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# Program Manual

Office of Traffic Safety  
Department of Public Safety

# FORWARD

The Nevada Rider Motorcycle Safety Program<sup>sm</sup> is an agency of the government of the State of Nevada. The Nevada Rider Motorcycle Safety Program was created by the 1991 Session of the Nevada State Legislature. Its authority is found in Chapter 486 of the Nevada Revised Statutes. Rules, regulations, standards and procedures contained in this publication may only be changed by the Nevada Rider Motorcycle Safety Program<sup>sm</sup>.

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# INTRODUCTION

In response to the public's demand for affordable motorcycle rider education, the State of Nevada enacted legislation charging the Department of Public Safety (DPS) with the responsibility for developing and implementing the Nevada Rider Motorcycle Safety Program<sup>sm</sup> (The Program). The DPS Director has selected the Office of Traffic Safety to develop, administer, and manage the overall program. The Program exists under the authority of Nevada Revised Statutes 486.370 through 486.377.

The motorcycle safety program is advertised to the public under the name, Nevada Rider Motorcycle Safety Program®.

This document describes the program in terms of the Rules, Regulations, Standards, and Procedures used in program operation. Compliance with the contents of this document, as well as other documents written to amend or attach to this document, is required. It is written under authority of NRS 486.372.

## STATEMENT OF THE PROGRAM:

To plan and administer a comprehensive Motorcycle Safety Program aimed towards educating/training motorcyclists and increasing awareness of motorcycles by other road users.

## PROGRAM MANAGEMENT:

The Program is staffed by an Administrator and Program Assistant to manage the operations of the state-wide program. The Administrator will report to the Division Administrator of the Office of Traffic Safety.

The Program also consults with the Governor's Advisory Board on Motorcycle Safety created by NRS 486.376 for advice and assistance in maintaining the administration and content of the Program. The mission statement of the Advisory Board is:

To provide guidance, instruction, and direction to the Nevada Rider Program to ensure that the residents of the State of Nevada have the opportunity to receive high quality motorcycle programs, presented by well-trained, high quality, ethical RiderCoachs. All Nevada motorists will be aware of the presence of motorcycles on the roads of Nevada and additionally be aware of the availability of the program for all who wish training. Additionally, the Board will promote and monitor the training and guide the fiscal activities to safeguard the quality of the program.

The statutes that describe the Advisory Board's make up, duties and terms are:

### **NRS 486.376 Advisory Board on Motorcycle Safety: Creation; appointment of members; Chair; meetings; vacancy; removal; reimbursement.**

1. The Advisory Board on Motorcycle Safety, consisting of five members appointed by the Governor, is hereby created.
2. The Governor shall appoint to the Board:
  - (a) One member who is a retail motorcycle dealer;
  - (b) One member who is a peace officer and operates a motorcycle in carrying out his or her duties;
  - (c) One member who is an Instructor licensed pursuant to [NRS 486.375](#); and
  - (d) Two members of the general public with experience operating a motorcycle. Not more than one of the members of the general public may be a commercial dealer, distributor or manufacturer of motorcycles.

3. After the initial terms, the members of the Advisory Board on Motorcycle Safety serve terms of 3 years. No member of the Board may serve more than two consecutive terms.
4. The Board shall elect a Chair from among its members.
5. The Board shall meet at least twice each year and may meet upon a call of the Chair.
6. If a vacancy occurs during the term of a member, the Governor shall appoint a person similarly qualified to replace that member for the remainder of the unexpired term.
7. The Governor may remove a member from the Board if the member neglects his or her duty or commits malfeasance in office.
8. Members of the Board serve without compensation but are entitled to receive reimbursement from the Account for the Program for the Education of Motorcycle Riders for the actual amounts of their reasonable and necessary expenses while engaged in the business of the Board.

(Added to NRS by 1991, 1066)

**NRS 486.377 Advisory Board on Motorcycle Safety: Duties.**

1. The Board shall:
  - (a) Advise and assist the Director and the Administrator of the Program in developing, establishing and maintaining the Program;
  - (b) Regularly review the Program and make recommendations to the Director and the Administrator of the Program relating to the administration and content of the Program; and
  - (c) Submit a report, not later than January 1 of each odd-numbered year, to the Governor and the Director of the Legislative Counsel Bureau for presentation to the Legislature.
2. The report must include:
  - (a) The number of courses offered in the Program.
  - (b) The address of each location where a course was offered.
  - (c) The number of Instructors licensed pursuant to [NRS 486.375](#).
  - (d) The number of persons who have completed the Program in the preceding 2 years and the number of persons who have completed the Program since it was established.
  - (e) The amount of fees for motorcycle safety collected pursuant to subsection 4 of [NRS 482.480](#).
  - (f) A detailed accounting of the expenses of the Program.
3. The Director shall make copies of the report available for distribution to the public.

(Added to NRS by 1991, 1066; A [1997, 2650](#))

## PROGRAM FOCUS

The Program's focus areas and priorities are:

1. Motorcycle Operation Training for the public.
2. Public Awareness
3. Motorcycle Operator Licensing Examiner Certification
4. Maintain a Comprehensive Motorcycle Safety Program in the State

## COMMON TERMS

Administrator – The Nevada Rider Motorcycle Safety Program® Administrator

ARC – Advanced RiderCourse

ASMI – Accident Scene Management, Inc a company that offers Bystander Assistance Programs

BRC – The MSF Basic RiderCourse

BRC2 – The MSF Basic RiderCourse 2 (Formerly known as the Experienced RiderCourse (ERC))

CI – Chief RiderCoach, Evergreen Safety Council

RiderCoach Trainer – A certified MSF RiderCoach Trainer (requires Program recognition)

ERC Suite – The MSF Experienced RiderCourse Suite (currently known as the BRC2)

ESC – Evergreen Safety Council

RiderCoach – A certified MSF RiderCoach or S/TEP RiderCoach who is certified by the Program

MSF – Motorcycle Safety Foundation

NRMSPP – Nevada Rider Motorcycle Safety Program<sup>sm</sup>

RCP – RiderCoach Preparation Course (MSF) or RiderCoach Preparation Course (S/TEP)

The Program – The Nevada Rider Motorcycle Safety Program<sup>sm</sup>, Office of Traffic Safety, Nevada Department of Public Safety.

