

AFTER ACTION REPORT

To: Reynold Douglas, Facility Services Manager

From: Marius Erby, Facility Services Technician 1

Date: Jan. 6, 2012

RE: After Action Report of Water Main Leak

- Purpose
 - What did we set out to do? Respond to call out and assist water department with cutting off water to building so repairs could be made.
 - What was supposed to happen? Backflows and water was isolated due to faulty joints on water main which caused the leak.
 - Is there a process or procedure in place for this activity? Currently, there is a process or procedure in place for this event. Example, backflows was isolated to prevent dirt and trash to get into water lines as repairs was made for safe drinking water.

- Executive Summary
 - What actually happened? 3 inch water main leak
 - Why did it happen? Accident, due to age of the water of the line, repairs had been made there several times at the same location.
 - What did not work well and needs to be changed? The water line was repaired or patched 4 to 5 years ago and needs to be permanently replaced instead of patched.

- Lessons Learned
 - What can we do better next time? Just expect the unexpected and be prepared the best we can be.

- Action Items
 - Develop a list of the actions to fix specific needs, Examples
 - Root cause analysis- Ensure that all possible trouble items have been checked and repaired.

 - Timelines and responsibilities
 - Facility Services will continue to give good response time so repairs can be made in a good manner time for the consumers