



NATIONAL ASSOCIATION of STATE MOTORCYCLE SAFETY ADMINISTRATORS

Spotlight

Summer 2019

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).

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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.



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

A New Focus for the Spotlight

The SMSA Spotlight has a new focus. This publication will be expanded to include new content areas. Some of these may include:

- Current SMSA News
- SMSA Executive Committee Updates
- SMSA Committee Updates
- Snapshots and links to other current news in motorcycle safety
- Special “Focuses” – such as instructor techniques – teaching and learning theory
- And more

The Spotlight will continue to publish new and unique articles from the membership and the motorcycle safety community. Each edition may have a slightly different evolving look so please stay tuned.

SMSA Executive Committee Update



The SMSA Executive Committee is currently reviewing Articles IV, V and VI of the bylaws for possible revisions and developing several new Policy Positions for the Association.

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

SMSA Annual Members' Business Meeting

The SMSA Executive Committee is also busy planning this year's SMSA Annual Members' Business Meeting which will be held Wednesday, September 11, 2019 from 1:00 – 4:30 pm in conjunction with the SMSA National Training Summit in Grand Rapids, Michigan. All are encouraged to attend.

In addition to presentations from the National Highway Traffic Safety Administration (NHTSA) and the National Transportation Safety Board (NTSB) (both tentative), the Executive Committee will present the proposed bylaw article revisions and the newly developed proposed position statements. A roundtable discussion and other activities are also planned. We look forward to seeing everyone at the meeting.

SMSA Communications and Membership Committee Update

The SMSA Communications and Membership Committee is currently reviewing nominations for the Annual SMSA Awards which include the Outstanding Contributions Award, Outstanding SMSA State Member Award, Outstanding SMSA Supporting Member Award and Outstanding SMSA Individual Member Award. More information on these awards can be found at:

<http://www.smsa.org/2017Awards.html>

The committee has also been assisting with the planning, in conjunction with the Host Committee, for the 2019 National Training Summit to be held Wednesday, September 11 - Saturday, September 15, 2019 in Grand Rapids, Michigan (more information can be found on Page 8.) 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 late 2020.

SMSA Policy and Research Committee Update

The SMSA Policy and Research Committee recently reviewed the nominations for Executive Committee elections for the positions of At-large State Representatives (3) and the Supporting Member Representative.

They are assisting the Executive Committee with reviewing Articles IV, V and VI of the Bylaws for possible revisions and developing several new Policy Positions for the Association.

SMSA Committee Openings

SMSA is seeking volunteers to fill vacancies for each of the committees. These include the: Communications and Membership, Motorcycle Safety Programs and Policy and Research Committees. 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 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 Update

Nominations have been received for four positions on the Executive Committee. Nominations are closed as of June 1, 2019. Three At-large State Representative positions will be elected. At-Large Representatives may be from any region and will serve two-year terms.

A Supporting Member Representative will be elected as well. The designated Representative will vote on behalf of all Supporting Members and serve on the SMSA Executive Committee. Supporting Member Representatives will serve two-year terms.

Elections will be done by electronic ballot prior to the 2019 Member Business Meeting. There will be no elections at the Annual Business Meeting.



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Instructor Techniques – Tips for Questioning

By: Brett Robinson, Executive Director, SMSA
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Instructor Techniques is a new section of the redesigned Spotlight and this issue will focus on the importance of questioning techniques. Questioning techniques are one of the most powerful tools we have in our arsenal as educational facilitators. Questions can aid in:

- Heightening student's involvement,
- Giving students an opportunity to quickly apply what they are learning,
- Helping students retain the information being learned,
- Creating open discussion – thought processes,
- Allowing students to learn from each other,
- Assisting instructors to gain insight on students' grasp of the information,
- Allowing instructors to assess how well they are communicating the content,
- Assisting the instructor to monitor and adjust teaching accordingly, and
- Much more.



Questioning techniques are important in both the classroom and on the range. Good questions recognize the wide possibilities of thought and are built around varying forms of thinking. They are directed towards learning objectives and evaluative thinking rather than determining what has been learned in a narrow sense. Good questions are open-ended and require the learner to think about or apply "what" they are learning.

