will be evaluated for funding by the following set of priorities:

- 6.2.1.1. Basic rider course expansion at new sites and underserved areas
- 6.2.1.2. Basic rider course continuation and/or expansion at existing sites
- 6.2.1.3. Rider education instructor workshops and preparation courses
- 6.2.1.4. Experienced rider course expansion at new sites and underserved areas
- 6.2.1.5. Experienced rider course continuation and/or expansion at existing sites
- 6.2.1.6. Innovative pilot programs
- 6.2.1.7. Public information and education materials
- 6.2.1.8. Safety education workshops, conferences, and rallies
- 6.2.1.9. Improved motorcycle licensing testing

### 6.3. Site Distribution

Training sites should be encouraged in all areas of the state. A concentration of courses in one geographic area should be avoided. Providers should not offer duplicate courses in the same area if capacity is meeting existing demand. WMSP reserves the right to deny applications based on geographic saturation.

### 6.4. Individual/Small Group Courses

At times, it may be appropriate to provide grant funding for a course for an individual or small group. The decision to fund this may only come from the WMSP Program Manager and is done on a case-by-case basis. All private courses must be arranged by the grant-funded training site. Appropriate fees will be assessed based on the needs of the WMSP, training site, and rider education instructor.

### 6.5. Addendums to Grants

WMSP will consider addenda to the original grant application and contract. Proposed changes must be detailed in the same manner as the original approved grant. Approvals are limited by available resources.

## 7. Lead RiderCoach (LRC)

7.1. A Lead RiderCoach is an MSF/WMSP-certified instructor who is chosen by the local site administrator with consultation from the RCT and who receives additional training as provided by WMSP.

7.2. A Lead RiderCoach has training in addition to that of the basic RiderCoach. Typically, a Lead RiderCoach will have responsibility for all courses taught at a site. A Lead RiderCoach will observe the other RiderCoaches at his or her site, evaluate their strengths and weaknesses or course delivery problems, make suggestions for improvement and maintain overall quality assurance at the site.

### 7.3. Lead RiderCoach Responsibilities:

7.3.1. Attempt to observe each peer instructor at the sponsoring training site(s) at least once during the training season for a minimum of one (1) hour of classroom instruction and/or one (1) hour of range instruction

7.3.2. Use the WMSP RiderCoach evaluation form as a guide when observing each RiderCoach and communicate any concerns or best practices to the Area Quality Assurance Manager.

7.3.3. Recruit RiderCoach Candidates.

7.3.4. Orient new RiderCoaches, both newly certified and new to the state. Lead RiderCoaches, at a minimum, should:

7.3.4.1. Familiarize new RiderCoaches with WMSP Policies and Procedures, including Administrative Code and Statutory requirements.

7.3.4.2. Familiarize new RiderCoaches with site facilities, policies, and procedures.

7.3.4.3. Review general roles of WMSP, applicable curriculum provider(s), and site organization.

7.3.4.4. Ensure new RiderCoaches have a copy of Trans 129 and WMSP Policy Manual.

- 7.3.5. Make available a minimum of two classes for newly certified RiderCoaches to teach in the calendar year in which they are certified.
- 7.3.6. Mentor site RiderCoaches and RiderCoach Candidates for continual improvement.
- 7.3.7. Site administrator or LRC may request assistance from their regional RiderCoach Trainer to shape and deliver site workshops and address concerns as noted by the LRC.
- 7.3.8. Assist with communications between site, RiderCoaches, RiderCoach Trainers, WMSP, and Site Administrators.
- 7.3.9. Ensure information from RiderCoach Trainers and WMSP is forwarded to site RiderCoaches.
- 7.3.10. Maintain and update Site roster as staffing changes and communicate changes to WMSP. The site roster shall include MSF RiderCoach number, WisDOT number, proof of first aid and CPR certifications, and proof of certifications for any curriculum taught.
- 7.3.11. Attend the WMSP Spring Kick-Off and WMSP-sponsored Lead RiderCoach events.
- 7.3.12. While the main purpose of the Lead RiderCoach is identified above, a local site administrator may request that the Lead RiderCoach oversee such site activities as:
  - 7.3.12.1. Dealer contacts
  - 7.3.12.2. Arranging for loan motorcycles
  - 7.3.12.3. Scheduling RiderCoaches
  - 7.3.12.4. Motorcycle maintenance and repair
  - 7.3.12.5. Promotional activities
  - 7.3.12.6. Recordkeeping

