

Chris MacDonald Lessons Learned

1. **Full Inventory and Inventory LIST** for common repairs or types of incidents
 - a. Priceline rocks fall on main
 - b. Service lines to meter
 - c. Brakes on main or branch
 - d. List more...decide on types of repairs we aim to support and their number
2. **Lack of on-site Plumbing Experts:** speed of decision slow, need plumbing experts backups (Sexton and 2 more) and backup paid ditch diggers (3)
3. **Pay ALL People back** - pay Chris back for things bought in El Centro
4. **District Tool Supply** - District MUST own its own tools and they must be returned to their proper place for others to find easily (no more storing at people's home or borrowing from Joe Schmo).
5. **Quality Tools** - eg. Get good tools to cut easily (Japanese PVC cutter vs reciprocating saw)
6. **100% Easy Access to Vitals** - Keys to Tools Shed (maybe hanging key lock)
7. **Communication Tools** - Need to have field comms owned and charged by the District in the Office
8. **Community Emails:** must be vetted by those in the field.
9. **Laminate Map** - have multiple copies - they are a tool. Store in the toolshed!!!
10. **Valve Status** - unknown to this day by anybody at Canebrake.
11. **Tone of Voice** - need to know humans are limited in energy and patience and to mitigate working too much in poor conditions (TOV will suffer).