Site Coordinator – A person designated by a sponsor as the responsible party for a training site

Sponsor – An approved motorcycle operation training entity

S/TEP – Sidecar/Trike Education Program

QAS – Quality Assurance Specialist. A certification available from the MSF

QAT – Quality Assurance Team. RiderCoaches who have been QAS certified and have been selected to be on the Nevada Quality Assurance Team.

QAV – Quality Assurance Visit. A quality assurance procedure

RES – RiderCourse Enrollment system. An MSF product for on-line registration and a statewide data base program for all training activities.

Training Site – An appropriate location where motorcycle operation training occurs

# APPROVED MOTORCYCLE TRAINING COURSES

The Department of Public Safety, Nevada Rider Motorcycle Safety Program adopts the educational, safety, and RiderCoach standards, by reference, of the most current versions of the following Motorcycle Safety Foundation (MSF) or Evergreen Safety Council courses:

1. Basic RiderCourse (BRC): The approved basic RiderCourse is the BRC. It consists of 15 core hours of instruction, including classroom and range training and includes sessions discussing the effects of alcohol while riding. RiderCoaches will adhere to all standards and content of the RiderCoach materials as well as specific enhancements created by the Program.
2. Basic RiderCourse 2 (formerly known as the Experienced RiderCourse Suite): The approved experienced motorcycle RiderCourse is MSF's Basic RiderCourse 2. This course is intended to be a one-day course.
3. Advanced RiderCourse (ARC): The approved advanced RiderCourse. This course is intended to be a one-day course.
4. RiderCoach Preparation Course (RCP): The approved motorcycle RiderCoach preparation course is the MSF RiderCoach Preparation course. It includes seventy hours of core curriculum. RCP courses in Nevada can only be conducted by the Program
5. Advanced S/TEP Course: The approved three wheeled advanced course is the Evergreen Safety Council's Advanced S/TEP as described in the current edition of the S/TEP RiderCoach Guide.

The Program may adopt state-specific enhancements to any approved curricula. Such enhancements will be documented in a RiderCoach-focused addendum. This addendum is an extension of the Program policy and procedure manual and carries the same force and effect as does this manual.

No other curricula may be used for the on-cycle training of motorcycle riders at this time. The Program may adopt other curricula to facilitate its overall mission.

# SPONSOR STANDARDS

To facilitate the availability of the education of motorcycle riders, the Program is responsible for approving all motorcycle training facilities in the state of Nevada. The Program forecasts needs in different geographic regions and plans for future expansion working within budget constraints.

1. A person or organization may not offer training in motorcycle operation for the public unless the person or organization is approved by, or contracts with the Program
2. Public or private organizations applying for a new motorcycle training facility must first contact the Program office for direction. Such organizations must furnish:
  - a. Detailed Business Plan
    - i. Cover Sheet
    - ii. Statement of Purpose
    - iii. Table of Contents
      1. The Business
      2. Description of Business
      3. Marketing
      4. Competition
      5. Operating Procedures
      6. Personnel
      7. Business Insurance
      8. Exact address of classroom and range facilities
  - b. If property is not owned by applicant, a written agreement between the applicant and land owner must accompany application.
  - c. Copy of proposed lease or purchase agreement for building/range space
  - d. The range must be a paved surface, including asphalt or concrete, large enough to safely accommodate any motorcycle training approved by the Program. The area must be reasonably flat, secure from vehicular and pedestrian traffic, and free of surface hazards and obstacles.
  - e. A secure storage area is required to physically and environmentally protect motorcycles and other course equipment.
  - f. A classroom not located in a private residence that is large enough to seat all students and RiderCoaches comfortably and that contains at least one adequate desk or equivalent seating and writing surface for each student. Audiovisual equipment, including a chalkboard or equivalent, must also be available for use.
    9. Detail of registration procedures



10. Security
11. Documented Need of Additional Training Site in Area
12. Request for State assistance and subsidy, if needed
13. Copies of Licenses and other legal documents
14. Copy of resumes of all principals
15. Copies of Letters of Intent from suppliers, etc.

Once the application is received and found acceptable, the Program Administrator will review the potential sponsor and training site for suitability.

If the Administrator's review finds the potential sponsor is not acceptable the application may be denied. Based on an acceptable suitability report by the Administrator, the application must be submitted to the Governor's Advisory Board on Motorcycle Safety for approval or denial.

If all matters are found correct and the application is approved by the Governor's Advisory Board on Motorcycle Safety, the Administrator will submit application for a Rider Education Recognition Program (RERP) number from the Motorcycle Safety Foundation (MSF). If the training site offers S/TEP classes exclusively, the Administrator will contact the Evergreen Safety Council for approval.

After receiving the site RERP number, or after recognition by Evergreen Safety Council, the applicant will submit proof of adequate insurance to the Program. Coverage must be provided to protect all parties and entities involved in the training program. Program entities, participants and RiderCoachs must be covered. Minimum insurance requirements are:

- General Liability
  - \$1,000,000 per occurrence
  - \$2,000,000 Aggregate
- Blanket Accident (Medical) Insurance
  - \$10,000 Medical
  - \$1,000 Dental
- Motorcycle Comprehensive and Collision

After final approval, if the applicant has requested to be **contracted with the State of Nevada**, a formal agreement will be prepared between the applicant and the Nevada Department of Public Safety if the Administrator determines that the Program has **the resources to accommodate the sponsor**. The Program will then furnish the applicant with some of the required equipment, within budget limits.

If the applicant has not requested to be **contracted with the State of Nevada**, a formal Authorization and Letter of Understanding will be prepared between the applicant and the Nevada Department of Public Safety. This Authorization, once approved, will allow the applicant to begin rider training and will include the Program's authority to conduct Quality Assurance Visits and to take corrective measures, including termination of permission to operate a motorcycle training site.

