



TOIRMA Update

By Jim Donelan

TOIRMA Executive Director

Baseball, Football and the Client Satisfaction Survey

IT'S SEPTEMBER, one of my favorite times of the year. The weather will soon begin changing to a much more tolerable range, and we will be able to enjoy fall sports, such as football. I feel that I must clarify that I'm a baseball fan first, and football fan second, so this has historically been a fun period where I could watch my baseball team in the playoffs and still be optimistic about my football team. As a Cardinals baseball fan and Bears football fan I'm not so sure either one is possible this year, but one can hope. As with the seasons and sports, TOIRMA, too, has traditions we follow. In early October TOIRMA will be sending out to all designated contacts (each member has one) our Annual Client Satisfaction Survey, and we need your help in completing the survey and returning it to our office.

This survey is designed to provide the Board of Trustees and staff direct feedback from our Members regarding the TOIRMA Program. We evaluate the comments and suggestions and this mechanism assists us in improving the TOIRMA Program. Each completed survey is reviewed by the TOIRMA staff and, if a response is necessary, assigned for action. Historically, the response rate from our Membership has been high, and it is sincerely appreciated.

Not only is the survey a vital communication tool for TOIRMA, it also has initiated discussion and/or confirmed our Members' desire to enhance the Program over the years. Coverages that have been added to the TOIRMA Program include Bridge Coverage (up to \$50,000), the Equipment Breakdown Coverage (Boiler & Machinery), and Members have the opportunity to purchase optional General, Auto, and Public Officials Liability coverages in excess of the standard limitations of \$3 million (up to \$5 million or \$10 million). In

As of August 26, 2016, the following TOIRMA members have not deposited their 2016 Dividend check. If your township/road district is on this list below, please deposit your dividend as soon as possible. Thank you!

Brooklyn Township	Lee County
Hamilton Township	Lee County
Harrison Township	Winnebago County
Hawthorne Township	White County
Monroe Road District 3	Monroe County
Stonington Township	Christian County

addition, at the beginning of this Program Year, June 1, 2016, the TOIRMA Board of Trustees increased the Premises Medical Liability limit from \$5,000 to \$10,000 per person at no additional charge. The increase in Premises Medical Liability is meant to help Members with coverage of volunteers. These are a few instances when the TOIRMA Board of Trustees has improved the Program to better meet the needs of our Members.

Dedication and service to our Members remains a priority of TOIRMA, and your feedback regarding your experiences with us is a valued component of our success. The survey will not take long to complete, and can be returned in the provided self-addressed envelope. So, if you are the TOIRMA designated contact, please keep an eye out for the upcoming Client Satisfaction Survey and thank you in advance for your attention and response.

Enjoy your Fall, and let's hope at least one of your sports teams is successful.

As always, if you have any additional questions, please feel free to contact me toll-free at (888) 562-7891 or by email at jdonelan@toirma.org.



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