



2024 OPERATIONAL DUE DILIGENCE AND REGULATORY UPDATE

Presented to
COMMITTEE OF THE WHOLE

Co-Presented by
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Presented on
APRIL 10, 2025





Video

Presentation Overview



- Part 1:** Update on Public Works Research and Innovation Program
- Part 2:** 2024 Integrated Management System Update Memo for Water, Wastewater and Waste Management
- Part 3:** 2024 Operations and Drinking Water Systems Update

Leveraging Research and Innovation



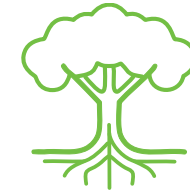
Economic Feasibility of Water Reuse

- Highlighted path for water use bulk water filling station with cost recovery
- Currently in design phase of two sites for bulk-filling stations



Automated Transit Facility Inspection Program

- Leveraging AI camera technology to inspect transit stops
- Reduced costs, improved response time, reduced staff time requirements
- Exploring applications for other services



Optimizing water management of landscaping

- Using sensor technology to track moisture of soil in landscaped beds
- Saving staff time and supporting management of contractors

Research and Innovation program continues to reduce costs, drive deeper insights and improve service delivery

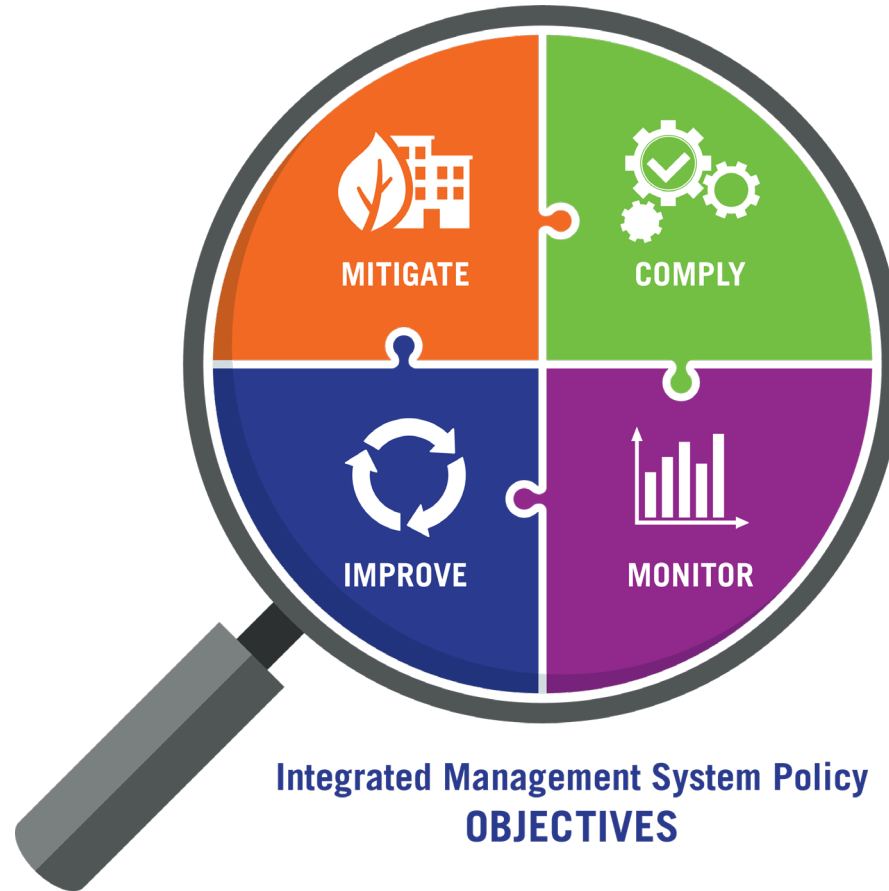
2024 Integrated Management System Results

Our management system helps us deliver safe drinking water, treat wastewater and manage solid waste to protect the environment.