The Program may revoke Authorization to offer motorcycle operator training if the person, organization or contractor:

- Cannot provide sufficient access, information and documentation to enable the Program to evaluate or re-evaluate the training.

Knowingly presents or allows to be presented to the Program any false or misleading information relating to the request for permission, or the continued presentation of motorcycle operator training.

Knowingly or recklessly disregards or fails to comply with a Program rule, regulation, procedure or curriculum standard regarding motorcycle operator training.

Knowingly allows a RiderCoach to give, or a student to receive, classroom or riding instruction if either exhibits any evidence of or effects from an alcoholic beverage, controlled substance or drug.

Knowingly allows a completion document to be issued to a student who did not meet the successful completion requirements of a course.

Fails to satisfy any part of a contract or agreement with the Program.

Additionally, sponsors must comply with the following Professional Standards for Training:

- Conduct courses that meet or exceed Program approved curricula standards.
- Assure two RiderCoaches team-teach all range exercises when there are more than 6 students. A maximum of 12 students may be taught on the range during instruction. An experienced RiderCoach may teach range exercises alone with a maximum of 8 students on the range.
- Provide the students, motorcycles, dealers, sponsors and RiderCoaches with adequate medical, liability and damage insurance.
- Use only Nevada state-licensed RiderCoaches to teach the courses.
- Submit any changes to the courses, range facilities, or standards to the Program prior to use. Changes may not be implemented unless approved in writing by the Program
- Keep the range facility free from pedestrian, animal or vehicle traffic. There should be no barriers that present an unsafe environment. The pavement should be suitable for riding maneuvers such as sharp turns. Range diagrams must be submitted to the Program **Administrator and the MSF** for approval prior to conducting a course.
- Take every possible precaution to ensure the safety of each student.
- Ensure all students and RiderCoaches wear protective gear when riding to include:
  - DOT compliant motorcycle helmet
  - Eye protection
  - Full-fingered gloves
  - Over-the-ankle footwear
  - Long-sleeved shirt/jacket
  - Sturdy, long pants
- Ensure training motorcycles are properly maintained in a safe condition and good running order.
- Give course completion cards only to graduates who successfully complete the course based on graduation requirements described in the curriculum.

- Keep course records of the names and addresses of students, course completion date, status of completion, and completion card numbers a minimum of one year. Keep records of all RiderCoaches who teach the courses for a minimum of three years. Keep individual student waivers for seven years.
- Respond promptly to all Program surveys.
- Monitor courses regularly to assure the RiderCoaches are following the guidelines and standards established for the courses.
- Ensure that calls and inquiries by potential students are handled in a professional manner.

# COURSE ADMINISTRATION

## (RiderCoach Requirements)

### 1. Use of licensed RiderCoachs

Sponsors must only use licensed Nevada RiderCoaches to teach any courses offered for motorcycle operation. RiderCoaches involved in course presentation must be certified for First Aid or ASMI and CPR.

### 2. Student/RiderCoach Ratio

- a. Using regular Nevada Rider licensed RiderCoaches the maximum number of students that can be taught in the classroom environment is 36 students.
- b. Using regular Nevada Rider licensed RiderCoaches, the maximum number of students that can be taught in the range activities is six per RiderCoach, not to exceed 12 students in any range activity.
- c. Using experienced Nevada Rider licensed RiderCoaches, the maximum number of BRC students that can be taught in the range activities is eight students. Experienced RiderCoaches are defined as those RiderCoaches who have previously taught eight classes or have been certified for the last three consecutive years and, have been monitored and approved by a RiderCoach Trainer.
- d. Classes shall not exceed a maximum of 12 students during range activities. For modified ranges this number will be reduced accordingly.

## (Student Requirements)

### 3. Enrollment Eligibility

- a. BRC & BRC 2 - License Waiver. Students must be at least 15 ½ years old and possess either a valid driver's license, a Nevada permit to drive or proof of completion of a driver's education class. It is important that the students have a prerequisite knowledge of the basic rules of the road. Students must also have the ability to balance and ride a bicycle.
- b. BRC 2 Skills Practice . Students must be a least 16 years old and possess a valid driver's license endorsed for motorcycle operation.
- c. ARC – Advanced RiderCourse. Students must have a valid motorcycle endorsement on their driver's license. Students must furnish their own motorcycle complete with insurance and registration.

### 4. Allowable Tuition

Sponsors holding contracts with the Program are allowed to charge no more than \$150 for courses. The applicable Nevada statute states:

**NRS 486.373 Program for Education of Motorcycle Riders: Eligibility; fee.**

1. A resident of this State who holds a motorcycle driver's license or a motorcycle endorsement to a driver's license or who is eligible to apply for such a license or endorsement may enroll in the Program.

2. The Director shall establish a fee of not more than \$150 for the Program.

(Added to NRS by 1991, 1065)

## 5. Waivers

All students participating in a course must read and sign the Program approved Waiver form before participating in any on-cycle activities. Students under the age of 18 must also have the waiver signed by a parent or legal guardian before participating in any on-cycle instruction.

For BRC classes, students should be provided the Waiver forms **when registering for a class or no later than** when they arrive **at the classroom**. The RiderCoach should not collect the signed waiver forms until reaching Unit 1's Action Step #5 found in the MSF RiderCoach Guide page 38. While handling this action step the RiderCoach must read the following text before collecting the Waiver forms. The RiderCoach must ensure that each student understands the content of the Waiver. The required text to be read is:

*“Some of you in this class may be learning to ride for the first time. Some may have limited experience and still others may have had lots of experience. This course is designed for the beginning rider; it progresses from simple to more difficult tasks. Your expectations may be to learn to ride or to improve your knowledge and skill. This course is designed to prepare riders for street riding and can accommodate those expectations.*

