

# International Motorcycle Safety Alliance



# International Motorcycle Safety Alliance

- What it isn't
- What it is
- How it started
- What we talked about in first meeting
  - Policies and procedures related to instructors
  - Student success and safety
  - Policies and procedure related to range incidents
  - Range incidents
  - Quality Assurance measures
  - Range design and surface concerns
  - Legal Challenges
- Examples of what came out
  - Cool documents
  - Other states doing the same thing
  - Using each other's findings and expertise
  - Supporting each other
  - We're not standing alone





HIRING



SEARCH



PARTNERSHIP

# RECRUITMENT



CANDIDATE




REQUIREMENT



SKILLS

- Informational Session
- Word-of-Mouth
- Instructor Recommendations
- Dealerships
- Past Students
- Saved by the Helmet Program
- Become an Instructor Outreach
- Law Enforcement



 **Becoming a *STAR* Instructor**  
Skills Training Advantage for Riders

You have received this because the *STAR* Team has recognized qualities in you that make you a potential candidate for becoming an Instructor!





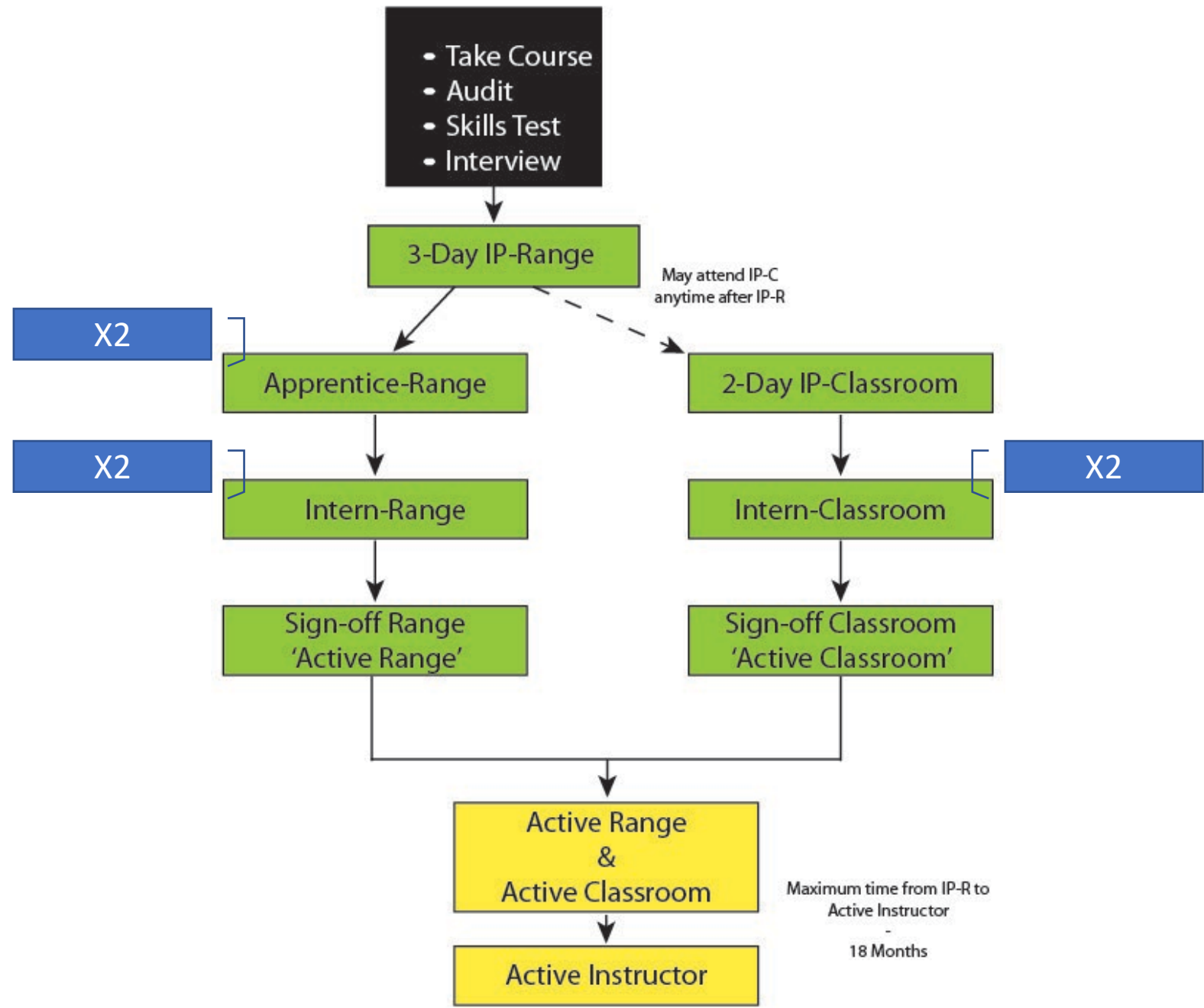
**Certification Process**

- Information Session
- Participate in a course
- Pass a Skills Evaluation
- Pay tuition
- Successfully Complete the Instructor Preparation Course
  - 3 virtual sessions – 1 night a week for 2 hours
  - Pre-Course Assignments
  - 4 weekends on the range
    - 2 with just candidates
    - 2 with students





# INSTRUCTOR TRAINING PROCESS







# Recertification Criteria



- Attend mandatory update(s)
- Complete on-line trainings
- Instruct a minimum number of courses per year

# Avenues to Higher Credentials/Qualifications

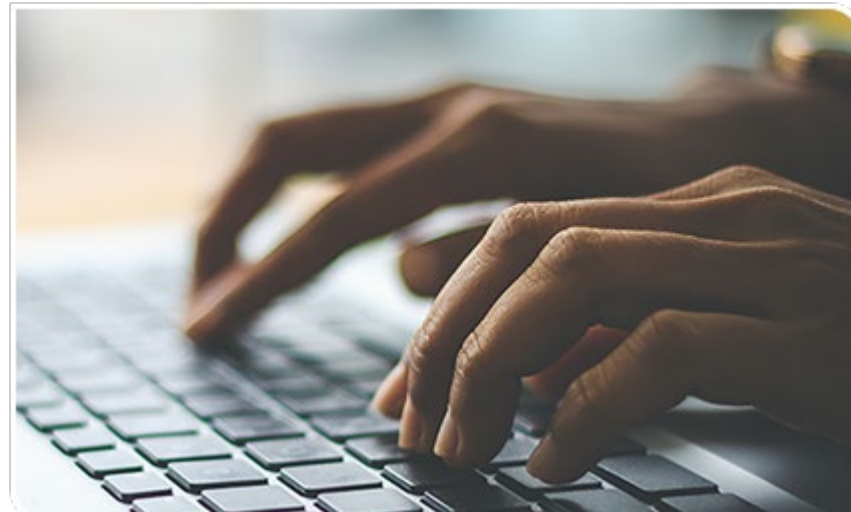


improvement  
continuity





- Online training
- Range trainings
- Track Days