## 8. RiderCoach

A RiderCoach is an individual trained to teach WMSP-approved rider courses.

- 8.1. When two RiderCoaches are assigned to a course, they share responsibility for the safety and professional delivery of the course. RiderCoaches shall determine how roles will be alternated during the course to ensure both coaches spend time providing direction and demonstrating exercises. When a Quality Assurance Specialist or Rider Coach Trainer is on site, coaches shall alternate roles to allow for effective evaluation of each coach.
- 8.2. RiderCoaches may facilitate a range session alone if necessary. The curriculum provider limits RiderCoach to student ratio. A new RiderCoach must be mentored for two solo courses by a seasoned solo RiderCoach before teaching alone.
- 8.3. RiderCoaches are trained by WMSP to meet curriculum standards, WisDOT Administrative Rule, and WMSP standards or requirements.
- 8.4. In addition to the following, RiderCoaches may be required to meet additional standards as set forth by their sites.

- 8.5. All Wisconsin RiderCoaches must maintain proficiency and meet curriculum standards and follow the RiderCoach Code of Ethics as well as Trans 129. (See Appendix). In general, RiderCoaches must:
- 8.5.1. Abide by the RiderCoach Rules of Professional Conduct at all times.
  - 8.5.2. Maintain professional and positive rapport with the public. This includes maintaining good working relations with dealers, training sites, license exam personnel, school and community education personnel, other Ride Coaches, media, and others.
  - 8.5.3. Be able to operate a five-pound dry-chemical fire extinguisher.
  - 8.5.4. Demonstrate the ability to perform a pre-ride inspection.
  - 8.5.5. Maintain certification in basic first aid and CPR as evidenced by current certification cards. Be willing to render aid. Such training must be recognized by a qualified organization or agency, such as the American Red Cross and must include a face to face component.
  - 8.5.6. Promote and endorse the use of motorcyclist safety equipment, such as helmets, riding jackets, gloves, and boots.
  - 8.5.7. Be a role model to rider education students and other motorcyclists by his motorcycling behavior through the regular use of appropriate safety gear and safe, courteous motorcycle operation.
  - 8.5.8. Demonstrate the ability to upright a site-provided motorcycle.
  - 8.5.9. Facilitate the required number of skills test waiver courses in Wisconsin to maintain both curriculum provider and WI Trans 129 recertification requirements.
- 8.6. While conducting classes, RiderCoaches shall:
- 8.6.1. Wear curriculum-specified riding gear, which must include a  $\frac{3}{4}$  or full-face, DOT-approved motorcycle helmet, on the range when carrying out course demonstrations or when seated on training motorcycles.
  - 8.6.2. Wear appropriate, professional appearing clothing in the classroom and on the range. While on the range, shorts, sweatpants, or open toed footwear are not permitted. Coaches at grant funded sites shall avoid manufacturer-branded clothing.
  - 8.6.3. A safety vest or high-visibility clothing is highly recommended while on the range. Training sites shall not prohibit or discourage RiderCoaches from wearing a safety vest or high-visibility clothing.
  - 8.6.4. Work cooperatively with other RiderCoach(s) and other site staff in regards to range responsibilities, including cone set-up, demonstrations, range management, and other required tasks.
  - 8.6.5. Provide all students with liability waiver forms (electronically or on paper) before class begins.
  - 8.6.6. Secure appropriately signed liability waiver forms from *all* students at the beginning of the course.
  - 8.6.7. Provide classroom and range instruction in accordance with the curriculum provider and WMSP standards.