Bad questions are vague or ambiguous; require only a simple response such as yes or no. They are closed-ended and usually do not require the learner to think about or apply "what" they are learning. Bad questions can also be spoon-fed or too compound or too abstract.



Asking good questions is an art form and requires lots of practice. But with practice comes perfection. Questions should be asked throughout the lesson or activity, not just at the end.

There are different types of questioning techniques and some of these include:

Overhead/Undirected Questions – a question thrown out to the entire class. Advantages include:

- Helps to identify students who will freely respond and those who are shy or quiet.
- Helps to create a positive and less stressful learning environment that is interactive
- Forces everyone to think and be prepared for the answer even if not called upon.



Disadvantages include:

- Any student who does not want to respond can simply remain silent.
- Some students will dominate the discussion.

Pre-Directed Questions – a student is selected before the question is posed. Always pause after naming the student to give them time to focus and comprehend.

Advantages include:

- Ensure participation by a shy, quiet student.
- Evaluate a specific student.
- Useful for interrupting a distracting student.
- Get the attention of students who are not paying attention.

Disadvantages include:

- Everyone, but the person selected, may not need to listen to the question.
- Can be intimidating and create a tense learning environment if continuously used.

Overhead/Directed Questions – question thrown out to the entire class, then the instructor selects a particular student to answer. Advantages include:

- Instructor can ensure all students eventually participate.
- All students are motivated to think about each question.

Disadvantages include:

- Overly eager students may blurt out the answer. (A solution may be to use a pre-directed question or deflect the question to direct to a desired person.)

Deflecting Questions – for a student who does not know the answer or to get more than one response.

- Do not embarrass a student if they do not know the answer. Simply deflect the question to another student.

- If a student is partially correct, commend them and ask if anyone else can contribute.
- If a student asks a question, rather than answering it, you can deflect the question by asking if anyone knows the answer.
- Deflect or bounce the same question to other students to get more than just one response.

Asking questions and deflecting questions creates a “web” of interaction and discussion that benefits all learners through participation and aids the instructor through evaluation and assessment.

Deferring Questions – if a student asks a question about content that will be covered later in the course, identify that you will be covering that content at a future time. A common instructor pitfall is to answer the question in full with the result of covering it in detail again later in the lesson or course.

- Answer immediately if the answer is brief and will help the class move forward.
- Deferring the question to a “Parking Lot” list will ensure that the question will be answered later. Follow up with your “Parking Lot” list to ensure all questions have been answered.

Another part of questioning involves handling student responses and answering student’s questions.

Handling Student’s Responses – Instructors must continuously strive to encourage students to respond to questions. The manner in which the instructor reacts to students’ responses will have a major impact on their willingness to respond to future questions. When students provide a correct answer, the instructor should always commend the student. A common instructor pitfall is not rewarding students for correct answers and participation. When a student provides an incorrect answer, the instructor should never convey disappointment, dissatisfaction, or frustration with the response, which can easily be displayed by facial expressions. Provide constructive criticism as needed.

The instructor’s reaction to the response should never belittle or embarrass the student. If an incorrect response is at least partly correct, the instructor should point out the partial validity of the response, and then continue to seek the correct answer. Even if a student’s answer is totally incorrect, find some basis for giving the student credit for a “good try”.



Answering Student’s Questions – When answering student’s questions, always listen to the **entire**

question being asked. A common instructor pitfall is to start answering the question because you “think” you know what the student is asking. Answer the students’ question clearly and be sure you have answered the question in its entirety.

If you don’t know the answer, just say so. Never try to answer a question you don’t know the answer to. Instructors are not walking Encyclopedias and there are answers we just don’t have right at our fingertips. Never give incorrect information. Credibility is lost by instructors who struggle to answer a question they don’t know. Simply tell the class you don’t know the answer and commit to provide an answer later. Write the question on a “Parking Lot” list and be sure to follow up. NEVER ask if any of the other students know the answer as you cannot validate their answer at that time.

Always allow time for students to ask clarifying questions. Q&A sessions can be frightening. Advance preparation, and knowing the content is your best defense.



