



NATIONAL ASSOCIATION of STATE MOTORCYCLE SAFETY ADMINISTRATORS

Spotlight

Spring 2020

The views and opinions of the articles and authors in the SMSA Spotlight do not necessarily reflect the views and opinions of the SMSA or their members. The articles are intended to provide a wide range of views on motorcycle safety. Any questions regarding articles should be addressed directly to the author(s).

Happy and Healthy Spring

SMSA wishes all of our members a happy Spring. The weather is warming and the training season is upon us. In these challenging times, we wish everyone a safe and healthy Spring.

In This Issue

- SMSA Executive Committee Update.....2
- SMSA Communications and Membership Committee Update.....2
- SMSA Motorcycle Safety Programs Committee Update.....2
- SMSA Policy and Research Committee Update.....2
- SMSA Committee Openings.....2
- SMSA Elections.....2
- SMSA Name Change.....2
- 2020 SMSA Summit Presenters.....3
- Tips for COVID-19 Management within Rider Training.....3
- Characteristics of a Good Instructor.....4
- NHTSA Traffic Safety Marketing.....5
- News from Around the Globe.....7
- SMSA Award Nominations!.....8
- Get Your Company’s Message Heard.....9
- Save the Date 2021 SMSA Summit.....9
- Step into the Spotlight.....9

About SMSA

SMSA, established in 1984, is a 501(c)(3) nonprofit organization that provides leadership for state administered motorcycle safety programs. Our mission is to assist motorcycle safety programs, through collaboration and partnerships, to implement comprehensive, data-driven motorcycle safety programs and countermeasures to achieve a significant reduction in motorcycle operator traffic crashes, fatalities and injuries.

SMSA Listserv

Please take advantage of the SMSA Listserv hosted by Oregon State University. The SMSA Listserv is an easy and efficient way to contact your fellow SMSA members with questions relating to Motorcycle Safety and Rider Education. To sign up, visit the SMSA website Members Only section and choose the tab for Listserv. Summaries from past postings are also listed under the Listserv tab.



Follow SMSA

Like SMSA on Facebook. Visit www.facebook.com/smsa1984



Follow SMSA on Twitter. Visit <https://twitter.com/@smsaoffice>



Become a Member

Not a member? Become an SMSA individual, state or supporting [member](#) to support our organization. Visit www.smsa.org for more information.

SMSA Executive Committee Update



The SMSA Executive Committee continues to plan for the 2020 SMSA National Training Summit; reviewing Articles IV, V and VI of the bylaws for possible revisions; and developing several new Position Statements for the Association.

They are working in collaboration with the SMSA Policy and Research Committee on the bylaws and position statements. The current [Bylaws](#), supporting [Policies and Procedures](#), and [Position Statements](#) can all be found on the SMSA website at www.smsa.org.

SMSA Communications and Membership Committee Update

The SMSA Communications and Membership Committee is currently reviewing the process for submitting SMSA Award nominations. The Committee is working to simplify the process and develop a plan for marketing nominations by SMSA members. More information on these awards can be found at: <http://www.smsa.org/AwardNominations.html>.

The committee is also assisting the Summit Host Committee with planning for the 2020 National Training Summit to be held Wednesday, September 16 - Saturday, September 19, 2020 in Nashua, New Hampshire. Additional activities include: developing and distributing the Spotlight and identifying the possibility for member discounts with various national motorcycle related vendors.

SMSA Motorcycle Safety Programs Committee Update



The SMSA Motorcycle Safety Programs Committee is currently developing a draft of comprehensive model entry level rider training standards. This model will include sections for program administration, program

oversight, instructor qualifications, coordination with motorcycle licensing, curriculum content, classroom and range delivery, online delivery, and outcome standards. The first draft will be completed by the end of this year with an anticipated release in early 2021.

SMSA Policy and Research Committee Update

The SMSA Policy and Research Committee is assisting the Executive Committee with reviewing Articles IV, V and VI of the Bylaws for possible revisions, developing several new Policy Positions for the Association and defining a process for the regular review of current position statements.