8.6.8. Prior to utilizing a Course Aides to provide riding demonstrations or simulated practice demonstrations acknowledge, via signature, that they have read, understand and agree to abide by section 14 of this policy. This must be accomplished annually and maintained by the sponsor training site.

#### 8.7. Rider Education Instructor Recertification

8.7.1. Rider education instructors shall fulfill all requirements to maintain certification with any applicable curriculum provider.

8.7.2. In addition, rider education instructors shall maintain certification with WMSP and BDS. Requirements to maintain certification are covered in Trans 129.

#### 8.8. Professional Development

See Attachment for information on professional development requirements and options

#### 8.9. Training Outside of WMSP

8.9.1. RiderCoaches must receive prior approval from the WMSP Manager or designee prior to participating in any rider education curriculum qualification or certification activity outside of WMSP. Failure to do so may result in this qualification or certification activity being repeated through a WMSP-sponsored qualification or certification activity.

8.9.2. RiderCoaches who obtain certification training in another state or are trained outside of WMSP may not teach until after they consult with WMSP training staff for further guidance. RiderCoaches may be required to fulfill additional requirements (i.e. completing course assignments, attending additional WMSP-provided training) before being allowed to teach in Wisconsin.

#### 8.10. Recruiting RiderCoaches

8.10.1. RiderCoach candidates should be interviewed by the site Lead RiderCoach in addition to other interviews as required by site policy. It is essential that the candidate is properly motivated and has a clear understanding of the responsibilities and requirements of a WMSP-recognized RiderCoach. In order to be considered a qualified candidate, the training site must ensure the following conditions are met:

8.10.2. The candidate must be made aware of the RiderCoach Preparation course passing criteria and understand the study load for the course.

8.10.3. In order to qualify to attend a WMSP RiderCoach Preparation course (RCP) a person must:

8.10.3.1. Be sponsored by a WMSP training site.

8.10.3.2. In the current or prior calendar year:

8.10.3.2.1. have no unsuccessful attempts in a RCP.

8.10.3.2.2. not have enrolled in a RCP and failed to attend.

8.10.3.3. Complete and submit to WMSP all application material. Application material includes, but is not limited to:

8.10.3.3.1. RiderCoach application

8.10.3.3.2. Sponsor statement

8.10.3.3.3. MSF RiderCoach Professional Code of Conduct

- 8.10.3.3.4. Driver license abstract
- 8.10.3.3.5. Possess a valid Class “M” license
- 8.10.3.4. Meet the driving record and conviction requirements per Trans 129
- 8.10.3.5. Have no operating a motor vehicle while intoxicated (OWI) convictions under s. 346.63, Wis. Stats., any conviction under the law of another jurisdiction that prohibits a person from operating a motor vehicle while intoxicated, a local ordinance in conformity with s. 346.63, or any conviction, suspension, or revocation that is counted in s. 343.307(2), Wis. Stats.
- 8.10.3.6. Interview with a WMSP Team Member.
- 8.10.3.7. Be willing to participate in all aspects of the MSF and WMSP Basic RiderCourse (BRC) RiderCoach Preparation (RCP) as well as undertake preparation for the RCP.
- 8.10.3.8. Be first aid and CPR certified prior to attending RCP.
- 8.10.3.9. Have successfully completed a basic rider course in Wisconsin in the 12 months prior to the RCP.
- 8.11. New RiderCoach Orientation
  - Site must familiarize RiderCoaches with WMSP and other applicable rules and procedures. The site must provide the new RiderCoach with a copy of the WMSP policy and procedure manual.
- 8.12. RCP Candidate Selection and Interview Process
  - 8.12.1. Sites who wish to sponsor a RiderCoach candidate should contact the WMSP to begin the application process. Individuals may contact WMSP directly, but must secure a site sponsor early in the application process.
  - 8.12.2. After approval of application material, WMSP schedules an interview with the potential candidate. If accepted, the candidate is assigned a reserved spot in an upcoming RCP and the candidate is given information regarding registration. WMSP provides the candidate with pre-course material and course instructions.
- 8.13. RiderCoach Preparation
  - 8.13.1. RiderCoach Preparation (RCP) certification courses are conducted as needed by WMSP Staff.
  - 8.13.2. It is strongly recommended that candidates spend time observing courses in process, preferably while being mentored by their site’s Lead RiderCoach.
  - 8.13.3. Other mentoring opportunities may exist and candidates are encouraged to take advantage of all available resources.
- 9. Certifications, Qualifications, and Activity Parameters
  - 9.1. WMSP will foster development and availability of a variety of curriculum to further the mission of the program.
  - 9.2. WMSP will provide certification and qualification courses and other activities as dictated by demand and WMSP program needs.
  - 9.3. Sites who wish to offer motorcycle-training curricula must first receive approval from WMSP.