*Our responsibility as your RiderCoach's are to coach your on-cycle instruction in a safe and responsible manner. Experience has shown us that not everyone who enrolls in the course is ready to ride at this time. As your RiderCoaches we will do everything within our training and limits of safety to coach each of you to success. However, there is no guarantee that everyone who is enrolled in this course will successfully complete it. Unsafe conditions will not be allowed and we will release any student who, in our view, presents a safety hazard to themselves or others or repeatedly fails to respond to our coaching. Knowing that, in our opinion, you are not ready to ride safely in traffic at this time is valuable information that may help you survive.*

*Also, please note that printed on your Waiver form in paragraph two is the following text.*

I fully understand and acknowledge that: (a) there are **DANGERS AND RISK OF INJURY, DAMAGE, OR DEATH** that exist in my use of motorcycles and motorcycle equipment and my participation in the Motorcycle Safety Course activities; (b) my participation in such activities and/or use of such equipment may result in injury or illness including, but not limited to, **BODILY INJURY, DISEASE, STRAINS, FRACTURES, PARTIAL OR TOTAL PARALYSIS, OTHER AILMENTS THAT COULD CAUSE SERIOUS DISABILITY, OR DEATH**; (c) these risks and dangers may be caused by the negligence of the Safety Course Providers; the negligence of others, including other Safety Course participants; and may arise from foreseeable or unforeseeable causes; and (d) by participating in these activities and/or using the equipment, **I, on behalf of myself, my personal representatives and my heirs, hereby assume all risks and all responsibility, and agree to release the Safety Course Providers from any injuries, losses and/or damages**, including those caused solely or in part by the negligence of the Safety Course Providers, or any other person. If I have brought a motorcycle to use in the Safety Course, I also agree that this release applies to any damage that occurs to it during the Safety Course.

## 6. Student Furnished Materials

Students participating in a course must provide and wear the following protective equipment while participating in any on-cycle instruction:

- Sturdy pants
- Long sleeved shirt or jacket
- Full-fingered gloves, preferably leather
- Over-the-ankle footwear (no canvas, cloth, etc)
- DOT compliant motorcycle helmet (Loan helmets are available only for BRC students)
- Eye protection

## 7. Late Arriving Students

Since locating a specific training site and classroom can sometimes be challenging for a student unfamiliar with the area, students sometimes arrive after the starting time for the BRC, Unit 1. However, every student must know that there is a certain amount of risk involved in participation in the BRC. Therefore, if a student arrives at the BRC class after Study Question # 7 has been discussed, that student **must** not be permitted to stay in the class. The student should politely be dismissed and referred to the scheduling sponsor for any options.

Students arriving after the scheduled start time of the class, but before discussing Study Question # 7 must be individually briefed on the required text, reinforcing the Waiver content at the next break.

## 8. Passengers

Carrying passengers in range activities is only permitted in the BRC 2 Skills Practice and the Advanced S/TEP course. Passengers are **also** required to sign a liability waiver.

## 9. Proof of Insurance/Registration

Students who use their own motorcycles are required to show proof of insurance and proof of ownership (or written permission of owner) for the motorcycle being used in the class. RiderCoaches are responsible for reviewing the insurance, registration documentation and sound mechanical condition of the motorcycle before allowing any student's motorcycle to be used in range activities.

## 10. Dismissing Students

RiderCoaches should make every effort to improve student's skills. However, after making efforts and any necessary remedial coaching and noticing no improvement in meeting exercise objectives, it may be necessary to dismiss a student before the completion of a course. Both RiderCoaches should confer privately before reaching such a decision. Once the decision has been made to release a student, it must be final. RiderCoaches should

privately dismiss the student, reinforcing the student's successes, but also identifying what skills could not be developed.

The safety of the students and RiderCoaches is paramount for the course. RiderCoaches should use diligent observational skills to identify any component of missing skills from the student's performance and coach them to success. If remedial coaching produces no acceptable results, the student must be released for their safety as well as the safety of the other participants.

For future reference RiderCoaches should document the incidents that lead to the decision to release a student. Any rescheduling of dismissed students is left to the option of the sponsor.

## INCIDENT/ACCIDENT REPORTING

In the event of an incident or accident occurring during a course that results in injury, complaint of injury, possibility of an injury to a student or RiderCoach, and/or damage to a motorcycle, the following procedure must be followed:

- The RiderCoach must act with prudence and dispatch in dealing with the immediate medical needs of the injured party. This includes the administration of first aid **and calling for** medical services if necessary.
- If the incident is serious the Program Administrator, Sponsor and Site Coordinator should be immediately notified.
- The RiderCoach must **fully** complete the Incident/Accident Report. The report must include a detailed description of the events leading up to the incident, **student summary in their own handwriting**, detailed information about any injuries, medical remedy action taken, damage to motorcycles or other equipment, and witnesses to the incident. The RiderCoach should also consider creating a diagram of the incident.

Any reportable incidents or accidents occurring during a course must be documented on forms approved by the insurance carrier. An example of an incident would be a medical emergency encountered by a student or RiderCoach. An example of an accident would be any crash that caused damage or injury or, could later prove to have caused an injury. If the RiderCoach is in doubt as to whether the incident should be reported then the report should be filed.

It is the individual RiderCoach's responsibility to **complete the incident report and ensure it is delivered to the course sponsor. The Sponsor should keep one copy, send one copy to their insurance carrier, and send one copy to Nevada Rider Motorcycle Safety Program.** It is essential that these reports are mailed within 24 hours. The RiderCoach(s) should also retain a copy for their own personal records.

## SUCCESSFUL COMPLETION REQUIREMENTS

In order to qualify for a Completion Card, the BRC, BRC2 License Waiver, or S/TEP student must attend all sessions and pass the Knowledge Test with a minimum 80% grade. The student must also pass the Riding Evaluation with no more than 20 penalty points assessed.

If a student fails the knowledge portion of the class they may be re-tested once when time allows. If a student fails the riding evaluation he has effectively failed the course and must not be retested. The student may be eligible to sign up for a range only class if he successfully passed the knowledge test. Range only classes are at the discretion of the Training Provider.

The BRC2-Skills Practice student must attend all sessions to qualify for a Completion Card. Should a sponsor choose to use the optional end-of-course evaluations for the BRC2-License Waiver course, they should be used only to identify any weaknesses for the student. These evaluations are not a completion requirement.