SMSA Committee Openings

SMSA is seeking volunteers to fill vacancies for the Communications and Membership Committee and the Motorcycle Safety Programs Committee. The committees are a great way to get involved in your association, support motorcycle safety, and network with other professionals. The commitment is generally one conference call per month and some review of activities.

If you are interested in participating in an SMSA committee, please contact the SMSA Office at office@smsa.org or (724) 801-8075.

SMSA Elections

Nominations are being accepted for 5 positions on the Executive Committee for 2020-2022: Chairperson, 3 Regional Representatives and 1 Individual Member Representative.

Nomination forms are due to the SMSA office by June 1, 2020.

SMSA Name Change

Spearheaded by the SMSA Communications and Membership Committee, the SMSA will revisit a possible name change in 2020. The Committee will conduct educational outreach and seek input from the membership in 2020. Web meetings were conducted with the State Members in early 2020 on the subject which was met favorably. The participants felt strongly that the name needed to be changed to reflect all groups who make up the SMSA membership.

The effort is designed to communicate open membership to all of those involved in managing and conducting motorcycle safety programs and rider education.

A possible name change could include, the *State Motorcycle Safety Association*, maintaining the SMSA acronym. A vote may be conducted during the SMSA

Annual Members' Business meeting on September 16, 2020 in Nashua, New Hampshire held in conjunction with the SMSA 2020 National Motorcycle Training Summit. Members are encouraged to contact their SMSA Executive Committee State Regional Representative, Supporting or Individual Member Representative.

2020 SMSA Summit Presentations

SMSA is currently reviewing the call for papers for the annual SMSA National Training Summit September 16-19, 2020 in Nashua, New Hampshire. The focus this year is "Many Minds - One Mission."

A preliminary agenda will be posted to the SMSA website in April. For more information on the 2020 Summit please visit www.smsa.org under "Events."



Tips for COVID-19 Management within Rider Training

By: Brett Robinson, Executive Director, SMSA
office@smsa.org



When we get back to some normalcy, administering and conducting rider training courses will not be the same. We must be prudent today to reduce the risk of spreading the COVID-19 virus and must be vigilant in the future to reduce the possibility of a second wave.

General Tips for Rider Training

- Proactively and confidentially request that students with signs of a fever, coughing and/or shortness of breath stay home. Anyone exhibiting symptoms should be confidentially asked to return home.
- As always, avoid physical contact with students.
- During these times students may be hyper-sensitive to handshakes, so do not extend your hands or elbows to welcome them.

- Do not joke about the COVID-19 virus. You don't know if one of your students knows someone with the virus. Keep it serious if the topic comes up.
- Keep "social distancing" at all times with students. See the video on the [SMSA website](http://www.smsa.org) developed by RIDE SMART FLORIDA or visit www.ridesmartflorida.com on "social distancing" for riders.
- Have available for you and your students, in both the classroom and on the range:
 - sanitizing wipes, and
 - alcohol-based hand sanitizers.
- Consider a flexible policy for rescheduling students.
- Do not conduct classes or range sessions if these or the following tips/conditions cannot be met.
- Consider the liability issues.



Classroom Tips for Rider Training

- Keep "social distancing" between students when teaching in the classroom.
 - Limit the number of students to allow you to maintain social distancing.
 - A maximum of two students at each 6 or 8 ft. table.
 - Keep a minimum of 6 ft. or more between students, as recommended by the [CDC](https://www.cdc.gov) to both the sides and forward/backward between rows.
- Encourage frequent bathroom breaks for proper handwashing.
- Wipe down tables, door handles, restroom door handles, sink handles, student and instructor materials, etc. (**everything**) regularly and especially before and after classes.
- Consider alternative delivery methods for classroom (theory) instruction. Examples include, but are not limited to, virtual classroom sessions through the many technology platforms that are available and robust eLearning platforms.

Range Tips for Rider Training

- Keep "social distancing" between students when teaching on the range.
 - Limit the number of students to allow you to maintain social distancing.
 - Keep a minimum of 6 ft. or more between students, as recommended by the [CDC](https://www.cdc.gov).
 - Keep students spread out when giving instructions and conducting demonstrations.