- 9.4. RiderCoaches who wish to obtain curriculum certifications/qualifications should receive approval from WMSP and their sponsoring site before pursuing additional training.
- 9.5. In order to facilitate WMSP-approved curriculum in Wisconsin, RiderCoaches must:
  - 9.5.1. Be sponsored by a site
  - 9.5.2. Complete all application material
  - 9.5.3. Be accepted into training offered by WMSP or another pre-approved provider.
  - 9.5.4. Participation in the desired curriculum as a student may be a prerequisite.
  - 9.5.5. The curriculum candidate must complete any required pre-course assignment(s) prior to the first course day.
- 9.6. Curriculum Content and Passing Criteria
  - 9.6.1. The certification/qualification course consists of extensive classroom and range work, and may include supervised, student-teaching of novice riders.
  - 9.6.2. In order to be successful in the certification/qualification course, a candidate must:
    - 9.6.2.1. Attend and actively participate in 100% of the face-to-face sessions.
    - 9.6.2.2. Complete written course assignments.
    - 9.6.2.3. Pass any required qualifying riding skills test.
    - 9.6.2.4. Pass any required written knowledge test.
    - 9.6.2.5. Demonstrate competence through peer and/or student teaching assignments.
- 9.7. Course Dropouts/Failures
  - 9.7.1. A candidate who drops out of a WMSP certification course for extenuating circumstances may request entry into a subsequent course. If the request is approved, the candidate must repeat the entire certification course. WMSP and the sponsoring site will determine whether additional tuition is required.
  - 9.7.2. Any person who fails a certification course must reapply and will be considered for admittance in a subsequent certification course. If accepted, tuition will not be waived.
- 9.8. Activity Expense Reimbursement
  - 9.8.1. Sites may choose, but are not required, to reimburse candidates for tuition/registration fees for certification or qualification courses or other professional activities.
  - 9.8.2. WMSP may reimburse successful candidates for actual lodging and meal expenses up to the state allowed limit. Reimbursement is not guaranteed for all courses or activities and participants should inquire about expense reimbursement prior to enrolling in a course or activity.
    - 9.8.2.1. RCP Candidates may request reimbursement after teaching their first BRC.
    - 9.8.2.2. Participants for other certifications, qualifications, and activities may request reimbursement upon successful completion of the course.
  - 9.8.3. Candidates who live less than 60 miles from the training site must request pre-approval in order to be considered for expense reimbursement.
10. Quality Improvement

RiderCoaches and sites should continuously strive for quality improvement. Various opportunities exist to facilitate this goal.