- Advanced Rider Trainings
- Demo Days



# Remedial Training/ Handling HR issues



- Quality Assurance
- One-on-One with a lead instructor
- Chief Instructor Intervention
- Recertification through an Instructor Preparation Course





# Team building/esprit de corps/instructor engagement





- Annual Awards
  - Peer Nominated
  - Staff Picks
  - Years of Service
- Instructor Recognitions at Safety Events
- Instructor Outings
- Student feedbacks with posts on social media
- Advanced training
- Instructor Rides







**Student  
success  
and safety**



A long, straight asphalt road stretches towards a vibrant sunset. The sky is filled with colorful clouds in shades of orange, pink, and purple. In the distance, a lighthouse or tower is visible on the left side of the road. The road has white dashed lines in the center and solid lines on the sides. In the foreground, the word "SUCCESS" is painted in large, bold, white letters on the pavement. A white arrow points upwards from the word towards the horizon.

How should we define student success?

Factors in program for student success

**SUCCESS**



# Student dismissal policy and procedure





# Course Exit Form

# COURSE EXIT

ABATE of Indiana Motorcycle Safety Division

PO Box 665, Bargersville, Indiana 46106 • 800-232-2283 • 317-422-8040 • www.abateonline.org

After counsel with my instructor

I have been advised not to continue (COUNSEL OUT)

I have decided not to continue (INCOMPLETE)

Both of the above (COUNSEL OUT)

Occurred during    \_\_\_ BRS    \_\_\_ EVAL    \_\_\_ OTHER

Circle Exercise # 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Each exercise has a specific objective. These objectives are critical riding skills. All of these skills are needed for successful completion of the course. The following is a list of these critical skills:

SKILL	OBJECTIVE MET?	
Head and eyes up (visual control)	Yes	No
Attaining sufficient speed for stability	Yes	No
Smooth clutch control	Yes	No
Riding fast enough to require leaning	Yes	No
Turning by pressing the hand grip	Yes	No
Leaning and turning in the direction of the turn	Yes	No
Braking and shifting simultaneously	Yes	No

Other \_\_\_\_\_  
\_\_\_\_\_

Instructor \_\_\_\_\_ Instructor \_\_\_\_\_

To be completed by student:

Student name \_\_\_\_\_ Site \_\_\_\_\_

Student comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Student signature \_\_\_\_\_ Date \_\_\_\_\_



End of course debrief aim and content



iStock™

Credit: RUSSELLTATEdotCOM



# Quality Assurance

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- Risk assessment and response
- Threats and mitigation efforts
- Compliance
- Customer service





# Range risk assessment and response

## Assess

- Google earth
- In person visits
- Reported issues
- Historical records

## Prioritize

- Identify all risk factors explicitly
- Create Tier 1, 2, 3 lists based on high to low risk
- Eliminate all tier 1 risks for a given year

## Form action plan

- Identify desired outcomes
- Establish resolution timeframe
- Assign staff responsible
- Periodic follow-up
- Documentation

# Threats and mitigation efforts

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- Student preparedness
- Fleet break-in and service
- Rising costs
- Instructor positions
- Program awareness and resistance to change
- Inclement weather
- Legal action





# Compliance

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- Site
- Training
- Skills





# Site Compliance



- 
- Schedule of inspections
  - Administrative post-audit process
  - Review of resolutions





# Training Compliance



- Allows for the analysis of trends in program
- Informs annual update content and communications
- Identifies which instructors need additional support to meet program standards





# Skills Test Compliance

- 
- Procedure and standards are covered in initial instructor training
  - Most have a professional development workshop available for instructors
  - Team Oregon piloting an independent experienced auditor scoring



# Customer Service



- 
- Frontline admin staff takes call/email
  - If frontline employee can not resolve, then student desires escalation
  - Manager is assigned to resolve



Skills Training Advantage for Riders





In 2022 Idaho *STAR* had 133  
reported accidents

Skills Training Advantage for Riders

# Break down

Total **133**

- Boise **18**
- Denise Dillon Boise **30**
- Idaho falls HD B1 **20**
- Idaho Falls **6**
- Lewiston **18**
- Nampa **17**
- Pocatello **11**
- Priest River **2**
- Twin Falls **11**

Total **133**

- Basic I **44**
- Basic II **3**
- Intro **2**
- IRT **1**
- ON Basic I **63**
- ON Basic II **7**
- RPS **1**
- Staging **12**

Skills Training Advantage for Riders



New Form implemented for the 2023 season

**Idaho STAR Program Accident/Incident Report**

This report must be completed for ANY accident/incident regardless of how minor or severe. Fill out a separate report for each person/motorcycle involved. Questions should be directed to the STAR office, (208) 839-4540. For emergencies, first call 9-1-1, then call the STAR On-Call, (208) 839-4554.

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Site: \_\_\_\_\_ Instructor: \_\_\_\_\_

Course Name: \_\_\_\_\_ Ex. #: \_\_\_\_\_  Staging STAR Bike #: \_\_\_\_\_  
(if applicable)

Person Involved:  Instructor  Student  Other: \_\_\_\_\_

Person's (legal) Name: \_\_\_\_\_

**Nature of Injury (check all that apply):**

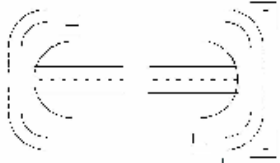
- None
- Complaint of Pain
- Heat Exhaustion
- Abrasion/Contusion
- Dislocation
- Other: \_\_\_\_\_
- Burn
- Sprain/Strain
- Cut/Puncture
- Fracture
- Shock/Faint

**Person/Incident Required (check all that apply):**

- On-Site First Aid
- EMS Contacted
- EMS Transported
- Refused Medical Care

Location of Injury: \_\_\_\_\_

Person's Account: \_\_\_\_\_  
 \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_



(Indicate location and instructor positions)

**Instructor's Report (for on-range incidents):**

Approximate Speed: \_\_\_\_\_ Impact (check one):  None  Low  Moderate  Significant  
 Surface Condition (check all that apply):  Dry  Wet  Snow  Debris  Other: \_\_\_\_\_  
 Weather Condition (check all that apply):  Dry  Rain  Snow  Wind  Other: \_\_\_\_\_  
 Helmet Type (check one):  Full Face  Three-Quarter

