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The following action items were identified as part of the 2014 Management Review meetings.

Table 1 2014 Management Review Action Items

Number	Action Item	Owner	Target Date
OTM-1	Efforts will be made in 2015 to review the key performance indicators (KPIs) and their source data to ensure consistency.	DWS	Q3 2015
OTM-2	Review the business process of water enquiries to ensure that: <ul style="list-style-type: none">the criteria for initiating an on-site investigation, including those regarding aesthetic complaints, is consistently adopted by the Call Centre.the calls go through the Customer Contact Unit (CCU) and not directly to the Water Quality section.	DWS and Environmental Business Services (EBS)	Q4 2015
OTM-3	Water Quality staff to review past data obtained from sentinel wells, and provide recommendations to improve the sentinel monitoring program.	DWS	Q4 2015
OTM-4	Water Quality staff to review the cost/benefit implications of obtaining full-scan test results for volatile organic compounds (VOC) and pesticide trace organics. Also, to review the cost/benefit implications of having VOC analysis done at ROPEC Laboratory rather than at third-party lab.	DWS	Q4 2015
OTM-5	Continue to closely monitor the progress of the adoption by Council of a Backflow Prevention Program and by-law.	ESD	2015

Number	Action Item	Owner	Target Date
OTM-6	Request classification of drinking water quality inquiries received by Call Centre. Review with the Call Centre the nature of the calls resolved by them and determine if sub-classifications are required.	DWS/EBS	Q3 2015
OTM-7	Discuss effectiveness of Maintenance Program in QMS KPI meetings with Water Production and Water Distribution and ensure annual reviews include discussions on resource requirements when dealing with capital projects, which reduce ability to meet planned maintenance activities.	EBS	Q2 2015
CTM-1	Top Management plans to submit a report to the Environment Committee and Council in September 2015 requesting approval of a policy to develop a backflow prevention program.	ESD	Q3 2015
CTM-2	Top management plans to provide a report to Council in September 2015 detailing the Standard of Care oversight responsibilities under Section 19 of the <i>Safe Drinking Water Act (2002)</i> .	ESD	Q3 2015
CTM-3	Top Management recommends that a strategic departmental (ESD) review be undertaken to compare the prioritization of actions items generated from the following processes: <ul style="list-style-type: none"> • DWQMS continual improvement • EEB's prioritization framework for facilities projects • Wastewater Services Corrective Action/ Preventative Actions (CAPA) 	ESD	Q4, 2015