



# Technology Transfer Center

New Hampshire LTAP at UNH

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November 2, 2009

To: **NH LTAP Stakeholders:** Public Works Directors, Road Agents, Municipal Highway employees, Municipal Engineers, City/Town Managers & Administrators, Selectmen, NHDOT personnel, & other partners.

Subject: NH LTAP Bi-Annual Needs Assessment

The mission of NH LTAP is “To provide technical and management information about roads and bridges to Public Works Directors, Road Agents, other municipal officials, and private and public road-related organizations.”

We accomplish this mission by providing a variety of services to our clientele:

1. Training program (Roads Scholar)
2. Road Business newsletter
3. Technical Assistance
4. Website
5. Listservs
6. Publications & Video Library
7. Assist NH public works affiliate groups

To identify service gaps and improve our program, we conduct a survey every two years to identify customer needs. This survey will ask questions on services provided by NH LTAP.

Please complete the survey and return it to us by **December 31, 2009** via email, fax, or postal mail.

We appreciate your commitment in helping improve our program to benefit local highway officials.

Sincerely,

Kathryn A. Myers  
Training Program Manager  
NH LTAP



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## New Hampshire LTAP at UNH

November 17, 2009  
(NH)

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# NH LTAP Bi-Annual Needs Assessment



Your answers are important to us because we will modify our program based upon your needs. So please be honest and open. This survey has eight sections and takes about 15 minutes to complete. Please complete entirely before submitting. Thank you.

## **Section 1: NH LTAP Training Workshops (Roads Scholar)**

**Directions for questions 1A through 1D:** Please circle a number (1 to 7) to reflect how you believe NH LTAP is meeting current needs of municipal highway departments for each national LTAP focus area. If you have never attended any of the workshops listed under a focus area, please skip that question. If you have never attended any NH LTAP training, skip this section entirely.

	Unmet		Somewhat met		Met		
<b>1A. Focus Area 1: Safety–Worker/Workplace Safety</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

*Backhoe Operator Maintenance & Safety, Chainsaw Safety, Commercial Drivers Licensing Safety, Employee Safety, Garages: Keeping Them Safe, Grader Operator Maintenance & Safety, Improving Maintenance Facilities, OSHA 10 Hour Construction Training, Safety for Public Works Departments, Tractor/Mower Operations & Safety, Trenching/Excavation Safety, Welding Operation & Safety, & Workzone Traffic Control.*

	Unmet		Somewhat met		Met		
<b>1B. Focus Area 2: Safety – Highway Safety</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

*Anti-Icing Local Roads, Emergency Management, Construction Inspection, Flagger Certification, Guardrail Installation & Maintenance, Highway Safety, Incident Command System for Public Works, Intersection Safety, MUTCD, Mutual Aid for Public Works, Pavement Markings, Road Safety Audits, Sign Retroreflectivity, Software: Sign Inventory Management System, & Speed Limits.*

	Unmet		Somewhat met		Met		
<b>1C. Focus Area 3: Infrastructure Management</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

*All About Asphalt, All About Roadway Materials, Asphalt: Cold-Mix, Asphalt: Hot-Mix, Basics of A Good Road, Bridge Maintenance, Cracksealing, Culvert Installation & Maintenance, Drainage, Drainage, Drainage, Erosion Control 1, Erosion Control 2, Full-Depth Reclamation, Geotextiles for Local Roads, Gravel Road Maintenance, Local Road Maintenance, Municipal Road Standards, Pavement Preservation, Pavement Repair Treatments, Preventative Maintenance Treatments, Reconstruction Project Planning, Recycled Asphalt Products, Roadside Design, Roundabouts, Software: Drainage Management System, Software: Road Surface Management System, Traffic Loads & Design, Winter Maintenance Basics, & Winter Maintenance for Decision-Makers.*

	Unmet			Somewhat met			Met
<b>1D. Focus Area 4: Workforce Development</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