- 10.1. Self-assessment  
RiderCoaches and sites should use the same self-assessment concept that students are encouraged to use.
- 10.2. Peer Feedback  
Any peer interaction creates an opportunity to gain external feedback. At the end of every teaching session, RiderCoaches are encouraged to give and receive feedback with their co-instructor.
- 10.3. Mentoring  
RiderCoaches and program administrators should seek out mentors who can help them improve. Lead RiderCoaches are a good resource as a mentor. Regional RCTs can also provide recommendations of mentors.
- 10.4. Quality Assurance Team
  - 10.4.1. The WMSP quality assurance team provides improvement opportunities and assistance through site visits.
    - 10.4.1.1. A Quality Assurance Specialist (QAS) team member must maintain QAS certification based on current curriculum provider and WMSP requirements.
    - 10.4.1.2. Each year, QAS team members must complete a minimum of two QAVs including all reporting requirements.
  - 10.4.2. The Area QA Manager (AQM) manages the WMSP quality assurance team.
  - 10.4.3. AQM responsibilities include:
    - 10.4.3.1. Coordinate all QAS activities
    - 10.4.3.2. Conduct quality assurance training for staff as needed
    - 10.4.3.3. Manage QAS staff and making recommendations for staffing adjustments
    - 10.4.3.4. Serve as RERP resource to sites.
    - 10.4.3.5. Serve as a primary resource for maintaining the RERP master list, which includes:
      - 10.4.3.5.1. Site size
      - 10.4.3.5.2. Location
      - 10.4.3.5.3. Diagrams
      - 10.4.3.5.4. Pictures
  - 10.4.4. Site visits are intended to support and assist the RiderCoaches and sites in becoming the best rider education providers possible and may include feedback on site and equipment conditions as well as curriculum delivery.
  - 10.4.5. A minimum of one visit per program per year is required utilizing the MSF QA online reporting system.
  - 10.4.6. Site visits primarily occur randomly and without advanced notice, but can occur at the request of a RiderCoach, Lead RiderCoach, or program administrator and may be scheduled in advance.
  - 10.4.7. Upon arrival the QAS will sign a liability waiver and provide it to the RC conducting the course for training site records.

10.4.8. During a visit, the QAS will observe site conditions and activities as unobtrusively as possible and will not interfere in any way with teaching activities unless there appears to be an imminent safety problem. The QAS may take notes during observation.

10.4.9. After the visit the following report workflow shall be followed.

10.4.9.1. Initial summary must be sent via email to Regional RiderCoach Trainer (RRCT), Area QA Manager (AQM), and State Program Manager (PM) the day of visit. The summary shall include a brief overview of the visit and a plan for or summary of debrief.

10.4.9.2. Report due to AQM within five (5) calendar days of site visit.

10.4.9.3. Any requests from AQM to QAS (Quality Assurance Specialist) for changes to the formal report must be sent via email with RRCT and PM copied. AQM shall not change any portions of the report.

10.4.9.4. Final report shall be sent to site manager, RRCT, QAS, and PM within seven (7) calendar days of receiving draft report.

10.4.9.5. QAS team members shall retain a PDF copy of each draft report when initially submitted for review by AQM, then sent to PM.

10.4.10. Among other things, information obtained from site visits is used to identify statewide training needs.

#### 10.5. RiderCoach Improvement Tools

Tools for RiderCoach development will be handled according to the level of improvement needed to perform within curriculum standards. Possible solutions could include, but are not limited to, the following:

10.5.1. Performance Improvement Plan (PIP).

10.5.2. Remedial attendance at a RiderCoach Prep or Transitional RiderCoach Prep.

10.5.3. Use of a mentor.

10.5.4. On-site observation by a Lead RiderCoach as assigned by the site.

10.5.5. On-site observation by a WMSP Team Member or Quality Assurance Specialist.

10.5.6. Review of RiderCoach performance video.

10.5.7. Probationary status.

10.5.8. Revocation of WMSP approval and recommendation of MSF decertification.

#### 10.6. Site Improvement Tools

Tools for Site development will be handled according to the level of improvement needed to perform within curriculum standards. Possible solutions could include, but are not limited to, the following:

10.6.1. Performance Improvement Plan (PIP).

10.6.2. Review by a Lead RiderCoach as assigned by the site.

10.6.3. Review by a WMSP Team Member or Quality Assurance Specialist.

10.6.4. Review of visual documentation.

10.6.5. Revocation of WMSP approval and recommendation of MSF decertification.

#### 10.7. Quality Improvement Cooperation

Site administrators, Lead RiderCoaches, and RiderCoaches are expected to cooperate in implementing any recommendations made.

