



# TOIRMA Update

The main number for TOIRMA's new Springfield office is 217-744-8010; fax 744-8011. The toll-free number remains the same, 888-562-7861.

**W**E HAVE RECEIVED 913 Member Surveys as of 11-12-09. Our sincere thanks to each of you who assisted us by completing and returning them. We promised in the letter we sent with the survey to look at each one and analyze the comments and we will be doing that process shortly. I also want to thank those of you who visited our booth at the TOI Conference. It is nice to have the opportunity to meet many of you and to be able to put the name and face together. Hopefully that was an opportunity for our members to do the same.

There were several questions asked of those of us who were at the booth, which is an excellent opportunity to solve or resolve a particular issue which a member township might have occurring. Hopefully we were able to address the issue to your satisfaction.

There were two issues which do need to be addressed as the information will benefit all our members.

The first one concerns phone calls made to the office in Springfield or to the office in Danville. This issue has been addressed before but seems to be an on-going issue. Both offices, TOIRMA Executive Office and CCMSI, keep regular hours. However, it might not be possible to talk to a "human" every time and any time someone calls. We do spend a considerable amount of time on the phone and there are only so many of us. If you can not reach a live voice, please leave a message with a valid return number and you will get a return call as soon as possible. I would agree it is preferable to get the issue resolved with the first phone call, and while we also would like for that to occur, it is just not humanly possible. Therefore a little tolerance will be appreciated to allow the process to work satisfactorily. Patience is a virtue many of us need to embrace more often.

There are extension numbers published in many of our publications to ease the process of reach-

ing someone. Please make a list and keep it handy so you will be able to reach the desired party. If it is after hours, leave a message and a call will be returned as soon as possible the next business day.

The other issue which needs to be addressed is the coverage provided to our members by TOIRMA. Each year we mail the "Summary of Coverages" to each member. We are happy to explain that document and spend a considerable amount of time answering questions about it. TOIRMA needs our members to understand what it means and how it applies.

There are some members who try to expand those coverages to meet a particular issue or a special circumstance of the one member. It is important for all to remember TOIRMA is a "pool" of townships across the state. As such, we must remain focused in the common areas of our members and not allow a well intended exposure of one member to put the rest of the pool members at risk. Therefore we have declined or excluded some types of exposures a particular member might wish to undertake. We will, as we have in the past, assist in finding some other provider to meet this particular need, if requested. However we just simply cannot accept some exposures and protect our other members in the process.

Now on a more pleasant note, the holiday season is upon us. On behalf of those of us involved in the TOIRMA Program, I would like to wish you a WONDERFUL HOLIDAY SEASON. May the memories of 2009 be good as we approach 2010 together. — Rod



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