The Advanced RiderCourse student must attend all sessions to qualify for a Completion Card.

RiderCoaches must issue each successful student a Completion Card signed by the RiderCoach. The Card must include the RiderCoach's MSF or S/TEP Instructor number.

## END OF COURSE REPORTING

After completion of a class the RiderCoach is responsible for documenting the class. The required documentation is:

- Class Completion report
  - Includes each student's name, address, and zip code
- Documentation of their completion status
  - Pass - A student who passed will have their completion card number transcribed in the appropriate box
  - Fail – Failed either the Knowledge Test or Skills Evaluation
  - Dropped – Student left the course prior to its conclusion, either by choice or by the RiderCoach's decision.
  - No-Show – Student was registered but failed to attend the course
- All test records
  - Knowledge Test answer sheet
  - Skill Evaluation score sheet
  - All student course critiques
  - Copies of any Incident Reports

The class completion package must be turned into the course sponsor for subsequent processing by the sponsor.

Copies of all **Incident Reports** must be forwarded to **Nevada Rider Motorcycle Safety Program<sup>sm</sup>** by the sponsor for final processing. The Program maintains records of all student **incidents** in **Nevada motorcycle** courses.



All Sponsors must log on to RES to enter their Class Completion data within 15 days of class completion.

#### USE OF VOLUNTEERS/RANGE AIDS

The use of volunteers or range aids is the decision of the individual sponsor. If volunteers or range aids are used they cannot be used for providing any instruction or coaching. They can be used to ride an exercise demonstration provided they have been instructed on correct technique and path of travel. Other common and acceptable uses for volunteers and range aids are; promotion, registration, equipment maintenance, and limited range use. Examples of range aid use are moving cones, starting and moving motorcycles, etc. Sponsors are encouraged to investigate the use of volunteers and range aids with their insurance carrier.

#### RECORDS RETENTION

Sponsors are required to maintain class records for one year. Records of all RiderCoaches who teach the courses should be kept for 3 years. Individual student waivers must be retained for 7 years.

# RIDERCOACHS

The Program recognizes only those individuals who have a certification from the Motorcycle Safety Foundation or the Evergreen Safety Council as either a RiderCoach or Instructor. The Program also recognizes those people who have certification from the Motorcycle Safety Foundation or the Evergreen Safety Council as either a Chief Instructor (ESC) or RiderCoach Trainer (MSF). The Program selects and recognizes RCTs working in Nevada. No other certifications are recognized by the Program.

## NEVADA RIDERCOACH LICENSE

Nevada law prescribes the initial requirements for becoming a licensed Nevada RiderCoach.

### **NRS 486.375 Qualifications of Instructors; standards for licensing Instructors.**

1. A person who:
  - (a) Is a resident of this State or is a member of the Armed Forces of the United States stationed at a military installation located in Nevada;
  - (b) Is at least 21 years old;
  - (c) Holds a motorcycle driver's license or a motorcycle endorsement to a driver's license issued by the Department;
  - (d) Has held a motorcycle driver's license or endorsement for at least 2 years; and
  - (e) Is certified as an Instructor of motorcycle riders by a nationally recognized public or private organization which is approved by the Director,
- ☞ may apply to the Department for a license as Instructor for the Program.
2. The Department shall not license a person as an Instructor if, within 2 years before the person submits an application for a license:
  - (a) The person has accumulated three or more demerit points pursuant to the uniform system of demerit points established pursuant to [NRS 483.473](#), or has been convicted of traffic violations of comparable number and severity in another jurisdiction; or
  - (b) The person's driver's license was suspended or revoked in any jurisdiction.
3. The Director shall adopt standards and procedures for the licensing of Instructors for the Program.  
(Added to NRS by 1991, 1065; A 1993, 1321)

An **out of state MSF certified RiderCoach** wishing to obtain a Nevada Motorcycle RiderCoach License must make application to the Program using the application available directly from the Program office. The submittal for a license must include the following information:

- Completed and signed application form
- 10 – year driver's license history for the applicant – available at the DMV
- Copy of their valid MSF or Evergreen Safety Council RiderCoach/Instructor Certification Card
- **Copy of their valid First Aid or ASMI and CPR certification card**
- Letter of recommendation from previous out-of- state sponsor

Once the Program receives the completed application package the Program will review the application to verify the applicant's compliance with licensing requirements. If the applicant is found to meet all requirements for licensing, the Program may license the applicant after completing an orientation session that includes Nevada specific enhancements. If the applicant is

found to not meet the requirements, the Program may deny licensing or ask for more information from the applicant to verify compliance.

The applicant must agree to teach the training courses in accordance with the Program's rules, regulations and standards. A Person must receive license privilege before teaching at a training site in Nevada.

**All** RiderCoachs are required to meet and maintain the following Professional Standards:

- Conduct courses that meet the standards of the curricula
- Correctly demonstrate all range exercises
- Correctly evaluate and coach student riding skills
- Maintain student safety to the highest degree possible
- Demonstrate safe riding habits by always wearing protective gear when riding to, from and during rider training activities, or when representing the Program in any capacity. Ideally, all protective gear is worn at all times.
- Currently operate a motorcycle on a frequent, routine basis, exclusive of operating a training motorcycle during course presentation
- Drive and ride free of alcohol and other drugs
- Keep a good driving and riding record
- Maintain First Aid **or ASMI** and CPR certifications
- Complete RiderCoach Professional Development as specified. Attend State seminars/updates when offered. At a minimum attend one Program sponsored update every two years. **On occasion the Program Administrator may require mandatory attendance.** If unable to attend required updates, attend the first 2/3 of a new RiderCoach training course
- Keep the Program informed of any personal address changes. Return Program surveys promptly
- State licensing acknowledges only that a person is licensed to teach courses in Nevada for which licensing requirements have been met. RiderCoach licensing may not be used as evidence beyond credibility to conduct courses.
- Conduct themselves in a professional manner that includes appearance and appropriate language exhibiting positive verbal and written messages, positive interaction with others that is free of intimidation or threat and which is consistent with the best interest of the Program and its mission
- State licensing does not authorize a person to make public statements on issues related to motorcycle safety on behalf of the Program, to serve as an expert witness on motorcycle safety issues, or to address the public on matters outside the curricula presentation, primarily on the basis of state licensing and does not imply representation of the Program

- RiderCoaches are encouraged to support motorcycle safety programs and are not prohibited by the Program from speaking to the media, participating in a legislative or legal process or expressing their opinions as private citizens.