#### 11. MSF-certified RiderCoach Trainers

MSF-certified RiderCoach Trainers are certified by MSF to facilitate MSF RiderCoach Preps and select MSF Certification Courses.

#### 12. WMSP Trainers

WMSP Trainers are authorized to act on behalf of WMSP for select activities. WMSP Trainers must:

- 12.1. Conduct at least two Quality Assurance Visits per year.
- 12.2. Coordinate pre-RiderCoach Prep activities.
- 12.3. Foster relationships between sites and WMSP.
- 12.4. Foster communication with WMSP program partners, training providers, and WMSP Team members.
- 12.5. Coordinate and facilitate WMSP events.
- 12.6. Assist sites with pre-season preparation activities.
- 12.7. Act as a liaison between sites and the WMSP Manager.
- 12.8. Act as a curriculum and program policy subject matter expert.
- 12.9. Mentor programs, RiderCoaches, RiderCoach Candidates, WMSP teammates, and other WMSP program partners.
- 12.10. Interview RiderCoach Candidates as assigned.
- 12.11. Assist WMSP Manager with miscellaneous projects and provide information as needed.

#### 13. WMSP Regional Trainers

WMSP Regional Trainers are assigned by WMSP. Duties include, but are not limited to:

- 13.1. Meet yearly with assigned region sites.
- 13.2. Interview RiderCoach Candidates sponsored by assigned region sites.
- 13.3. Monitor schedule of training offerings within assigned region.
- 13.4. Maintain accurate contact information for training sites within assigned region.
- 13.5. Keep abreast of training and program related activities that occur within assigned region.

#### 14. Course Aide

A Course Aide (previously referred to as a Range Aide) can be used to assist with non-instructional support, performing such tasks as operating classroom equipment, setting cones for range exercises, maintaining motorcycles, etc. for any curriculum utilized by the WMSP. Course aides may not evaluate or coach participants.

- 14.1. Course Aides may be volunteers or contract employees of a WMSP Training Site (Training Site).
- 14.2. Course Aides shall be authorized by the sponsor Training Site to be present at the Training Site and perform any and all non-instructional support. It is up to the sponsor Training Site to determine minimum age requirements for their course aides that perform

duties other than riding demonstrations and simulated practice demonstrations. **Course aides that perform riding demonstrations and simulated practice demonstrations must be a minimum of 16 years of age and have a valid motorcycle license.**

