



INTERNATIONAL ROAD
TECHNOLOGIES INC.
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Course Evaluation Summary

Course Title: Risk Management for Maintenance Operations
Client Name: State of Idaho
Date of Course: September 26-27, 2006
Location: DISTRICT TWO
Number of participants: 72 students (52 Feedback Forms - not all questions were answered)

1. Did the course achieve objectives?	Yes: 49	No: 0	
2. Did you achieve your objective?	Yes: 46	No: 0	
3. The pace was:	Too fast: 0	Too slow: 2	Just right: 48
4. Material was:	Too hard: 0	Too easy: 1	Just right: 45
5. Instructor expectation rating:	Exceeded: 28	Met: 23	Below: 0
6. Course expectation rating:	Exceeded: 17	Met: 33	Below: 0
7. Handout expectation rating:	Exceeded: 13	Met: 37	Below: 0
8. PowerPoint expectation rating:	Exceeded: 14	Met: 36	Below: 1

Comments from what was most useful:

- Staying out of trouble by not reporting enough information
- Brought to my attention areas that can be improved and situations that can arise if we are not prepared
- Insurance costs and how insurance & state agencies are worked and the money that gets spent. Protect yourself with diaries, timecards, etc
- The importance of keeping better records and to keep it up to date
- That documentation is critical
- All content
- Letting us know how serious our involvement is
- Knowing about liabilities and written information needed to cover what we do.

Policy & Procedures

- Accidents, reports and documents
- Accident reporting and document procedures
- It was all interesting
- Great manual – instructor very knowledgeable
- Understand how other people want to sue us. We could use the money more efficiently
- Enjoyed all of the class
- Foreseeability document
- Knowing what and what not to do regarding accidents, reporting and what will happen
- Course good. Going to be interesting how and if its applied in this district and other districts
- To understand the importance of consistent maintenance diaries
- What the effects of our decisions can lead to
- All was good. The humorous stuff kept a dry subject moving well
- All good
- Ideas to think about
- Encouragement to document
- New information about current litigation process
- It gave me a lot to think about
- Heads up that even more lawyers were after us to pay for people that will not accept responsibility for their own actions
- Document decision making
- Having an instructor with such knowledge about our work
- The information
- Cover yourself
- Importance of keeping good records – documentation
- Very informative
- Information
- The course as a whole was useful to me
- How courts will look at incidents
- Manual
- All useful
- Documentation
- Understand potential for litigation
- Information on how agencies interact
- Information needed to “defend” ourselves
- Preparing for court
- General overview of the increasing liability

Comments from what was least useful:

- How to report more information on reports
- It was a nice class – everything was useful
- None
- I thought it was all useful
- People
- What we can do about the people on highway
- Not getting to the point very quickly – did some rambling
- I don't like paper work
- Need more interaction – get input on attendees' experiences. After the break, start with questions & comments

- None
- None
- Risk Management planning
- How all this information is going to help me if called to court with all the so-called experts against me
- Not highlighting enough points of interest for further reference – I like to use a marking pen
- Ideas that are not practical for our operating procedures
- Nothing that I could find
- We were told we were utilizing salt and or sand wrong but not given alternatives. If you tell me I am doing something wrong – offer some changes; some alternative action that I can take to correct the actions
- Nothing
- Nothing
- Took me away from work
- Least useful to me was all the examples
- Too much stress on how agency can get sued
- Thanking us

Comments from "what would you say to others about this course":

- Helpful course for planning for risk we take on the road
- The information received was beneficial to improve my attention to my job and opened my eyes to how court systems operate and insurance companies go after the \$'s
- That they need to go to it. To hear about different things he has to say and things that can happen
- Well worth it
- That we could be the "star witness" in a court case
- Very useful to go to this course
- Informative! Pay attention; good information
- Take the class
- Check it out
- Good
- Worth their time to attend – good guidance
- Long but helpful
- Need supervisors to cover issues
- Interesting – well put on
- There needs to be more consistency in recording of information within district/district to district and within the state
- Get ready to spend an hour a day with all the documentation
- Needed
- Need to hear it or go through it
- Good
- It had a lot of good information
- Informative but lacking
- Good information
- Well worth attending
- Take it
- Good – helpful
- Very important. Should be taken by all maintenance personnel
- Go to it
- Good course to attend

- Well run and informative
- Advise to take
- Take it – informative
- We need to be updated on this once a year
- Useful
- Very useful
- Its good to be refreshed and reminded of our needs and goals

General Comments:

- Course was well put and organized. Information for new ideas on how we operate or record was laid out in an understanding tone
- None
- That we all need to spend some time and read this book. Also, we need to work together and try to see road conditions & hazzards the same way (group training)
- Good course for the ITD employee
- In general – it was good
- Wouldn't less information be as good as more?
- Was interesting seeing what can happen. Hope that upper management will see things in a different light as we can see things differently also
- Most problems discussed are at a higher level of command ie: district meetings, foreman areas
- Hope this translates to training for management, personel, and better planning & oversight by supervisors
- Understand potential & means of avoiding & predicting against litigation
- Glad I went