- Stage students between exercises in a way that keeps “social distancing” (e.g., staggered).
- Encourage frequent bathroom breaks for proper handwashing.
- Avoid the use of loaner helmets and other protective gear unless they can be effectively sanitized by the student use. Consider requiring students to provide all of their own personal protective gear.
- Assign each student to one motorcycle and only one motorcycle during a riding session.

Instructor Tips for Range Rider Training

- Follow all of the same precautions your students would.
- Wipe down motorcycle handlebars/grips, all controls, keys, etc. (**everything**) regularly and especially before and after riding sessions.
- If applicable, sanitize all helmets and personal protective gear before and after riding sessions.
- Use a separate demo bike for each instructor demonstrating for that riding session. Note that even though the instructor will wear riding gloves, this does not protect you from picking up the virus on gloves then touching your face.



Keeping Up-to-Date

- Know the protocols of your state agency.
- Seek approval from your state agency prior to conducting any training, if applicable.
- Check frequently for updates from local, state and federal government agencies/organizations.
- Additional information can be obtained from the Center for Disease Control and Prevention ([CDC](#)) and the World Health Organization ([WHO](#)), including steps to limit the spread of COVID-19.
- As always, the health, safety and well-being of instructors and the community comes first!

How we manage rider training courses today and in the future will have a large impact on the health of instructors, students and the community. By being proactive, we can manage the risks today and in the future.

The views and opinions of the articles and authors in the SMSA Spotlight Magazine do not necessarily reflect the views and opinions of the SMSA or their members.

SMSA ListServ Summary on COVID-19

On **Friday, March 13**, a thread was started on the status of Motorcycle Training across the United States as a result of the COVID-19 outbreak.

Please note these responses were as of March 20, 2020 and circumstances are changing by the moment.

In Idaho and Maryland, Motorcycle training operators were continuing classes, but proceeding with caution. However, Maryland centers that operated out of public schools and colleges were cancelled as the schools closed through the end of the month.

New Hampshire and Maine have cancelled instructor update courses. Maine created a new Program Manual and mailed it out.

As of Monday, March 16, Idaho cancelled all classes through the end of the month. All April and May Basic and Intermediate classes have been moved to the eRider® platform for online classes.

In Missouri, most sites have chosen to cancel classes. More and more towns/counties are mandating ‘stay at home’ forcing sites to cancel courses.

South Dakota had cancelled all motorcycle safety classes through April 15th, and has suspended training registration until further notice.

Hawaii is continuing business as usual.

Oregon is continuing to hold classes via eRider®. Most of Oregon’s training program sponsors have closed campus, but the program has been seeking exception for the use of their parking lots which, in most cases, has been granted.

Nevada has cancelled most events. The colleges are still holding riding classes.

Ohio has cancelled classes until after April 6 as most of the classes run through colleges or career centers.

Kansas has cancelled classes as the program runs through colleges and other public facilities which were forced to close.

Friday, March 20, the state of Washington had not cancelled any classes. However, a “shelter in place” order was expected to be released which would close everything down and cancel all classes.

Upgrade Your Cones!

STATE OF THE ART



POWERED BY
Total Control
CONCERNED RIDER EDUCATION
800.943.5438

STATUS QUO



	Total Control	Other guys
Size:	5'x5'x2"	4'x4'x2"
Colorfastness:	Excellent	May stain hands
Smell:	Like freedom	Toxic
Country of Origin:	USA	China
Friction Coefficient:	50% higher	Standard
Flexibility:	200% more	Standard
Cost for set of 80:	\$200	\$100

Is your range looking a little dingy due to old, dirty cones? Improve your students' ability to see the exercises like they were intended with a set of Total Control's Training Cones. These high-quality, domestically produced training aids were designed for the rigors of high-performance riding schools where higher speeds required more conspicuous cones. The added visibility of our cones also makes it easier for visually-challenged students to see the path of travel, which can reduce mishaps on the range. Treat your students to a less stressful learning environment with the world's finest training cones today!

www.totalcontroltraining.net



MSI
Management Systems, Inc.