**Contributing Rider Errors (check all that apply):**

- Abrupt Throttle
- Stop in Turn
- Loss of Balance
- Other: \_\_\_\_\_
- Abrupt Clutch Release
- Failure to Yield
- Failure to Deploy Side Stand
- Over-Braking
- Under-Braking
- Higher Speed than Required
- Struck Obstacle: \_\_\_\_\_

Instructor's Narrative (attach additional pages as needed for any section): \_\_\_\_\_

**Damage (check all that apply):**

- Left Side
- Right Side
- Bent Lever(s) - Replaced? YES or NO (circle one)
- Out of Service
- Property Damage (explain and include photos): \_\_\_\_\_

**Motorcycle Information (for personally-owned vehicles):**

Last 6 of VIN (or submit photo of the VIN plate): \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

Student Completion Status (check all that apply):  Dropped-Day 1  Dropped-Day 2  Completed

Instructor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Working with Janice and other rider programs Sunshine adopted a new more robust form.

Designed to help protect the instructor and program if a student files a lawsuit.

Includes more information that will help us find contributing factors.

Instructors are expected to fill out an accident form every time a student and or an instructor drops a bike.

Its also recommended for any instructor trip and or fall.

This includes tip overs no matter how gentle. This form does take more time to fill out and is expected to be completed at the next break.

Form is also on Idaho STAR mobile app and can be filled out digitally. The student can either fill out paper form or use instructors phone at the instructors discretion. It is recommended to instructors to delete the form off their phones once paperwork is submitted.

# Using already existing tools

Instructors can use their phones to take a picture and write down notes while talking to student.

Information gathered

Time Stamp

bike #

bike damage if present

Site location

Location on range

other notes as needed

Recommend deleting after forms are submitted.



Student bike exercise 17, student self selected out.  
Bike damage none

Sunday • Apr 9, 2023 • 10:13 AM

[Adjust](#)

IMG\_0845

Apple iPhone 14 Pro Max

HEIF

Main Camera — 24 mm f1.78

12 MP • 3024 × 4032 • 3.4 MB

ISO 80 | 24 mm | 0 ev | f1.78 | 1/1880 s



Skills Training Advantage for Riders



- ACCIDENTS/INCIDENTS

- An Accident/Incident Report must be completed for ALL accidents or incidents (on or off the bike), regardless of damage to person or property. If the Instructor is in doubt as to whether the accident/incident should be reported, then an Accident/Incident Report should be filed. Instructors will not be disciplined for submitting any Accident/Incident form. Punitive action is taken only when an Accident/Incident *should be* submitted and is *not*. Accident/Incident reports may be submitted on a paper form or via the Field Support App. Either way, the report must be filled out entirely and accurately.

Skills Training Advantage for Riders

### ***Accident/Incident Emergency Situations***

**If extreme personal injury, illness, or danger exists, or you suspect exists, immediately call 911.**

Under no circumstances should any **STAR** Instructor or Staff member transport a student in a personal vehicle. Even if the student requests a family member come to get them, call EMS (911). There is no fee for EMS to come check them out.

The injured/ill person may choose to decline transport via ambulance once EMS arrives. However, if you do your due diligence in calling them to the scene, it should release you from liability once in the care of EMS. Call twice if the injured/ill person refuses care but start to deteriorate quickly. Any time 911 is called, it is imperative that you call On-Call (208-639-4554) as soon as possible to inform them of the incident/accident.

Skills Training Advantage for Riders





### ***Emergency First Aid***

Instructors who are NOT first aid trained should never administer care to individuals, as this may result in personal liability. The program in no way requires Instructors to provide first aid to any individual but will provide first aid supplies in all training facilities for individual use. Use safety precautions, such as coverings for yourself (gloves and/or mask) if you touch a person or substance or provide CPR. Assess and evacuate the area if necessary. If trained, voluntarily provide care and aid assistance to the level of your training and/or call for emergency care if needed.

