

Report on Quality Management System to Council Management Review Outcome

Meeting Date: April 29, 2024

Attendees: Andy Taylor, Morgan Jones, Eddy Wu, Celia Fan, Danny Chan, Edgar Tovilla, Prathapan Kumar, Vincent Feng, Catalina Ching and Irene Weiss

Regrets: Shumin Gao

RESULTS OF MANAGEMENT REVIEW	REPORT
Summary of Management Review	<ul style="list-style-type: none"> • Presentation 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, 2023. • 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"> • Environmental Services can organize a tour to the Duffin Creek Water Pollution Control Plant for staff, Council and senior management in 2024.
Action Items	<ol style="list-style-type: none"> 1. Provide a Briefing Note to update Top Management on the status of development, watermain, and water quality maintenance in the Langstaff area. 2. Provide a Briefing Note to update Top Management on the New Development inspection practices and identify any improvements. 3. Inform the Recreation project team and Director Creighton to ensure they partner with York Region to design the McCowan Reservoir site adequately for long-term recreational use and parking demands. 4. Update relevant procedures to include new criteria for staff to enter homes versus conducting remote investigations and resolutions, with the goal of optimizing performance and customer service. 5. Director Wu will provide an update to Commissioner Jones after meeting with ITS to discuss how to address the backlog issue. 6. Update the watermain inventory table to include the total length of each type of pipe material.
Other QMS Issues Identified	<ul style="list-style-type: none"> • It has been ten years since a facility tour of Duffin Creek Water Pollution Control Plant was provided to staff. Councilors and senior management will also be offered this opportunity, with an optional invitation to be sent. • The City received an updated Municipal Drinking Water License (MDWL, issue 11) on October 17, 2023 to include a four-year extension for leading sampling relief.

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	<ul style="list-style-type: none">The MDWL renewal application was submitted to the Ministry of the Environment, Conservation and Parks in January 2024. An updated License will be issued to the City in 2024.

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