"Managing Success"

Rider Education Management System • Since 1998
Registering & Managing over 80,000 students per year!

REMS is crafted with Pride; Designed, Developed, Maintained, and Supported in the USA.
REMS is **Easy** to use • **Scalable** on demand • **Affordable** for any budget • **Secure**

www.getrems.com • Call for a live demo: 305-777-1553

TRAINING THE NEXT
GENERATION
OF RIDERS.

©2018 H-D is an affiliate. HARLEY-DAVIDSON, HARLEY-D-D, and the Bar and Shield logo are among the trademarks of H-D USA, LLC.

Instructor Techniques Characteristics of a Good Instructor

By: Brett Robinson, Executive Director, SMSA
office@smsa.org



There are many activities we engage in that we can continually improve upon. If you are a golfer, tennis player, skater, driver, rider, etc., we can always improve upon that skill. Instructing is no different. We can always improve as a rider education instructor. We learn something every day and every time we instruct.

Close your eyes for a moment and think about the best instructor/teacher/coach you have ever had throughout all of your education (elementary, high school, post high school, any other training) and write down in no more than one to two words what characteristic that person had that you remember them far and above all of the others as the BEST.

You may have written down characteristics like: knowledgeable, patient, caring, empathetic, engaging, entertaining, good listener, they made learning enjoyable, and so on. These are very common and valid responses to characteristics that are desirable for all instructors.

Let's take a look at some of these desirable characteristics.

- Knowledgeable – without a doubt, one of the most important instructor characteristics and one we can all strive to further our knowledge of the subject.
- Confidence – no one wants an instructor that is not confident. This is a very important characteristic that also shows you are knowledgeable of the subject.
- Communication skills – it is vital to communicate well to help student learn and grasp the subject, concepts and skills. Enunciate words well and speak clearly at a pace comfortable for the learners.
- Patience – a number one essential. We MUST have patience for working with students. Not all students learn quickly or at the same pace.
- Empathy – it is important that we have empathy for our students. We need to understand what they are going through and what they are thinking.

Again, not all students grasp the information, concepts and skills at the same pace. Always remember what it was like for you to be “the student.” Always speak to their level and don’t speak down to them.

- Positive attitude towards learning – we must always be up-beat, enthusiastic, outgoing and make learning enjoyable. We all learn better when learning is fun.
- Good eye contact – always maintain good eye contact with students. This shows you are knowledgeable, confident, patient and caring. It also helps you to evaluate your students.
- Voice fluctuation – fluctuate the pitch and tone of your voice regularly to make it more interesting.
- Questions (an article in a previous issue) – a good instructor asks questions, allows time for questions, listens to questions and ensures student’s questions are clearly answered.
- Instructs to the objectives – a good instructor always teaches to the objective and does not get off track. They watch their time to ensure the objectives are covered within the prescribed time. They recognize when the objectives have not been met and adjust accordingly to allow more time for practice to meet the objectives.
- Monitors and adjusts – a good instructor monitors the learning and adjusts instruction accordingly to meet the needs of the students.
- No distracting mannerisms – we all have them, we don’t even know we have them. There are many things we do as instructors that can be distracting to our students and the learning process. A few of them include:
 - Leaning on a podium
 - Standing in front of the screen/monitor
 - Playing with pens, pencils, markers, pointers, remotes, riding gloves, etc.
 - Hands in pockets
 - Pacing, rocking, etc.
 - And so on...
- No fillers or repetitive words or phrases – we tend to use fillers between statements because we feel we must constantly be talking. We sometimes use



words repetitively without knowing we are doing so.