In summary, asking questions helps create a positive learning environment, gets students involved, aids in retention and helps the instructor to evaluate students. No one style of questioning is the best. They all have their advantages and disadvantages. A mix of styles should be used. Styles used will depend on the needs of the group. Every group differs, so the instructor will have to make adjustments based on the group’s needs.

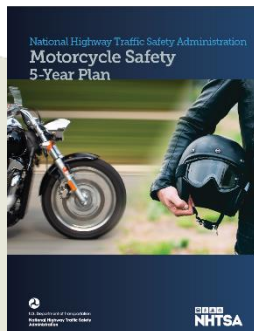
Sources: AAMVA CDL Train the Trainer Curriculum, ADTSEA Driver Education Teacher Credentialing Curriculum and the ANSTSE Driver Education Teaching and Learning Theory Curriculum.

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NHTSA Releases 5-Year Plan for Motorcycle Safety

The National Highway Traffic Safety Administration (NHTSA) released a [Motorcycle Safety 5-Year Plan](#) in May 2019. The plan is broken down into four sections.

Section 1: Identifies current data needs for the Agency and data strategies to improve countermeasure development processes.



Section 2: Covers efforts to improve the Agency’s support of State activities.

Section 3: Examines opportunities to improve support for law enforcement agencies as they pertain to motorcyclist safety.

Section 4: Identifies strategies as they pertain to the Agency’s Federal agenda.

All four sections acknowledge the challenges currently facing the Agency and propose strategies to address them. The plan informs stakeholders of NHTSA’s interests and directions in making motorcycling safer.

The [Motorcycle Safety 5-Year Plan](#) is available on NHTSA’s website.

NTSB Releases Fatal Motorcyclist Investigation Report

NTSB released its investigative report of the *Motorcycle and Pickup Truck Crash During "Toy Run" Group Ride*. The Executive Summary and full report can be found at:

<https://www.nts.gov/investigations/AccidentReports/Pages/hab1904.aspx>

FMCSA Our Roads Our Safety

SMSA is a partner organization of the Federal Motor Carrier Safety Administration (FMCSA) “Our Roads Our Safety” Campaign to reduce crashes involving commercial motor vehicles by raising awareness among all road users on how to share the road safely with large trucks and buses. The “Our Roads, Our Safety” partnership has released a “Voices of Safety” public safety announcement (PSA) on how motorcyclists can safely share the roadway with large trucks and buses.

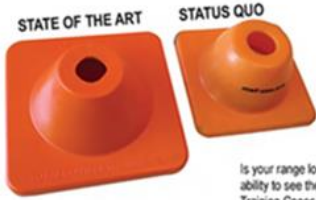
The PSA stars one of SMSA’s state administrators, Philip Sause, Manager of the Maryland Motorcycle Safety



Program at the Maryland Motor Vehicle Administration who SMSA identified as a voice to provide a unique safety perspective from the motorcycle community. The PSA also features a motorcycle rider and her perspective on sharing the road safely with large trucks and buses. The PSA can be found at the FMCSA website under “More Safety Perspectives – Motorcyclists.”

<https://www.fmcsa.dot.gov/ourroads/voices-safety>.

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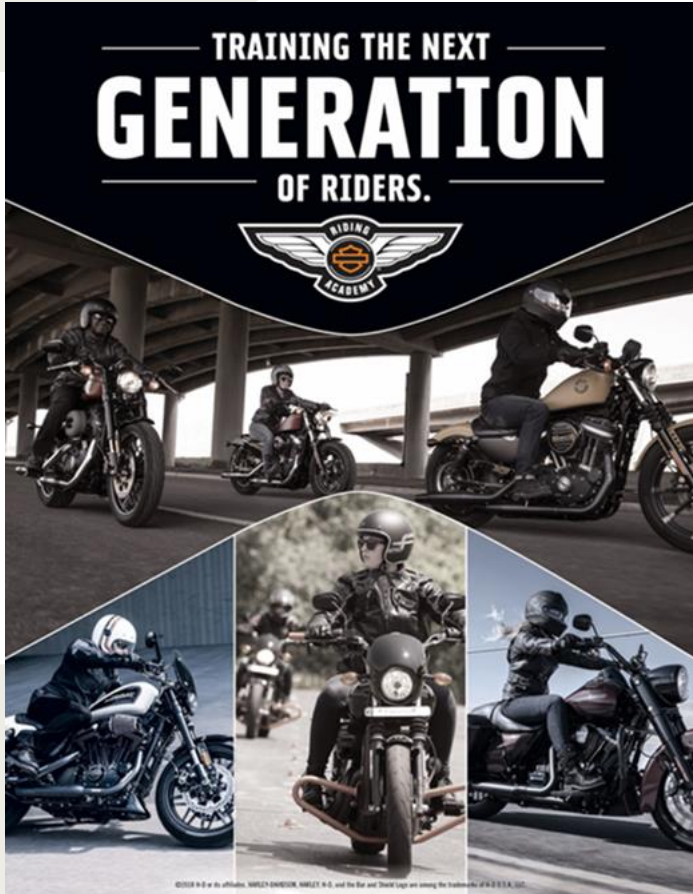


