

Report on Quality Management System to Council Management Review Outcome

Meeting Date: April 29, 2025

Attendees: Morgan Jones, Edgar Tovilla, Danny Chan, Paul Ahn, Shumin Gao, Vincent Feng, and Stephanie Yu

Regrets: Andy Taylor, Eddy Wu

RESULTS OF MANAGEMENT REVIEW	REPORT
Summary of Management Review	<ul style="list-style-type: none"> The update provided to Top Management covered all required items identified in the Operational Plan and Drinking Water Quality Management Standard v.2 (DWQMS v.2). Top Management focused on the review of information from July 1 to December 31, 2024. CAO Taylor was unable to attend and requested the Management Review meeting to proceed with the remaining participants. In Director Wu's absence, Edgar Tovilla served as the Acting Director of Environmental Services as well the Waterworks Operations Sr Manager. Paul Ahn is the Acting Infrastructure Sr Manager. Top Management reviewed information for the 2024 calendar year. All DWQMS activities, including staff emergency training, risk assessment, audits were completed, and requirements were met for the year. QMS performance was reviewed to confirm that the system continues to be suitable, adequate and effective.
Deficiencies Identified	<ul style="list-style-type: none"> No deficiencies were identified at this meeting.
Decisions Made	<ul style="list-style-type: none"> Reviewed the three action items identified in the previous Management Review meeting held on October 8, 2024. All three action items are in progress and Top Management agreed to revise the target completion date. <ol style="list-style-type: none"> "Identify how many customer issues are resolved over the phone compared to onsite investigations and resolution by staff, starting April 1st, 2025" <ul style="list-style-type: none"> Staff are developing the process to make this comparison. Top Management agreed to revise the start date to July 1, 2025, with Q3 & Q4 2025 results reported in the Spring 2026 Management Review. "Review the increase in traffic and streetlight locates as the phase- in inhouse model is implemented in 2024, in comparison with water & wastewater tickets" <ul style="list-style-type: none"> Since the centralized in-house locates model was implemented by December 2024, the full impact of this model will be understood after one full year. Top Management agreed to revise the completion date to the Spring 2026 Management Review. Assess overtime demands at different locates performance levels- Ongoing <ul style="list-style-type: none"> Similarly, the full impact of the new centralized locates model will be better understood after 2025. Top Management agreed to revise the completion date to the Spring 2026 Management Review.
Action Items	<ul style="list-style-type: none"> No action items were identified at this meeting.

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Other QMS Issues Identified	<ul style="list-style-type: none">DWQMS 3.0 draft standard was released by MECP on April 22, 2025 for public commentary. Once the standard is finalized, a summary of changes will be shared with Top Management.

Management Review Meeting Minutes are available upon request from the Continuous Improvement Supervisor.