Skills Training Advantage for Riders

# What Causes accidents in training

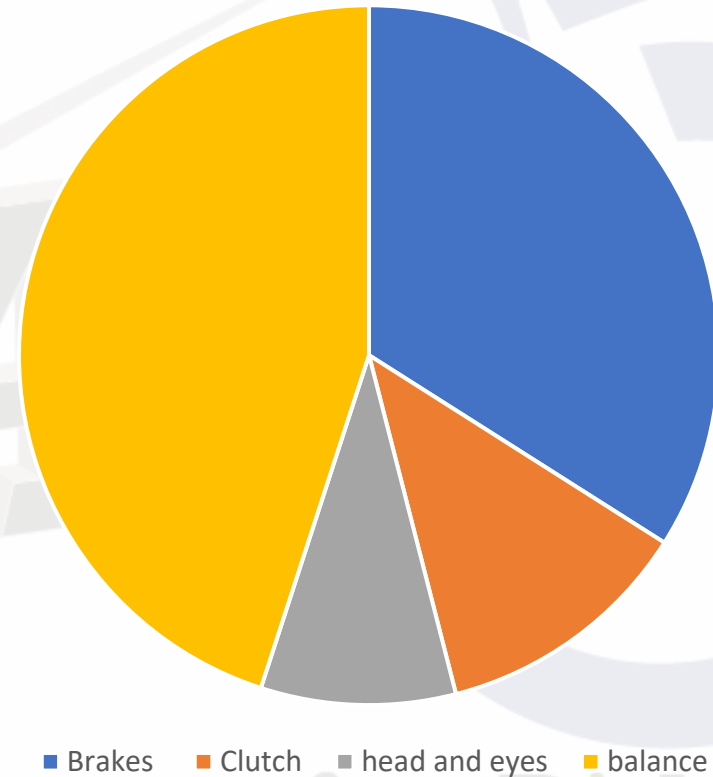
- Data analysis, statistical limitations, and admin response.
  - Crashes that stem from poor coaching; countermeasures
- Top two crash causations factors in your program; reasons why; possible countermeasures.



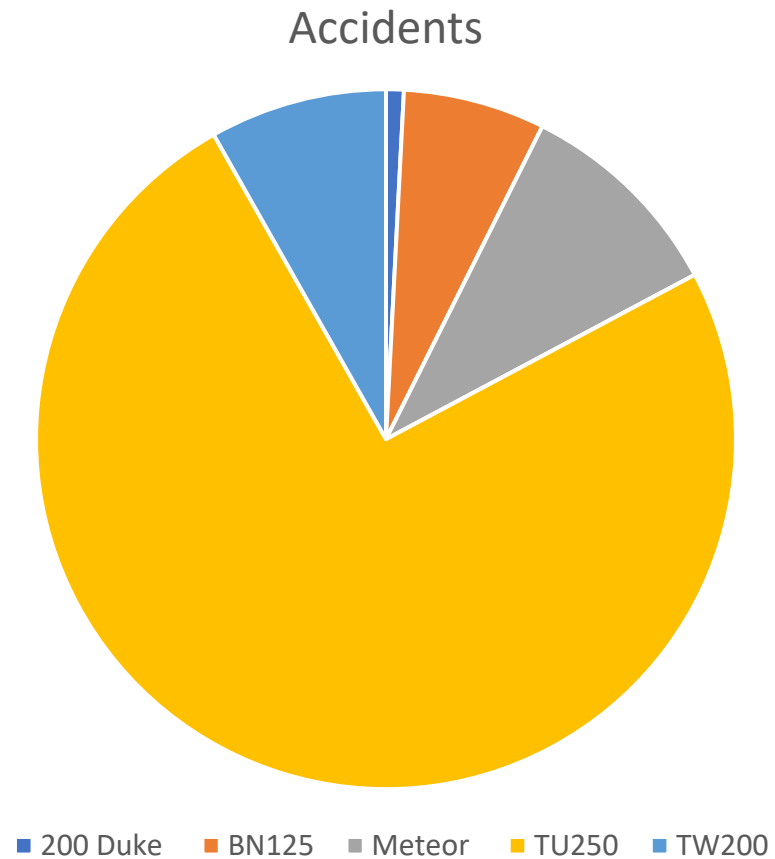
# Data Analysis

229	<b>TWI</b>
230	Hammond, Tom
231	08/05/87
232	<b>Over applied brake while getting back in line</b>
233	<b>BOI</b>
234	Riley, David
235	04/07/89
236	<b>over braked &amp; looked at the ground</b>
237	<b>NAM</b>
238	Welter, Wayne
239	09/11/01
240	<b>popped clutch in the weave and lost balance</b>
241	<b>TWI</b>
242	Jozwiak, James
243	11/21/06
244	<b>Popped clutch making right turn from stop, stalled bike &amp; fell off on right side</b>
245	<b>DDB</b>
246	Stoy, Will
247	03/01/04
248	<b>Popped the clutch and stalled the bike, lost balance and dropped the bike.</b>
249	<b>DDB</b>
250	Hohrein, Dustin
251	03/06/92
252	<b>popped the clutch coming around the corner</b>
253	<b>MOU</b>
254	Jozwiak, James
255	12/19/90
256	<b>pulling out of staging stalled bike, lost balance, fell to left</b>

