



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: October 5-6, 2006
Location: DISTRICT FIVE
Number of participants: 78 students (55 Feedback Forms - not all questions were answered)

1. Did the course achieve objectives?	Yes: 52	No: 0	
2. Did you achieve your objective?	Yes: 50	No: 0	
3. The pace was:	Too fast: 0	Too slow: 0	Just right: 54
4. Material was:	Too hard: 0	Too easy: 0	Just right: 54
5. Instructor expectation rating:	Exceeded: 33	Met: 19	Below: 0
6. Course expectation rating:	Exceeded: 24	Met: 27	Below: 0
7. Handout expectation rating:	Exceeded: 27	Met: 24	Below: 0
8. PowerPoint expectation rating:	Exceeded: 22	Met: 28	Below: 1

Comments from what was most useful:

- Everything talked about in class
- Very informative
- Information
- It showed us how to do our jobs better than we were doing before the training
- Examples that the instructor showed and real life stories. Instructors' knowledge in various fields
- Information on lawsuits and the steps we can take to help us when taken to court. Also, the preventive steps to help avoid lawsuits
- How to protect yourself
- Learning about it

- Learn to use documentation better and learn about civilian litigations
- It was very useful information
- Good information
- Pointing out the possible repercussions of poor planning of winter maintenance
- This was very good information for us as maintenance people
- Most of the information
- Teaching the importance of documentation
- We need to follow procedures – we should do more anti-icing
- Talking about what is expected of you to protect from court action
- I thought your information was very useful, however, somewhat depressing due to the fact that we often do not have the resources to do our jobs (Salt/blades/trucks etc.)
- Understanding the areas that leave the department at risk
- What the lawyers are going to ask
- All good
- Quality information
- To keep a record of all that has taken place. Keep them up
- Tell you what should be done and some of the ways you should use it
- Knowing What-How-When to document things. Why its important and how it is useful to know the things you need to do
- It brought to my attention area's I need to improve. The policies and procedures need to be drastically improved. Keep an accurate diary. Need to know all policies. Stay out of court
- State is trying to better
- What is negligence and liability. Be proactive not reactive
- All
- Importance of documentation
- To keep good notes
- Understanding legal obligation – the time frame of law suits. Understanding the need for documentation and understanding the environment problems
- Policy & Procedures – Plan
- The risks involved and what can happen in court
- How to do my job
- Subject & awareness
- The information we received and the way it was presented
- Documentation
- Being prepared for road maintenance and accidents before they happen. Also documentation
- The course was useful in giving facts and figures on law suits. Also on anti-icing statistics. Importance of documentation

Comments from what was least useful:

- I thought the whole course was to the point and cannot think of anything that was not useful
- I thought everything was useful in one way or another
- None
- It was all good
- The people that make the decisions are not in the class so it will end up a waste of time. Sorry
- Our hands are tied by how much money the Legislature will give us
- N/A

- All good
- None
- Not much
- Cooperate with State
- I think all facts were helpful
- I didn't see or hear anything that was not useful
- It was all useful to some extent
- The course had very useful information. Therefore, there was not anything I felt was least useful

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

- The course is worth while. Very good course
- Take it – it will help
- It's an eye opener of what can happen in the real world - would recommend
- Pay attention cause sooner or later, this will happen to most maintenance people and we need to prevent and protect our agency
- Useful information. Parts were boring but still helped and understand
- You need to go
- Take the course
- More people should take the course; including administrationnn and Law Enforcement
- Very good information
- Good overall information and put together well
- This needs to be taught to administration people also
- Make everyone take the class; not just the drivers. Because we know what works, but the powers that be; won't listen
- Good course. All need to attend including administration
- Keep a good record of what you do and see but don't be too detailed
- That everyone needs to talk about actions, level of service and what is needed to provide safety and easier ways to do job. Don't tie our hands.
- Go, Listen, Learn – Implement
- Enlightening
- Use it – Use your manual
- Everyone should attend
- Will help you do your job if you will understand and use the information right
- It is a very good course and is very useful. Everyone should attend and maybe have refresher courses each year
- It was very helpful – take the training
- Very good
- Useful and beneficial to attend
- Very informative
- I hope our upper managers have attended this course
- Good course overview
- They need to take this course
- I think the course helps bring out the fact that workers have to be on top of their jobs at all times
- I think it was good and very informative
- Good
- A very good course; very good instructor
- It was worth while to go and attend
- Take it
- That it would be helpful to them. It would get them better prepared for their

- jobs and prepare them for emergencies
- If you are looking for a very informative course on Maintenance issues on winter maintenance, this would be a good course to take

General Comments:

- Very good instructor. Graham is very knowledgeable
- A very good course to take; enjoyed it very much
- Because of this course, I see changes I need to make and do better
- ITD should take these recommendations and revise the written policy. Also, maintenance should change some of their practices. We always need to be better prepared and documentation to back our decisions up
- Great class
- It would have been nice to see some management personnel in the class
- The State needs to watch their policies as to time they work you too long then your down time is not to policies of the State. The comments are "Do what you are told because policies don't mean anything in an emergency" and everything to them in an emergency; so drivers are too tired and make mistakes
- We need more manpower to do our job and the money to do it
- As a maintenance person – in general we are expected to do more with less due to high personnel turnover due in part to rate of pay and seeing upper management pulling large salaries and then when new and better equipment or supplies, the budget is gone. Also, going with low bid isn't always the best due to early failure on breadkage. Why pay a contract when state forces can perform the work cheaper ie: mowing
- The mention of money and how it could be better spent needs to be told to the people who write the cheques. We work with what we have not what we could have. If the people with the money don't have to send it, will not spend it in the right places and give us the materials we need.
- Thanks
- It has been a very good course. Some of it I have heard before but its good to have it brought up from time to time
- The maintenance crew should have this course to help them understand their job and how they should work their jobs with this information
- I really enjoyed the course and felt that the instructor knew the material extremely well
- I liked the funny video clips
- This is good information and well worth the time. Thank you
- The time and course was good for all there
- I think Graham did a good job
- Need more on this. First itm efor training in this area and was needed
- It was very informative
- There needs to be more money set aside for maintenance operations rather than taking money away and cutting back on maintenance supplies. Especially cutting back on anti-skid material and not allowing the overtime needed to accomplish our job and not having enough on the overtime budget to give pay for overtime