- Examples of fillers include *Ah* and *Um*. To remove these, just stop and pause for a moment. It gives you and your students time to think. There is nothing wrong with a brief moment of silence to allow everyone to process for a couple of seconds.
- Examples of repetitive words or phrases include *Okay*, *Alright*, *You Know*, *You Know What I Mean*, and *Basically* (and many more).
 - We use *Okay* and *Alright* seeking affirmation prior to moving on in our lesson. Replace these by asking if there are any questions. This gives the students the opportunity to then ask questions and provides you with affirmation to continue with the lesson if there are no questions.
 - We use *You Know* and *You Know What I Mean* because we have heard those phrases used over-and-over on by others we work with or on TV by people being interviewed, reality TV, etc. These and many other phrases should never be used in the educational process.
 - We use *Basically* because sometimes we are uncomfortable, unsure or lack confidence in what we are conveying – “*I think...*” Be knowledgeable and confident in anything you are instructing. Be accurate, factual and precise with the information you convey.

We could write a book on distracting mannerisms, fillers and repetitive words or phrases. The best ways to determine if you have one of these is to 1) solicit a peer to observe your instruction and have them write down your distractions and track the number of occurrences of each, and 2) video yourself instructing so you can see which ones you have – you are your own worst critic. It may sound intimidating, but videoing yourself can be very enlightening. Be careful not to include any of your students in the video or seek their permission to do so.

Very few instructors possess all of these instructor characteristics – but we can all strive to improve and incorporate these and other positive characteristics into our delivery style.

Now, close your eyes for a moment and think of the worst instructor/teacher/coach you have ever had and write down in no more than one to two words what characteristic that person had that you remember them far and above all of the others as the WORST. Maybe write down the undesirable characteristics for several of them – we all have had lots of bad instructors that can set the example of what NOT to do.

Some of these may have included: boring, mean, got off track, did not engage students, spoke down to the students, didn't care, and so on...

Be cognizant to NEVER include undesirable instructor characteristics in your instructional delivery style.

Continually improving ourselves as instructors should be a goal for each of us. Every time you instruct, in the classroom or on the range, focus on improving one or two key instructor characteristics. Over time, you will continually improve your delivery style of both classroom and range instruction.

Sources: AAMVA CDL Train the Trainer Curriculum, ADTSEA Driver Education Teacher Credentialing Curriculum and the ANSTSE Driver Education Teaching and Learning Theory Curriculum.

The views and opinions of the articles and authors in the SMSA Spotlight Magazine do not necessarily reflect the views and opinions of the SMSA or their members.

NHTSA Traffic Safety Marketing

The National Highway Traffic Safety Administration (NHTSA) offers a website:

www.trafficsafetymarketing.gov/ with materials for numerous traffic safety campaigns including motorcycles, drunk driving, vehicle safety, distracted driving, drowsy driving and more.

These marketing tools include images, videos, animations, posters, fact sheets, social media messages and images and offer a way to get involved through traditional media and



online media. Each month a different campaign is highlighted. For instance, May is Motorcycle Safety Awareness Month and June 15, 2020 is National Ride to Work Day, which promotes sharing the road with motorcyclists. For a full list of 2020 communications go to: www.trafficsafetymarketing.gov/calendars.

News from Around the Globe

The following highlights of articles contain news and links from around the Globe that may be of interest to SMSA members. These articles are the property of the authors and publications. The views and opinions of the articles and authors do not necessarily reflect the views and opinions of the SMSA or their members.

Coronavirus Safety Tips for Motorcycle Riders

Source: Motorcyclist, Irvine, CA — Motorcycle riders need to protect themselves against COVID-19. This article from *Motorcyclist* provides a list of tips to help keep you safe and healthy as you ride.

Tip #1: Avoid Large Gatherings

Tip #2: Don't Touch Your Face

Tip #3: Manage Your Stress

Tip #4: Clean and Disinfect

Tip #5: Carry Sanitizer with you if Possible

Tip #6: Consider Keeping Your Gear in the Garage

Tip #7: If You Feel Sick or are Worried that you've Been Exposed, Stay Home

Be safe, use your best judgment and follow recommendations provided from your local health authorities.

For the full article visit Motorcyclist.

