



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 4, 2006
Location: DISTRICT SIX
Number of participants: 81 students (45 Feedback Forms - not all questions were answered)

1. Did the course achieve objectives?	Yes: 42	No: 0	
2. Did you achieve your objective?	Yes: 37	No: 0	
3. The pace was:	Too fast: 4	Too slow: 3	Just right: 35
4. Material was:	Too hard: 0	Too easy: 1	Just right: 40
5. Instructor expectation rating:	Exceeded: 29	Met: 13	Below: 1
6. Course expectation rating:	Exceeded: 15	Met: 25	Below: 1
7. Handout expectation rating:	Exceeded: 12	Met: 28	Below: 0
8. PowerPoint expectation rating:	Exceeded: 22	Met: 28	Below: 1

Comments from what was most useful:

- This course opened my eyes on what can happen
- His knowledge of the subject
- All was useful
- All
- Legal/environmental issues
- Importance of record keeping
- Things to watch out for and to also protect yourself
- All
- Remind us of responsibility
- Knowing to document and things to look at and plan

- Everything
- I think you really related to the maintenance group and issues they deal with. Management needs to make sure we follow through
- Knowing we can get into trouble even when we think we are doing good
- Don't want to get sued. Documenting that you can defend in court
- The most useful thing that I learned in this course is to never get into a snowplow or chemical applying equipment or you will probably end up in court no matter how well you were trying to do your job
- We are liable for about anything
- Power point
- I learned that as a public information specialist, I have to know more about this topic
- It was informative
- How to protect yourself
- Understanding more about legal procedures
- Importance of documentation all the time – diaries, sand reports, etc
- Awareness
- Knowledge of what could happen
- Knowing the liabilities
- All
- Full of good information
- A look at all the rules
- More and more risks because of liability increasing because of \$\$
- What could happen to us and the department
- The use of communications and documentation
- Examples
- Examples of court cases. Become more aware of ITD Policy
- Information in general
- I think it is an eye opener to the importance of documentation

Comments from what was least useful:

- Some of the forms in the manual are wrong for what D-6 use today (taper logs and sanding reports) are compared Page 37-78
- Needs to have more props & examples and less talking
- Movie clips
- Some terminology
- What the State is going to do to help the mountain people in trying to do their jobs & the help to do the jobs
- None
- Everything was good
- Donuts were too old
- Technical information – but it was necessary for the maintenance group
- None
- Relations with law-enforcement and public
- Don't keep telling everyone how dry the course is before you get into it

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

- Take it; you will see what will happen if you do nothing
- Take a no-doz and or a caffene drink
- Go to it – Very informative

- Good course
- Very good
- Decent
- Very informative
- That nobody wants to be in court
- Excellent
- Take it
- Take it
- I think everyone needs to attend classes like this. We need to follow up with additional communication to see if changes are happening
- Graham is one sharp guy – fun to listen to
- Great class
- They need to take it – upper management
- Enjoy
- Pay attention
- Helps you to understand what can happen to you and what you can do to protect yourself
- Need to pay attention and listen to possible consequences
- Yes
- Interesting
- Good – go through it
- Take it
- It brings a lot of ideas to light that you normally wouldn't think about
- Take it and pay attention
- Go and take it- lots of information
- Good
- It was very helpful
- Be aware of all things that go on in your job and do your job the best you can

General Comments:

- He should not say he knows how to do something if we all know different (taking snow floor off with liquid) – it does work
- Look up the definition of "To Ramble On". Sum your talk down to 1 hour maximum
- Good to know that upper management knows the things going on
- Very good instructor / very good presentation / very interesting
- Good Good Good
- Our job is going to be a big worry
- Good
- I would like a copy of your power point presentation
- You said "down at your level" – not good. Thank you.
- Never ever let the general public see this presentation or every wreck or slide-off will be followed with a law suit
- Good information
- There is so many people moving into Idaho from other States, such as California, want to change our laws and rules and our way of life. Idaho should not give in and if these people don't like it, they should go back where they came from
- Very good – thank you. Very informative
- Good course
- Good presentation! We have a problem with educating the police and general public about what we are doing
- Very informative
- Good job

- Good overall view of Risk Management. Very good for old and new employees, alike