Cause bases off accident reports



# Bike Information



- KTM Duke 200 1
- BN125 8
- RE Meteor 350 12
- Suzuki TU 250 91
- Yamaha TW200 10

# What else does the DATA tell us

☐ Riley, David 05/09/71	89 ☐ POC
☐ lost balance & tipped over: fatigued from pushing bike in u-turns at end of range	90 ☐ Montez, Ted
☐ LEW	91 06/20/95
☐ Stewart, Karen 08/30/07	92 ☐ Sarah got hit by other Sarah in rear tire, tipped over.
☐ lost balance in stopping schut	93 ☐ LEW
☐ TWI	94 ☐ Stewart, Karen
☐ Henderson, Luke 08/12/88	95 01/29/77
☐ Lost balance, fell over	96 ☐ Sarah ran into other Sarah
☐ POC	97 ☐ LEW
☐ Kindelberger, Harry 10/13/63	98 ☐ Stewart, Karen
☐ Mary ran wide making a right turn from a stop. Hit Paul	99 08/09/03
☐ TWI	00 ☐ Sarah was trying to maneuver cones & applied brakes to avoid a stopped rider, with bars turned dropped bike.
☐ Hawkins, Rodney 06/25/63	01 ☐ LEW
☐ Mary ran wide on right turn from stop released clutch too much throttle hit Paul Herrick's bike.	02 ☐ Stewart, Karen
	03 08/09/03
	04 ☐ She decided to wait for another rider merging into the back of the line & fell over

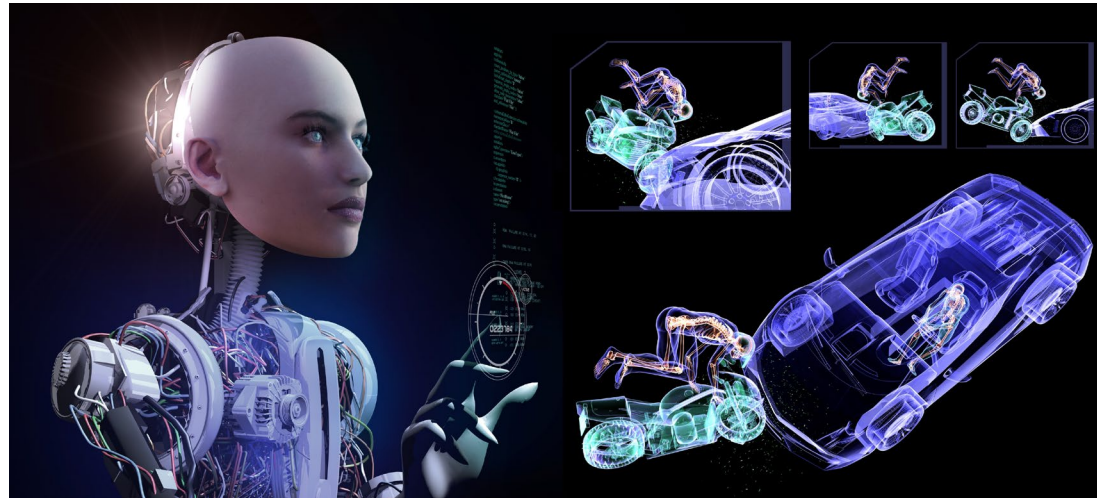
Skills Training Advantage for Riders



# What we have found this round

- Tires
  - Tires tread will outlast the traction.
  - Solution: Tires are now checked for date code along with wear. Both tires are replaced during service.
- Brake adjustments
  - Solution: Bikes are getting more attention at sites and in shop for how the brakes are adjusted.

