"The snow doesn't give a soft white damn whom it touches."

– E. E. Cummings

Tahoe Donner Lessons Learned Winter 2016/2017

- Capturing lessons learned is an integral part of every post operation/event and serves several purposes. While the finalization of a formal lessons learned document is completed after major events / activities, capturing lessons learned should occur throughout the year to ensure all information is documented in a timely and accurate manner. Lessons learned documents serve as a valuable tool for use by the management team and planning for future operations and capital acquisitions. This document should not only describe what went wrong and suggestions to avoid similar occurrences in the future, but it should also describe what went well and how similar successes and prior planning may benefit all operations.

2016/2017 Lessons cont 1.

- Fiscal: Winter Planning / Multi-year averages
- Communications
- Facilities
- Operations
- Food & Beverage
- Human Resources
- Loss Prevention
- Public Agencies

Lessons cont 2.

- Fiscal: Winter Planning / Multi-year averages
  - Budget vs. Actual and Operating Fund Member's Equity Balance Policy at 10% of Revenue
- Communications
  - Road Network, Local, Regional
  - Internet, Cell, Phone, Power, Etc
  - Implementation of Website Banner System
  - Update Information to community
  - Community CERT Program

Lessons cont 3.

- Facilities
  - Snow removal equipment, owned rented, contract services
  - Staffing
  - Surge Operations vs. Sustained Operations
  - Continuing actions
  - Snow Storage and Snow Shed Management
  - Power

Lessons cont 4.

- Operations
  - Downhill Ski Area
  - Cross Country Ski Area
  - Trout Creek Recreation Center
  - Snowplay

Lessons cont 5.

- Food & Beverage
  - Supply Lines
  - Power Loss
  - Service Interruption
  - Spoilage
- Human Resources
  - People, Housing, Home vs. Work priority

Lessons cont 6.

- Loss Prevention
  - Redundancy
  - Fatigue
  - Specialty Training
  - Safety, Individual, Vehicle

Lessons cont 7.

- Public Agencies
  - Power
  - People
  - Berms