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Tragedy in New Hampshire

As most of you may know already, on June 21, 2019 in Randolph, New Hampshire, seven motorcyclists were killed in a crash after they were struck by a pickup truck towing a flatbed trailer. The National Transportation Safety Board and police are investigating the crash. The head of the Massachusetts Registry of Motor Vehicles resigned after learning the truck driver accused of vehicular homicide in the death of the seven motorcyclists was able to keep his commercial driver's license despite a drunken-driving arrest last month and a history of other serious traffic violations.

Our hearts go out to those involved. We mourn for the families, friends, the state of New Hampshire and our country on the loss of these six brave service men as well as one of their wives. Please extend your thoughts and prayers to those involved. For an article on the fatal crash click [here](#).

News from Around the Globe

New Hampshire Crash Weighs Heavily as Mainers Train in Motorcycle Safety

NewsCenter Maine - Fairfield, Maine - Maine motorcycle safety instructor Erik Payne said riding in "group rides" is more dangerous than riding solo because "If something goes wrong on the road, there isn't as much room to maneuver to safety when riding in a group ride. Also, a biker is responsible for their riding skills as well as the skills of the entire group when riding with multiple people."

"You have to hone your own skills first before you go into these group rides," said Payne. "These group rides can be dangerous because you never know what another person's skill level is and you're riding with them or beside them or, hopefully not beside them because you know, you have to ride in staggered formation. Side by side riding is not allowed in the state of Maine although we see it all of the time."



He advises bikers wishing to take part in group rides to talk to the organizers of the ride in advance and learn the signals they use in order to be that safe rider he trains in his class. The full article can be found on [NewsCenter Maine](#).

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Damon Motorcycles Wants to Revolutionize Motorcycle Safety with Tech

Web Bike World - Damon Motorcycles wants to build an electric motorcycle that uses cameras, sensors, and alert systems to monitor what's going on around the motorcycle 360 degrees and at every moment. The system will use lights and haptic feedback to alert riders of dangerous conditions. The full article can be found at www.webbikeworld.com.

Is One Class All-I-Ever-Need?

By: Kyle McCarty, Idaho STAR

Kyle@idahostar.org



Throughout my experience as a rider, Instructor, Chief-Instructor/RiderCoach trainer, and STUDENT extraordinaire, I have experienced some amazing courses, content, and techniques. Sadly, I have also experienced some apathetic, lackadaisical and painfully poor approaches. Of the 30+ different riding courses, 12 Instructor Preps, and a host of seminars I've participated in, there are some common ideas and lessons that stand out.

It is true that over the years curriculums have evolved to improve content, topics and delivery methods. Many programs offer a variety of classes: pre-basic (learn-the-controls type), basic, intermediate, experienced, advanced, cornering, track, street, bike-bonding, and many more specialized courses such as sport bike, dirt, scooter, 3-wheel, etc. Yet even with all of these courses, many riders do not come back for additional training.

Sadly, one of our greatest challenges is that many riders subscribe to social norm "One class is all-I-ever-need".

If we are not seeing riders return for additional training, our challenge is to review our programs with all the tools available to validate the curriculums meet state and regional-specific needs.