- 14.3. Course Aides must receive WMSP approved training before performing Course Aide duties. This training can take several forms.
  - 14.3.1. Course Aides may be informally trained by individual RiderCoaches in proper classroom equipment operation, cone placement for range exercises, maintaining motorcycles, etc.
  - 14.3.2. Course Aides may only provide exercise demonstrations or simulated practice demonstrations **after successfully completing the WMSP provided Course Aide Workshop.**
- 14.4. Course Aide Rules and Responsibilities
  - 14.4.1. No Course Aide shall offer any form of instruction or advice to a student during any part of a motorcycle training course, lesson, or activity.
  - 14.4.2. No Course Aide shall perform any activities or assistance unless authorized by one or both of the RiderCoaches responsible for the motorcycle training course.
  - 14.4.3. Course Aides shall avoid any and all contact with course students. In the event that a Course Aide is approached by a student for advice or questions, the Course Aide shall refer / defer that student to the RiderCoach(s).
  - 14.4.4. If a Course Aide rides his or her personal motorcycle to or from a course or must operate a training motorcycle during the motorcycle training course, all curriculum-specified riding gear must be worn. This is the same clothing/gear rule required of all WMSP students and RiderCoaches. The RiderCoach(s) has the right to dismiss any Course Aide that does not wear the appropriate clothing while in the presence of students.
  - 14.4.5. Course Aides may read the exercise evaluation points while a RiderCoach is providing the exercise riding demonstration if asked for and approved by the RiderCoach(s) in charge of the training. The interaction with students shall be limited to reading the evaluation points. If approached by a student for advice, questions, or clarification the Course Aide should refer / defer that student to the RiderCoach(s) after the demo.
  - 14.4.6. No Course Aide will operate a motorcycle that is owned by an attending student during any class.
  - 14.4.7. Course Aides should conduct themselves in a professional manner at all times while assisting a RiderCoach. RiderCoache(s) have the authority to dismiss a course aide whose conduct is less than professional or one that interferes with the facilitation of the class.
- 14.5. Course Aide Demo Rider

- 14.5.1. Course aides that perform riding demonstrations and/or simulated practice demonstrations must be a minimum of 16 years of age and have a valid motorcycle license.
- 14.5.2. Course Aides may conduct riding demonstrations during a motorcycle training course if asked for and approved by the RiderCoach(s) in charge of the training. **This is only allowed once the Course Aide has successfully passed the WMSP Course Aide Curriculum Specific Workshop. Riding demonstrations must be under the direct supervision of the RiderCoach.**
- 14.5.3. Course Aides may conduct simulated-practice demonstrations during a motorcycle training course if asked for and approved by the RiderCoach(s) in charge of the training. **This is only allowed once the Course Aide has successfully passed the WMSP Course Aide Curriculum Specific Workshop. The course aide may not provide any of the verbal instruction during a simulated-practice demo. Simulated-practice demonstrations must be under the direct supervision of the RiderCoach.**
- 14.5.4. Course Aides that conduct riding demonstrations during the motorcycle training course must know and understand the evaluation points of the demonstration and provide the demonstration utilizing proper techniques at novice speeds.
- 14.5.5. Course Aides that provide simulated-practice demonstrations during the motorcycle training course must know and understand the purpose of the demonstration and provide the demonstration utilizing proper techniques. **Only non-verbal portions of the simulated-practice demonstration may be provided.**
- 14.5.6. Course Aides who wish to provide riding demonstrations or simulated practice demonstrations must acknowledge, via signature, that they have read, understand and agree to abide by this policy and the rules and responsibilities outlined above. The above-mentioned acknowledgement paperwork for signature will be provided at each Course Aide Workshop and must be re-acknowledged, via signature, annually and maintained by the sponsor training site.



## Acronyms

ADA – Americans with Disabilities Act  
AQM – Area Quality Assurance Manager  
BDS – Bureau of Driver Services  
BOTS – Bureau of Transportation Safety  
BRC – Basic RiderCourse  
DMV – Division of Motor Vehicles  
DSP – Division of State Patrol  
LRC – Lead RiderCoach  
MoSAC – Motorcycle Safety Advisory Council  
MSF – Motorcycle Safety Foundation  
PDW – Professional Development Workshop  
PIP – Performance Improvement Plan  
PM – Program Manager  
QA – Quality Assurance  
QAS – Quality Assurance Specialist  
QAV – Quality Assurance Visit  
RC – RiderCoach  
RCC – RiderCoach Candidate  
RCP – RiderCoach Prep  
RCT – RiderCoach Trainer  
RRCT – Regional RiderCoach Trainer  
RERP – Rider Education Recognition Program  
SMSA – State Motorcycle Safety Administrators  
TAM – Transportation Administrative Manual  
WisDOT – Wisconsin Department of Transportation  
WMSP – Wisconsin Motorcycle Safety Program