Motorcycle Safety Instructor Shares Crash Experience to Teach Road Safety Across Virginia

Source: WDBJ7, Roanoke, VA — Ken Crumpler, motorcycle safety program manager for the Virginia Department of Motor Vehicles shares his crash experience. In 2017 he experienced his first crash with a distracted driver. The proper gear he was wearing saved his life. "Motorists need to look out for motorcycles, be aware that they are sharing the road. And that motorcyclists need to hone their skills and be the best rider, most alert, most attentive and best geared up as they possibly can."

For the full article visit [WDBJ7](#).

Bringing Your Motorcycle Out of Storage

Source: Cruiser — As temperatures begin to warm up, your motorcycle needs to get road-ready after long-term or winter storage. This article from *Cruiser* provides tips to make your bike ready after sitting parked awhile. These tips include:

- Clean your bike
- Check the tires
- Clean and inspect the final drive
- Check your sprockets
- Inspect brakes and cables
- Clean out old gas
- Start the bike
- Battery check
- Check fluid levels
- Hit the road

For the full article visit [Cruiser](#).

The views and opinions of the articles and authors in the SMSA Spotlight Magazine do not necessarily reflect the views and opinions of the SMSA or their members.



**LEARN TO RIDE
FOR \$99**

See offer >

can-am.

SMSA Award Nominations!

The SMSA Awards Committee is accepting nominations for the upcoming 2020 awards. These awards honor an individual, group and state in recognition of their dedication, commitment and contribution to motorcycle safety as well as those who have made a positive impact on a national, state or local level. Award categories are:

- Outstanding Contribution
- Outstanding State Member
- Outstanding Supporting Member
- Outstanding Individual

More information on the award categories can be found on the SMSA website www.smsa.org under About Us - Awards section. **Nominations are due by June 29, 2020.**



HOW TO PASS

They want to pass the test; you want them to have the skills

THE FREE HTP VIDEO TRAINING WORKS FOR BOTH

You've seen many students struggle with fear, anxiety, and lack of knowledge. HTP addresses that fear and establishes a base of knowledge so they are ready for you to teach them the skills.

HTP is the customer service you deliver before they even get to class...everyone wins.

Help your students overcome test anxiety and show up to class prepared for success!

Here is the link to that free video training:
bit.ly/How-to-Pass

Contact us directly at info@BeCrashFree.com to talk over how we can make this available to your riders.

www.BeCrashFree.com

Paying Too Much To Insure Your Motorcycle School?

For a Free Quote Call Toll Free 800-247-9718
Or Visit Us Online
www.affordablehomeservicesinsurance.com



Your "Rider Education Insurance" Experts



Get Your Company's Message Heard



Advertising and sponsoring are great ways to get your company's message heard; they provide your company with the opportunity to introduce its services, technology and products to leaders in the motorcycle safety and education industries.

To learn more, please contact the SMSA Office at 724-801-8075 or by email at office@smsa.org.

Save the Date: 2021 SMSA Summit!

The 2021 SMSA National Training Summit will be held October 13-16, 2021 at the Riverside Hotel in Boise, Idaho.



Step into the Spotlight

Have your article featured in the next edition of the *Spotlight*. Please submit articles to the SMSA office at office@smsa.org. Articles can showcase your state safety campaigns, state programs, best practices, teaching techniques, new motorcycles or other motorcycle safety related news.

Please see the [SMSA Guidelines for Submitting Spotlight Articles](#) for more information.

Advertisements for Supporting Members: please submit your new advertisements that can be featured in the *Spotlight*.



(866) 754-3227 • (702) 395-2896 • www.skidbike.com

SAVINGS ARE JUST ROUND THE CORNER

DAY EIGHT STRATUS REAX TFX FOX CRASH

Rider Coaches qualify for up to 30% discount on their entire purchase.

Show an active coach license at time of purchase. Offer good on regular priced items and may not be combined with coupons and other promotions. Excludes tires, shoes and Aral helmets and special orders.



Thank You SMSA Supporting Members



NATIONAL ASSOCIATION OF
STATE MOTORCYCLE SAFETY ADMINISTRATORS

Thank you for your continued support and interest in SMSA.