*A Hard Road to Travel: Municipal Law, Administrative Professional's Workshop, Basic Math, Budgeting For Public Works, Can You Dig It: Planning, Digsafe, Wetlands, Commercial Vehicle Regulations, Communicating & Delegating, Dealing with Difficult People, Effective Problem Solving, Employee Performance Evaluations, Ethics for Public Works, Good Record-Keeping, Illicit Discharges—Wastewater/Stormwater, Introduction to Computers, Introduction to the Environmental, Leadership for Public Works, Lines, Levels, Layouts, Managing Computers, Managing Highway Departments, Managing People, Math for Public Works, Municipal Garages & Environmental Compliance, Municipal Permits, Plan Reading, Professionalism Starts at Home, Public Relations for Public Works, Public Speaking, Recycling for Public Works, Road Management for Town Officials, Road Repair Cost Estimating, Sexual Harassment, Software: Municipal Equipment Management System, Solid Waste Management, Spec Bids, Stormwater I & II, Successful Supervision, Tort Liability, Waste Reduction & Recycling, Water/Wastewater, Wetlands Permitting, & Working with Consultants.*

**1E. If you have implemented new technology, methods or practices introduced at a training, in the newsletter or publications/videos, please describe it here: \_\_\_\_\_**

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**1F. What are your agency's training needs for new employees? \_\_\_\_\_**

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**1G. List new workshops you would like to see in the future for all employees: \_\_\_\_\_**

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**1H. What is your agency's current training budget? (include dollar amount, time period, and how many people that budget covers): \_\_\_\_\_**

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**1I. Is training a factor when considering an employee for advancement?**

Yes    No

**1J. Which of the following scenarios best describes how job related training decisions are typically made at your agency?**

- A supervisor identifies a desired program and asks personnel to participate in the program.
- An individual identifies a desired program and requests approval from a supervisor to participate in the program.
- An individual identifies a desired program and decides to participate (does not need approval from a supervisor).
- Supervisors and personnel work together to decide about training programs, but supervisors grant final approval.

**1K. Are completion of NH LTAP workshops used by your agency as a type of incentive?**

- Considered in making promotions or upgrades in positions.
- Considered when making increases to salaries.
- Agency is considering how to use these training programs.
- No.
- I don't know.
- Other: (Please describe): \_\_\_\_\_

**1L. Please identify any reason that makes it difficult to attend/send employees to training**

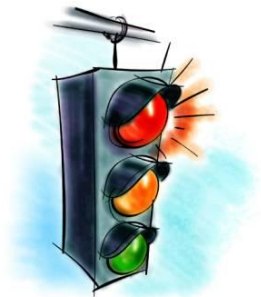
- |   |   |
|---|---|
| <input type="checkbox"/> workshop price is too high                       | <input type="checkbox"/> not aware of what's available                    |
| <input type="checkbox"/> supervisor does not support training             | <input type="checkbox"/> don't understand the program                     |
| <input type="checkbox"/> hard to get time off from work                   | <input type="checkbox"/> don't want to attend (please tell us why: _____) |
| <input type="checkbox"/> not enough employees to lose someone for the day |   |
| <input type="checkbox"/> training budget is small/non-existent            | <input type="checkbox"/> Other: (Please describe): _____                  |
| <input type="checkbox"/> days/times/length of training is not convenient  | _____   |
| <input type="checkbox"/> training is not necessary                        | _____   |

**1M. Please rate the cost of workshops, based on today's training budgets** (average = \$60 per day, which includes continental breakfast, lunch, printed materials, & instruction)

- Inexpensive     Affordable     Expensive

**1N. What is your preferred length of one training session?**

- |   |                                   |
|---|-----------------------------------|
| <input type="checkbox"/> less than 1 day (1 to 3 hours) | <input type="checkbox"/> 1 ½ days |
| <input type="checkbox"/> ½ day (4 hours)                | <input type="checkbox"/> 2 days   |
| <input type="checkbox"/> 1 full day (5-6 hours)         | <input type="checkbox"/> 2 days + |



**1O. What days are more convenient for training (check off all that apply):**

- |                                    |                                   |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday    | <input type="checkbox"/> Friday   |
| <input type="checkbox"/> Tuesday   | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Sunday   |
| <input type="checkbox"/> Thursday  |                                   |

**1P. What time of day is more convenient for training (check off all that apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> 7:00am to 12:30 (no lunch) | <input type="checkbox"/> 11:00am to 5:00pm (lunch) |
| <input type="checkbox"/> 8:00am to 2:00 (lunch)     | <input type="checkbox"/> 12:00pm to 6pm (lunch)    |
| <input type="checkbox"/> 9:00am to 3:00pm (lunch)   | <input type="checkbox"/> Late afternoon classes    |
| <input type="checkbox"/> 10:00am to 4:00 (lunch)    | <input type="checkbox"/> Evening classes           |