Once licensed, a RiderCoach must continually maintain the standards identified in NRS 486.375 and this publication.

Failure of RiderCoaches to comply with policy and procedures and failure to comply with curriculum requirements can have serious legal and financial ramifications to the program.

Failure to comply with the Motorcycle Safety Program policies and procedures can result in removal from the program. A probationary period may precede removal from the program. Verbal or written warnings may precede the probationary period or removal from the program. The decision for probation or removal from the program is up to the discretion of the Program Administrator, based on the seriousness of the situation. Items which may lead to probation or removal from the program are: failure to provide professional and courteous customer service, deliberate actions contrary to the Program policies and procedures, refusing to comply with curriculum standards (i.e. deviating from the RiderCoach Guide and Range Cards), allowing more than the maximum number of students on the range, disregarding requests/orders from the Program Administrator **and actions or inaction that subjects students to undue risk or that compromises their safety.**

## NEW RIDERCOACH TRAINING

A person wishing to be certified as a RiderCoach in Nevada may attend a **RiderCoach Preparation Course** or Evergreen Safety Council sponsored Instructor Preparation Course. An interview with the person, referred to as a RiderCoach Candidate, will be conducted for suitability with the mission of the Program. If the candidate is found to **suitable**, an application package must be submitted by the candidate to the Program. Once accepted into a RiderCoach Preparation Course or RCP, the candidate must meet the requirements of the course. The requirements are:

- Audit at least **three** Basic RiderCourse classes at a site before the beginning of the course
- Participate in a Basic RiderCourse within the previous **year**
- Pay the designated tuition to the Program
- Complete a pre-course homework assignment before the course begins
- Pass a qualifying riding skills test
- Attend all sessions of the course
- Pass a written knowledge test
- Pass student teaching assignments

Once a person has successfully passed the **RiderCoach Preparation Course**, and has obtained a state license for motorcycle instruction, they must team-teach their first three classes with an experienced RiderCoach as defined in the Administration chapter.

## FITNESS REQUIREMENT

Teaching students to ride requires RiderCoaches have a certain level of fitness to ensure a quality training experience and to ensure safety for everyone on the practice range. New and currently certified RiderCoaches must be able to:

Lift to upright, tipped over training motorcycles, 60 lbs. boxes containing instructional material, and gas cans weighing up to 40 lbs.

Push/pull training motorcycles weighing 300-480 lbs.

Bend repeatedly, hold arm/hand signals, and/or signs upright, and walk quickly when needed.

Stand for long periods of time (up to eight hours).

## CONTINUING RIDERCOACH RE-TRAINING

The Program will offer annual **Professional Development Workshops**. These workshops are designed for the continued development of Nevada RiderCoaches. This re-training is offered in a fashion that all RiderCoaches have an equal opportunity for attendance.

RiderCoaches must attend at least one Program sponsored workshop every two years to maintain license requirements. **On occasion mandatory attendance may be required.** If a RiderCoach is unable to attend a workshop in a two year period, then the RiderCoach can attend the first portion of a regularly scheduled RiderCoach Preparation course or RCP up to the beginning of the student teaching phase of that course to satisfy this requirement.

Any RiderCoach who may be required to drive a State owned vehicle will be required to participate in a State sponsored Defensive Driving course.

## SOCIAL NETWORKING POLICY

### 1. PURPOSE AND SCOPE

This policy is intended to address issues associated with employee use of social and professional networking sites and to provide guidelines for the regulation and balancing of RiderCoach speech and expression with the legitimate needs of the Program.

Nothing in this policy is intended to prohibit or infringe upon any RiderCoach's communication, speech or expression that has been clearly established as protected or privileged.

### 2. APPLICABILITY

This policy applies to all forms of communication including, but not limited to, film, video, print media, public or private speech, use of all Internet services, including the World Wide Web, e-mail, file transfer, remote computer access, news services, social networking, social media, instant messaging, blogs, forums, video and other file-sharing sites.

### 3. POLICY

Nevada Certified Motorcycle Safety RiderCoaches occupy a trusted position in the community, and thus, their statements have the potential to contravene the policies and performance of this Program. To achieve its mission and efficiently provide service to the public, the Nevada Rider Motorcycle Safety Program<sup>sm</sup> will carefully balance the individual RiderCoach's rights against the Program's needs and interests when exercising a reasonable degree of control over its RiderCoach's speech and expression. Any violation of this policy may be met with administrative action up to and including the de-certification of the RiderCoach involved.

### 4. SAFETY

RiderCoaches should consider carefully the implications of their speech or any other form of expression when using the internet. Speech and expression that may negatively affect the safety of other RiderCoaches or Program employees, such as posting personal information in a public forum, can result in compromising an RiderCoach's home address or family ties. RiderCoaches should therefore not disseminate or post any information on any forum or medium that could reasonably be anticipated to compromise the safety or privacy of any RiderCoach, an RiderCoach's family, associates or Program employees.

### 5. PROHIBITED SPEECH, EXPRESSION AND CONDUCT

To meet the Program's safety, performance and public-trust needs, the following is prohibited:

- (a) Speech or expression made pursuant to an official duty that tends to compromise or damage the mission, function, reputation or professionalism of the Nevada Rider Motorcycle Safety Program<sup>sm</sup>, its employees or RiderCoaches certified by the Program.
- (b) Speech or expression that, while not made pursuant to official duties, is significantly linked to, or related to, the Nevada Rider Motorcycle Safety Program<sup>sm</sup> and tends to compromise or damage the mission, function, reputation or professionalism of the Nevada Rider Motorcycle Safety Program<sup>sm</sup> or its employees and RiderCoaches.
- (c) Posting, transmitting or disseminating any photographs, video or audio recordings, likenesses or images of Program logos, marked vehicles, equipment or other material that specifically identifies the Nevada Rider Motorcycle Safety Program<sup>sm</sup> on any personal or social networking or other website or web page, without the express written permission of the Program Administrator.
- (d) Failure to take reasonable and prompt action to remove any content that is in violation of this policy and/or posted by others from any web page or website maintained by the employee (e.g., social or personal website).

