

Nick Davolt – 2018 SMSA Outstanding Individual Award Recipient

Beginning in November of 2016 Mr. Davolt began assisting efforts to fundamentally change operating assumptions of the CMSP Quality Assurance Program. In May of 2017 he was promoted and given directorate responsibilities for the QA program including Site Compliance and Instructor Development.

Mr. Davolt implemented a three-part revitalization of the QA Program:

1. The Site Compliance program now includes more (and more timely visits) to Sites to determine contract, equipment and school compliance and customer satisfaction. It concentrates on improving school performance of safety deliverables. QA visits are, for the first time, non-interruptive with teaching staff interaction with teaching initiated only by teaching staff. Instructional issues are handled as a separate element from Site Compliance. The result is a more receptive teaching staff that cooperates more fully for Site Compliance.
2. The Instructor Development effort is now defused. All teaching staff has been enlisted in a peer level observational modality. Using follow-up methods that are less combative and more readily received, teaching staff reports a better understanding and greater propensity for action. This is a direct result of removing the immediate consequence and defense cycle that results from a formalized evaluation.
3. The implementation of a Secret Shopper program now mirrors, enhances and verifies the efforts of the California Highway Patrol. The program concentrates solely on teaching staff concerns. When transgressions become more serious, the secret shopper (posing as a student or as an instructor-in-training) verifies and documents concerns. In this way the direct experience of the secret shopper bares directly on the objections of instructors and ultimately becomes the justification for termination, or more often, retraining.

What others are saying:

James Tsukamoto – 2017 CMSP Instructor of The Year

“As a CMSP instructor who has experienced the QA program both before and after Nick Davolt’s involvement, it’s clear to see that his dedication to the betterment of the California Motorcycle Safety Program has shown a notable increase in instructor moral, efficacy, and drive to improve. Nick’s overhaul of the way that instructors, sites, and managers/administrators are evaluated and held accountable has encouraged the “good guys” to improve and weeded the “bad apples” out of the program. His passion for motorcycle safety is apparent in his accomplishments as the State Quality Assurance Manager.”

Sue Taylor- 2017 CMSP Instructor Mentor of The Year

“Nick’s dedication to the betterment of the CMSP program is tireless. He came into the position that was a true challenge. The previous process was working, but Nick envisioned a much higher level of success. Success being defined as improvements and standards for sites, instructors, maintenance, admin, owners, etc.- everyone involved at all levels -ultimately meaning a better/safer program for our customers. The biggest challenge was weeding out instructors that did not reach those minimum standards. In the past, they would simply move from site to site continuing to pollute the program. Nick worked with his own team to improving the conditions for everyone, truly wanting to make this program the best it can be. Nick’s goal was clear. If he could fix something he would, if it was unfixable, well, then it was time to part ways. At times this was painful for not only the instructor(s) but also the owner and site managers but absolutely necessary to the future and growth of the program. He didn’t always make friends, but the facts clearly supported the decisions. It was a tough job and he tackled it head on and continues to - tirelessly. He believes in the process and the program and works everyday with those goals in mind.”

Andrea Sarvetnick – 2016 CMSP Instructor Mentor of The Year

"Nick Davolt has been and continues to be the driving force in revolutionizing the QA program. He has changed the very culture of how QA members interact with Instructors, inspiring compliance and agreement, resulting directly in well equipped, knowledgeable instructors who are eager and better able to deliver more effective CMSP classes. This

overwhelmingly positive change has had a resounding effect readily apparent across the whole state of California."