**1Q. What months are convenient for you to attend training (check off all that apply):**

- |                                   |                                |                                    |                                   |
|-----------------------------------|--------------------------------|------------------------------------|-----------------------------------|
| <input type="checkbox"/> January  | <input type="checkbox"/> April | <input type="checkbox"/> July      | <input type="checkbox"/> October  |
| <input type="checkbox"/> February | <input type="checkbox"/> May   | <input type="checkbox"/> August    | <input type="checkbox"/> November |
| <input type="checkbox"/> March    | <input type="checkbox"/> June  | <input type="checkbox"/> September | <input type="checkbox"/> December |

**1R. Please place a rank of 1 through 5 in order of preference for the following five ways to receive training. A "1" indicates your first choice and a "5" indicates your last choice.**

- A live workshop where people meet face-to-face.
- A telephone workshop where people talk on telephone only.
- A web-based workshop where people talk via telephone or web (microphone) & interact online only.
- A web-based workshop where learning is self-paced and users can complete any time. There is no interaction with others.
- Through publications/videos mailed to your agency.

**1S. Please list other ways your agency receives training we haven't listed in previous question:** \_\_\_\_\_

**Section 2: Road Business Newsletter**

**Directions:** Please respond appropriately to each question.

- 2A. **Have you ever read the Road Business newsletter?**     Yes     No
- 2B. **How do you read it?**     online     hard copy

2C. If the newsletter went to being electronic (.pdf) only (no hard copies mailed), how likely would you be to continue reading it?

Extremely likely     Somewhat likely     Not very likely     Unsure

2D. Please rate the following sections of the newsletter on a 1-7 scale based by how important you think they are.

<u>Description</u>	Not		Neither			Very	
	Important						
Important							
On the Road in NH (features local municipal projects)	1	2	3	4	5	6	7
Master Roads Scholars	1	2	3	4	5	6	7
Technical articles	1	2	3	4	5	6	7
Safety articles	1	2	3	4	5	6	7
Administrative articles	1	2	3	4	5	6	7
Legal issues (changes to MUTCD & other rules)	1	2	3	4	5	6	7
Milestones, dates & websites	1	2	3	4	5	6	7
Publications & videos	1	2	3	4	5	6	7

2E. Please list newsletter topics you'd like to see us research and publish in the future:

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### Section 3: Technical Assistance

Directions: Please respond appropriately to each question.

3A. Are you aware that NH LTAP has staff that can come to your community to provide direct technical assistance with a variety of issues?     Yes     No

3B. Are you aware that you can call or email the NH LTAP Center with technical questions on road maintenance or repair?     Yes     No

3C. Has your organization taken advantage of this assistance?     Yes     No     Unsure

3D. Why or why not? \_\_\_\_\_

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### Section 4: Website

Directions: Please respond appropriately to each question.

4A. Have you ever visited the NH LTAP website?     Yes     No (skip to next section)

4B. How often do you visit the site:     Daily     Weekly     Monthly     Seasonally

4C. Did you find everything you were looking for on our site?     Yes     No

4D. What information do you need when visiting our site (check all that apply):

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Training schedule     | <input type="checkbox"/> Videos           | <input type="checkbox"/> Sample pw policies     |
| <input type="checkbox"/> Roads Scholar Program | <input type="checkbox"/> Publications     | <input type="checkbox"/> T2 staff contact info. |
| <input type="checkbox"/> Newsletter Articles   | <input type="checkbox"/> Affiliate groups | <input type="checkbox"/> Other: _____           |
| <input type="checkbox"/> Listserv info.        | <input type="checkbox"/> Software         | _____   |
| <input type="checkbox"/> Mutual Aid info.      | <input type="checkbox"/> Job openings     |   |

4E. Do you have any recommendations for site improvement?