# Legal Challenges



- General vulnerabilities
- Countermeasures (curriculum level, procedural, etc.)
- Examples of legal challenges

## General Vulnerabilities

- Each non-MSF program is on its own
  - It is easier to discredit any one curriculum vendor/program manager verses a group
  - We need to establish a process and criteria for dealing with
    - Emerging technologies (CVT, ABS, Electric, ARAS—Advanced Rider Assistance Systems)
    - New educational modalities (blended learning, online, range card apps, video-conferencing)
    - Statute changes
    - Recent case law (Dobbs—Roe vs. Wade)
    - Losing insurance carriers



## General Vulnerabilities

- Each non-MSF program is on its own
  - Legislative lobbying
    - State
    - Federal
    - Coalition building
  - Systems integration

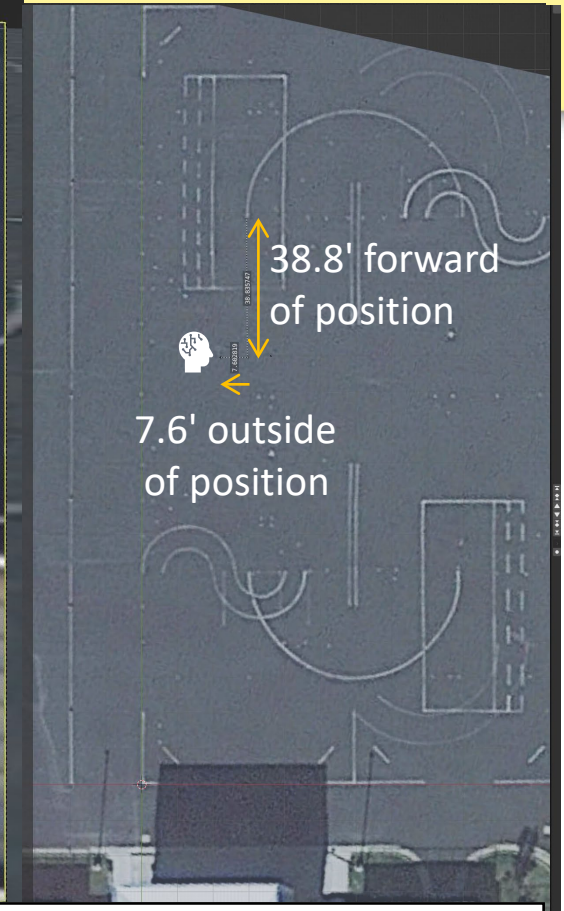
## Countermeasures

- Curriculum level
  - Tested results
    - Improved braking performance (on skills test) at CP
      - 2014 (.612 g) vs. 2015 (.835 g)
        - 3.3 feet shorter (15 mph)
        - 13.2 feet shorter (30 mph)
        - 52.9 feet shorter (60 mph)
      - 2023 Florida Demo Class (.9–1.0g)
      - Technique and philosophy
- Procedural
  - General program management
  - QA/IT
    - Prerequisites/Training
  - Incident reporting
    - Postmortem process
- Systemic
  - Continuous improvement

# Legal Challenges

- TEAM Oregon
  - Sued for student hitting obstacle over 20' off range
    - Case settled
    - "Time suck!"
      - *Aria Minu-Sepehr*
    - Opportunity cost
  - \$500,000-\$50,000 suit (1 years later) "running over student ankle"
    - No incident report
- Idaho STAR OSHSA compliance
  - CMSP \$1500 gas can closet at HQ





- RiderCoach Position on range
  - 3D Software to map out location while accounting for lens and perspective distortion
  - 38.8' forward of and 7.6' to the outside of coaching position per range cards
- How quickly could he have moved out of the way based on his walk?
- Case settled before trial





# AGENDA

Policies, procedures related to instructors

Student success and safety

Range incidents

Quality assurance

Legal challenges

(Range design and surface concerns)

Motorcycle fleet selection,  
availability, maintenance, model  
strengths and weaknesses

Managing contracting partner  
relationships

Student severe injury/fatality causes  
– are programs responsive to  
current data?

Outreach functions and results  
Social media efforts  
Outreach to endorsed riders  
Outreach to drivers ed  
Outreach to public at large

Recognition/rewarding exemplar  
sponsors, instructors, stakeholders

Managing online ratings/BBB/web-  
based reviews and posts

Data sharing between programs

REMS-related questions or concerns

eRider-related questions or concerns

Your post-endorsement offerings  
(range-based, track-based)

Instructor skills training, proficiency,  
SME education