### 6. PRIVACY EXPECTATION

Employees and RiderCoaches forfeit any expectation of privacy with regard to anything published or maintained through file-sharing software or any Internet site open to public view (e.g., Facebook, MySpace, LinkedIn).

# EQUIPMENT/FACILITIES

## MOTORCYCLES

Motorcycles used in the presentation of the BRC must be street legal, two-wheeled motorcycles and meet two of the following three criteria (as published by the original equipment manufacturer/distributor):

- Engine displacement of 500cc or less
- Un-laden weight of 400 lbs or less
- Seat height of 30 in or less

Training sponsors are required to provide suitable training motorcycles for the students use in a BRC. Such motorcycles must be maintained in sound mechanical condition and a cosmetic condition that does not detract from the professionalism of the course.

The Program will provide to contracted course sponsors suitable motorcycles for the BRC. The amount of motorcycles available for distribution is dependent on inventory and budget constraints. These motorcycles are for use in an approved BRC motorcycle course only and cannot be used for any other purpose. Any unauthorized use of motorcycles is cause for the forfeit of such motorcycles from the contract sponsor. Sponsors that are loaned Program motorcycles are responsible for the maintenance, overall condition and, if necessary, the replacement of a motorcycle if a loss is incurred while the motorcycle is in the care of such sponsor. Sponsors are additionally required to insure the motorcycles against damage and loss.

## STUDENT OWNED MOTORCYCLES

Students may use their own motorcycles to take the BRC, BRC2 and ARC. These motorcycles must meet the criteria identified above if used in a BRC. Personal motorcycles used in any course must also pass a safety check (T-CLOCS) performed by the RiderCoach. The student must also provide satisfactory proof of ownership and that the motorcycle is insured. The student is responsible for transporting the motorcycle to and from the training site each day. Storage of a student owned motorcycle at a training site is forbidden.

Custom modified motorcycles such as those with extended front forks are not permitted for use during the courses. A motorcycle may be rejected by a RiderCoach if it fails to meet the requirements of this section or if, in the discretion of the RiderCoach, the motorcycle is unsafe for the rider, a RiderCoach, another student, or any other person permitted in the riding area. A motorcycle may be deemed unsafe because of modification, damage, lack of maintenance, non-standard configuration or any other substantial safety reason.

## SCOOTERS

Student owned scooters, mopeds or motorcycles with a power drive system that does not require the operator to shift gears may be used in the BRC and BRC2. This equipment must meet the requirements identified in this section.

If a student that is operating a scooter or similar vehicle with an engine displacement of 50cc or less is successful in passing the BRC, the words “Q only” must be boldly written across the face of the completion card. If the student is successful in passing the BRC range portion with a motorcycle 90cc or less, the words “U only” must be boldly written across the face of the completion card.

## MOTORCYCLE STORAGE

The motorcycle storage area must protect the motorcycles and equipment from theft, fire, the environment and must remove the stored equipment from public view. The storage area should be located close to the range area but not infringe on the run-off area of the range. The area must provide safe access by which to remove/return motorcycles and equipment. When storing motorcycles at fixed sites special care must be taken that:

- Keys are removed
- Fuel valves are off for valves with an off selection
- Motorcycles are locked inside a physical barrier capable of discouraging theft

Students are not allowed inside the storage area. Motorcycles must be moved in and out of the storage area by RiderCoaches only. Insurance claim investigators have shown that former students are primarily responsible for the theft of training motorcycles as they know the security precautions used and how to defeat those measures.

## MOTORCYCLES IN BRC2 CLASSES

Training motorcycles or student owned motorcycles may be used in the BRC2-License Waiver and the Skills Practice as long as the motorcycle is “street-ready”. Any motorcycle that poses a safety hazard is not allowed. RiderCoaches are required to inspect each motorcycle for suitability, using the standard T-CLOCS procedure. Students are required to show the Nevada Proof of Insurance form as well as proof of ownership or written permission from the owner prior to the RiderCoach allowing that student to participate in range activities. If the motorcycle is registered out of state the student must furnish satisfactory proof to the RiderCoach that the motorcycle has current adequate insurance. Students are also required to indicate their insurance information on the Student Waiver form.



## MOTORCYCLES IN ARC CLASSES

Motorcycles should not be used unless they are well maintained and in proper operating condition. RiderCoaches make the final determination as to the appropriateness of a motorcycle.

Motorcycles that have been modified or that have aftermarket equipment added may be permitted as long as there are no detrimental effects regarding safety and learning. The course is specifically designed for single-track, two-wheeled motorcycles.

## RIGS IN S/TEP CLASSES

Standard motorcycle/sidecar rigs are acceptable. Rigs that are free-leaning are not acceptable. Trikes must have brakes on all wheels and cannot be auto-based. The "Lehman Trike" type design where the rig is motorcycle based and CanAm Spyders are authorized.

## MOTORCYCLE HELMETS

Sponsors are required to offer loan helmets for students attending the BRC. Program contract sites will be provided suitable loan helmets for the student's use. All helmets must be US DOT compliant motorcycle helmets.

When using loan helmets sponsors must provide a sanitary liner for the student's use. Such liners are available commercially.