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## **Section 5: Listservs (electronic mailing lists)**

**Directions:** Please respond appropriately to each question.

5A. Do you subscribe to any of the NH LTAP listservs?  Yes  No (skip to section 6)

5B. Which listservs do you subscribe to: \_\_\_\_\_

5C. Rate the usefulness of the listserv: 

	Not						Very
	Useful		Neither				Useful
	1	2	3	4	5	6	7

  
(Please circle one)

5D. Please list any additional comments about listservs: \_\_\_\_\_

## **Section 6: Publications & Video Library**

**Directions:** Please respond appropriately to each question.



6A. Has anyone at your organization received material from our libraries?  Yes  No

6B. Why have/haven't you used our libraries? \_\_\_\_\_

6C. Rate the usefulness of the Publications library: 

	Not						Very
	Useful		Neither				Useful
	1	2	3	4	5	6	7

  
(Please circle one)

6D. Rate the usefulness of the Video library: 

	Not						Very
	Useful		Neither				Useful
	1	2	3	4	5	6	7

  
(Please circle one)

## **Section 7: NH Public Works Affiliate Groups**

**Directions:** Please respond appropriately to each question.

7A. Does your community belong to NH Public Works Mutual Aid?  Yes  No  Unsure

7B. Why or why not? \_\_\_\_\_

7C. Does your community belong to NH Public Works Standards & Training Council (NHPWSTC)?  Yes  No  Unsure

7D. Why or why not? \_\_\_\_\_

7E. Do employees of your organization attend the NH Public Works Standards & Training Council Public Works Academy classes?  Yes  No  Unsure

7F. Why or why not? \_\_\_\_\_

7G. If you could pick any training topics for the PW Academy what would they be? \_\_\_\_\_

## **Section 8: NH LTAP Services & Demographics**

**Directions:** Please respond appropriately to each question.

8A. Please check off any NH LTAP services your agency has used in the past two years:

- |                                     |                                       |   |
|-------------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Training   | <input type="checkbox"/> Listservs    | <input type="checkbox"/> Technical assistance |
| <input type="checkbox"/> Newsletter | <input type="checkbox"/> Videos       | <input type="checkbox"/> Software             |
| <input type="checkbox"/> Website    | <input type="checkbox"/> Publications |   |

Called/Emailed with  
general question

Called/Emailed with  
technical question

Other: \_\_\_\_\_

**8B. What is your overall assessment of the services provided by NH LTAP?**

Extremely useful    Somewhat useful    Not very useful    Not familiar with the services

**Comments on NH LTAP services:** \_\_\_\_\_

**8C. Please indicate who you work for:**

A municipality (city/town)

NHDOT

NHDES

Other state agency: \_\_\_\_\_

County Government

Regional Planning Commission

FHWA

Other federal agency: \_\_\_\_\_

Private Organization: \_\_\_\_\_

Other: \_\_\_\_\_

**8D. If you work for a municipality, please indicate your position:**

Public Works Director

Road Agent

Hwy Superintendent/Foreman/Supervisor

Highway Crew Member

Selectman/Elected official

City/Town Manager/Administrator

City/Town Engineer

Administrative Assistant/Clerk

Other \_\_\_\_\_

**8E. How many years have you been employed at your current organization:**

0-3 years

7-9 years

15-19 years

4-6

10-14 years

20+ years

**8F. If you work for a municipality, please list:** the population: \_\_\_\_\_ & how many  
total road miles: \_\_\_\_\_

**8G. What county do you work in?** \_\_\_\_\_

**8H. Do you have internet access at work?**    Yes    No

**8I. Do you have internet access at home?**    Yes    No

**8J. Work related challenges can be a struggle. Please list specific skills you want to acquire to perform your job more effectively:**

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

**8K. If you supervise, select any workforce challenges you face (if not, skip this question):**

finding adequately trained employees

finding employees with positive attitudes

adequate number of employees

impending retirements

attracting new employees

High turnover rates

**If you have any comments on NH LTAP training or other services, write them below:**

\_\_\_\_\_

\_\_\_\_\_

-----END OF SURVEY-----

**Thank you for taking the time to complete this survey!**

**Your responses will help us design a program to better serve your needs!**

**Please send to us by December 31, 2009** via fax: 862-0620; email: k.myers@unh.edu; or mail to: UNH Technology Transfer Center, 33 Academic Way, Durham NH 03824. If you need a postage-paid envelope, please let us know and we'll send you one.

**OPTIONAL:**

**Tear this sheet off the survey & fill in your contact information IF:**

- You wish to be entered into our drawing to win one (of two) coupons for a FREE t2 workshop!
- You would like to be sent more information on NH LTAP/UNH Technology Transfer Center.
- Your agency has a training room and you're interested in hosting T2 trainings.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