One such tool that can be used is to attain crash, injury and fatality data from your Departments of Licensing, Motor Vehicles, Traffic Safety, State Patrol, Highway Safety Office, etc. These agencies can provide details on crashes such as:

- location,
- speed,
- other vehicles involved (if any),
- motorcycle type,
- motorcycle owned for how long,
- if rider training was completed,
- gender,
- age,
- etc.

This data can show consistent scenarios, most common rider types, ages and geographical locations. The data may, or may not, align with curricula emphasis and content.

Another tool we can use is student surveys. These have been proven to be of great value if and when we LISTEN to our customers. As an example, many surveys show "word of mouth" is the best advertiser for our courses. We can then infer that "word of mouth" could be a great method to identify what our riding community wants and needs. If we LISTEN, they will tell us (1) what they want, and (2) what we could do better.

Sadly, many surveys only provide limited data return. As an example; by using a 1-5 or 1-10 scale of "how did we do?" On the other hand, a narrative approach can be of much greater value. This based on experience. For example, one company uses a large white-board to list ideas and requests. When X-number of requests are received, it is identified as a potential and valid class type. History shows that many of their developed, and now offered, courses have come from student requests and survey responses.

All this leads to the thought, "Does all instruction have to be a 1-day, 2-day, or a 3-day course?"

Over the past twenty years, I've shared in many amazing opportunities while participating in or at times hosting "clinics" and "meetings" at dealerships, vendors, riding groups, toy runs, poker runs, etc.

Topics have included Maintenance-Prevention 101; Braking-Who Stops Better; SEE & BE SEEN; Cornering 101; SMIDSY-SIAM; Buy A Bike-to Fit You; Training-It Can Save A Life; Gear-Sweat vs. Blood; and Dirt Riding Techniques, which all equals Safer Street Skills.

The benefits of these presentations are three-fold:

1. Meet and greet of riders we would typically never engage,
2. Empowering critical thinking skills of a strategy, technique, or risk awareness, and
3. Upsell of potential training courses-at a variety of levels and specialty.

Pictures and videos are amazing to engage and hook riders. Often, it is SHOCK that really captures attention. Inevitably, riders (who have never taken a training class) are engaged, had their interest peeked, and had their knowledge expanded. Yes, it can be a challenge to delicately balance "change" while not insulting riders with what they just don't know yet.

Perhaps a way to engage riders living in our "instant gratification" society, is to consider offering couple-hour clinics and meetings, ideally in addition to formal training.

Why is this in Spotlight? Because there are many of us who already do these types of activities while supporting rider safety. Personally, I wish there was a Best Practice repository where ideas could be shared, programs and projects could be expanded and improved, and country-wide inspiration could be fostered.

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SMSA Award Nominations!

The SMSA Awards Committee has received nominations for the upcoming 2019 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 Individual
- Outstanding Contribution
- Outstanding State Member
- Outstanding Supporting Member

2019 Award Nominations are closed but more information on the award categories can be found on the SMSA website www.smsa.org under About Us - Awards section.

2019 SMSA National Training Summit



The 2019 SMSA National Training Summit: Mission Critical – Planning for the Future of Motorcycle Safety will be held September 11-14, 2019 at the Crowne Plaza Grand Rapids Airport, Grand Rapids, Michigan. This year's Summit is promising many exciting sessions and a day on the range with concurrent workshop sessions for those not riding.

Preliminary Agenda Overview

Wednesday, September 11, 2019 - Morning:
Professional Development Workshops (pre-registration required)

Wednesday, September 11, 2019 - Afternoon:
Annual Members' Business Meeting (all are encouraged to attend)

Thursday, September 12, 2019: General Sessions

Friday, September 13, 2019: Concurrent Sessions

Saturday, September 14, 2019: Range Activities and Concurrent Workshop Sessions (breakout activities for riders and non-riders)

For registration and hotel information, please visit <http://www.smsa.org/NewEvents.html>. We look forward to seeing you in Grand Rapids!

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

2020 SMSA National Training Summit in Nashua, New Hampshire

The 2020 SMSA National Training Summit will be held September 16-19, 2020 at the Radisson Hotel, Nashua, New Hampshire.



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; anything motorcycle safety related.

For a copy of the SMSA Guidelines for submitting *Spotlight* articles, please visit www.smsa.org.

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



Thank You SMSA Supporting Members

