

--- BEGIN FORWARDED MESSAGE --- From: Dave Chen d.chen@northwood.gov To: Maria Flores m.flores@northwood.gov Date: September 18, 2023 Subject: Another close call... we got lucky this time

Maria,

Just a heads-up. My team was doing routine work near the old bridge on 5th Ave and found severe corrosion on a support joint that wasn't in any of our records. The last inspection sheet we have for that section is from 8 years ago and it just says 'OK'.

This is the third time this year we've stumbled onto a critical issue that our 'system' completely missed. We're flying blind out here. If we hadn't found this by chance, we could have been looking at a major structural failure.

I can't keep patching things together with out-of-date spreadsheets. My team is frustrated and I'm worried we're going to miss something big. When are we going to get tools that can actually help us do our jobs proactively?

-Dave