



Report on Quality Management System to Council Management Review Outcome

Meeting Date: October 8, 2024

Attendees: Andy Taylor, Morgan Jones, Eddy Wu, Danny Chan, Edgar Tovilla, Prathapan Kumar, Shumin Gao, Vincent Feng, Irene Weiss, Karen Wong, and Stephanie Yu

Regrets: N/A

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 January 1 to June 30, 2024. • 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"> • Top Management agreed to round measurements to one decimal place moving forward.
Action Items	<ol style="list-style-type: none"> 1. Identify how many issues are resolved over the phone compared to onsite investigation and resolution by staff, starting on April 1, 2025. 2. Review the increase in traffic and streetlight locates as the phased-in inhouse model is implemented in 2024, in comparison with water & wastewater tickets. 3. Assess overtime demands at different locate performance levels.
Other QMS Issues Identified	<ul style="list-style-type: none"> • Starting October 10, 2024, Prathapan Kumar will serve as the Acting Director of Environmental Services during Director Wu's absence.

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