## OTHER RANGE EQUIPMENT

The sponsor will provide the following equipment for use in course presentation:

- Telephone or other means of rapid emergency communications available within a reasonable distance
- Cones
- Safety equipment (adequate first aid kit, fire extinguisher, emergency numbers)
- Motorcycle supplies (plugs, levers, oil, fuel)
- Tire pump/air compressor
- Range materials (score sheets, stopwatch)

## CLASSROOM EQUIPMENT

The sponsor will provide a suitable, comfortable classroom for use. The classroom should have access to restrooms. The classroom must have a chair for each student along with a writing surface. Other equipment that is required but not limited to is:

- Classroom equipment (chalkboard, easel, markers, etc)
- Rider Handbook
- Registration and Waiver forms
- Required audiovisual equipment for course presentation (i.e. TV, DVD player, screen, chalkboard, etc.)
- Any required handouts

## RANGE FACILITY

Range guidelines contained in MSF curricula require a paved area approximately 200 by 300 feet. The area must be reasonably flat and free of obstructions such as potholes, islands, dips, poles, etc. The area must be able to be secure against vehicular and pedestrian traffic and free of debris that would cause reduced traction. Range areas smaller than the recommended dimensions could be adapted. Sponsors desiring to use a non-standard size range should contact the Program for assistance during the application phase for help in determining suitability, student/RiderCoach ratios and any necessary exercise adjustments. Early approval of ranges saves time and disappointment since ranges that do not meet adjusted standards will not be approved or used.

Before areas can be used for motorcycle training the proposed range must be accepted and approved by both the Program and MSF.

# QUALITY ASSURANCE

## PURPOSE

Program quality assurance is conducted by using a Quality Assurance Visit (QAV) or by using the Secret Shopper Program. This review process is a tool used to verify that sites are in compliance with the Program standards. These reviews also are utilized to improve and expand the Program as well as provide valuable technical assistance. Sponsors must allow Program representatives access to their sites and RiderCoachs for such visits.

## SCHEDULING OF QAVs

Each sponsor and site will be reviewed at least once annually. The reviews are performed by either the Program Administrator or a RiderCoach Trainer/Chief Instructor under contract with the Program

## SECRET SHOPPER PROGRAM

The Secret Shopper Program uses a RiderCoach from an area remote to the site being visited. The Program selects this person, assigns direction, and reviews reports required as a result of the program. If corrective action is required, any action by the Program is outlined in the “THE QUALITY ASSURANCE VISIT REPORT” section later in this chapter.

## QAV FOCUS

There are two types of Quality Assurance Visits.

A “Site” QAV encompasses all aspects of a site’s operation and administration. The QAV will review the range, storage and classroom, inventory of state-owned equipment, student satisfaction surveys and curriculum delivery. RiderCoaches are also observed during the presentation of a regularly scheduled course and are evaluated on providing consistent, current, safe curriculum that meets the Program standards. **A Site QAV may be conducted by a RiderCoach Trainer or the Program Administrator.**

A “**RiderCoach**” QAV is used to observe and evaluate RiderCoaches in both the classroom and range activities. Although the purpose of a **RiderCoach** review is primarily to evaluate RiderCoaches, site deficiencies may also be noted when appropriate. **A RiderCoach QAV may be conducted by a RiderCoach Trainer, the Program Administrator or a Quality Assurance Team member.**

## PROCEDURE - SITE QAV

Once the Program has selected a scheduled class for a QAV, the Program may notify the sponsor and ask for preliminary documents. Examples of documentation are statistics, proof of insurance, etc. Unannounced QAVs may also occur.

The RCT or **Program Administrator will** arrive prior to the start of the class to meet with the RiderCoaches and advise them of the purpose of the visit. The demeanor of the reviewer **will** be one of advisory and not adversarial. The reviewer **will** not interrupt any session except if there is an obvious and flagrant safety consideration which may result in injury to a participant or RiderCoach. If such a situation arises, the reviewer should immediately inform the RiderCoach of the action necessary to correct the problem.

Minimum observation requirements for the BRC are found in the BRC curriculum. They are Units 3 or 4 and, range exercises 1 thru 9 or 10 thru 17. The reviewer will also score the Skills Test alongside the class RiderCoach. Test scores should be identical. Minimum ERC observation requirements are Classroom Cards 2 thru 7 and range exercises 4 thru 7.

After completing the QAV the reviewer should briefly discuss the results with the RiderCoaches, citing both excellent and improvement areas. Suggested opportunities for improvement should also be discussed.

#### PROCEDURE – RIDERCOACH QAV

The **RCT, Program Administrator or QA Team member** will observe and evaluate RiderCoaches in class room and/or range performance. **The RiderCoach** Quality Assurance Visit will generally not exceed four hours. The purpose of a **RiderCoach** QAV is to ensure the RiderCoach is adhering to safety and curriculum requirements and to suggest ways to improve teaching techniques.

#### THE QUALITY ASSURANCE VISIT REPORT

A formal report must be written and provided to the Program within 10 days for both Site and RiderCoach Quality Assurance Visits. Areas of concern should be referenced as well as areas of excellence. When addressing areas of concern, specific performance observed vs. preferred performance, must be identified. Observations noted should be clear and concise with each representing specific **issues** on objectively based standards. Reviewers will use the approved Program report which provides both a narrative and summary statement. Reports containing only negative information can create a negative environment between the Program, sponsor, reviewer, RiderCoach and students.

The Program **Administrator** will review the report and forward a copy, with cover letter, to the sponsor. If warranted, the report and letter will identify any corrective actions required by the sponsor. If corrective action is required for sponsor related deficiencies, a written response by the sponsor, after implementing corrective action, will normally be accepted as proof of correction. However, under certain circumstances additional QAVs may be required. Should non-compliance issues remain, the Program can resort to revocation of sponsor training approval.

RiderCoach deficiencies will also be noted. Depending on the severity of the issues, the Program can resort to a variety of remedial approaches, ranging from additional QAVs, mandatory refresher workshops, mandatory attendance at a RiderCoach Preparation course and progressive discipline up to and including revocation of the RiderCoach **license**.

#### LIMITATIONS

The QAV process has some limitations. The reviewer observes only a portion of the RiderCoach's teaching activity during selected parts of the class. Although the intent of the QAV is to improve the quality of the training and to assure compliance on the day of the visit, the process does not guarantee continued compliance with the Program standards