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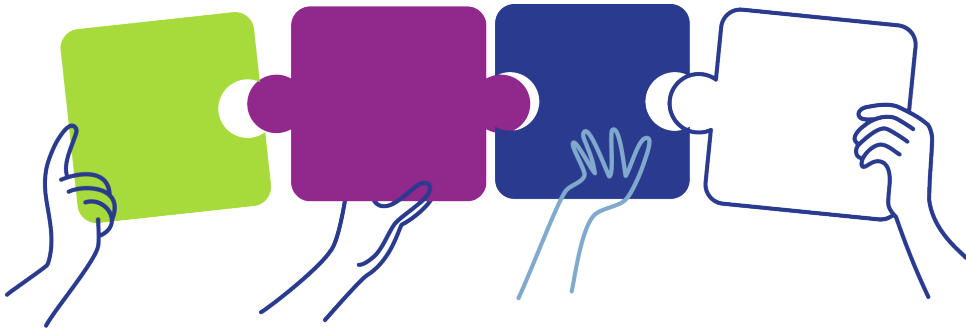
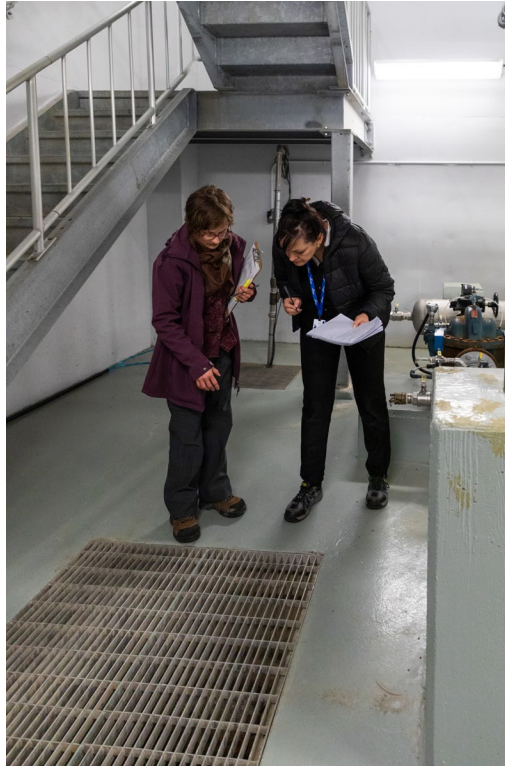
Internal Audit
Findings



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External Audit
Findings

Collaborative Efforts to Ensure Excellence



Public Works proactively engages the ministry through quarterly management meetings and biannual compliance meetings

Valued Partnerships



Strong partnerships drive preparedness, systems optimization and continual improvement

Demonstrating Excellence in Regulatory Inspections

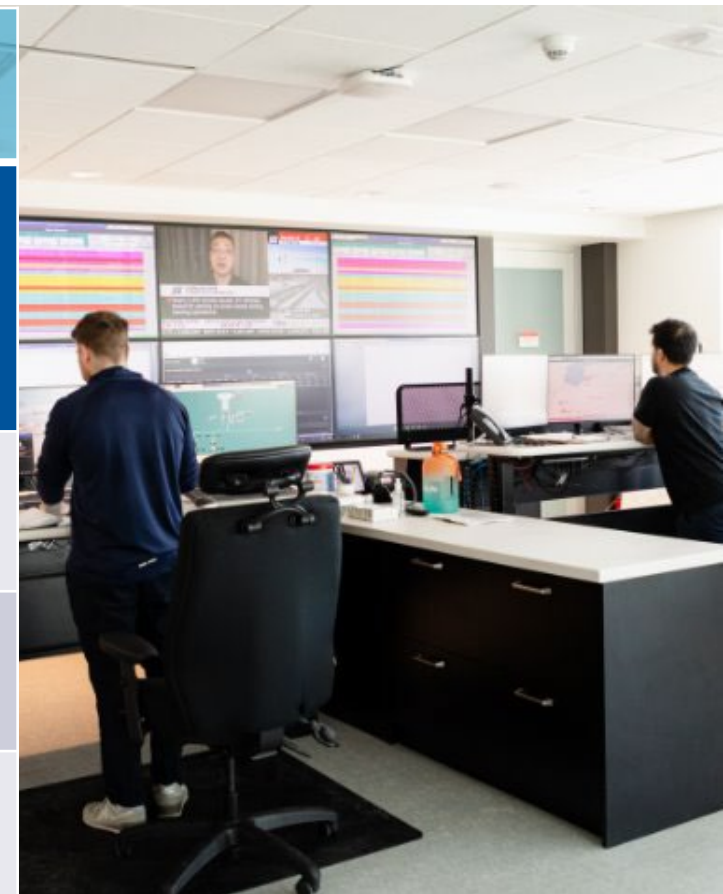
1. Ontario Chief Drinking Water Inspector's Annual Report
(April 1, 2023 to March 31, 2024)
2. 2024 Calendar Year Performance



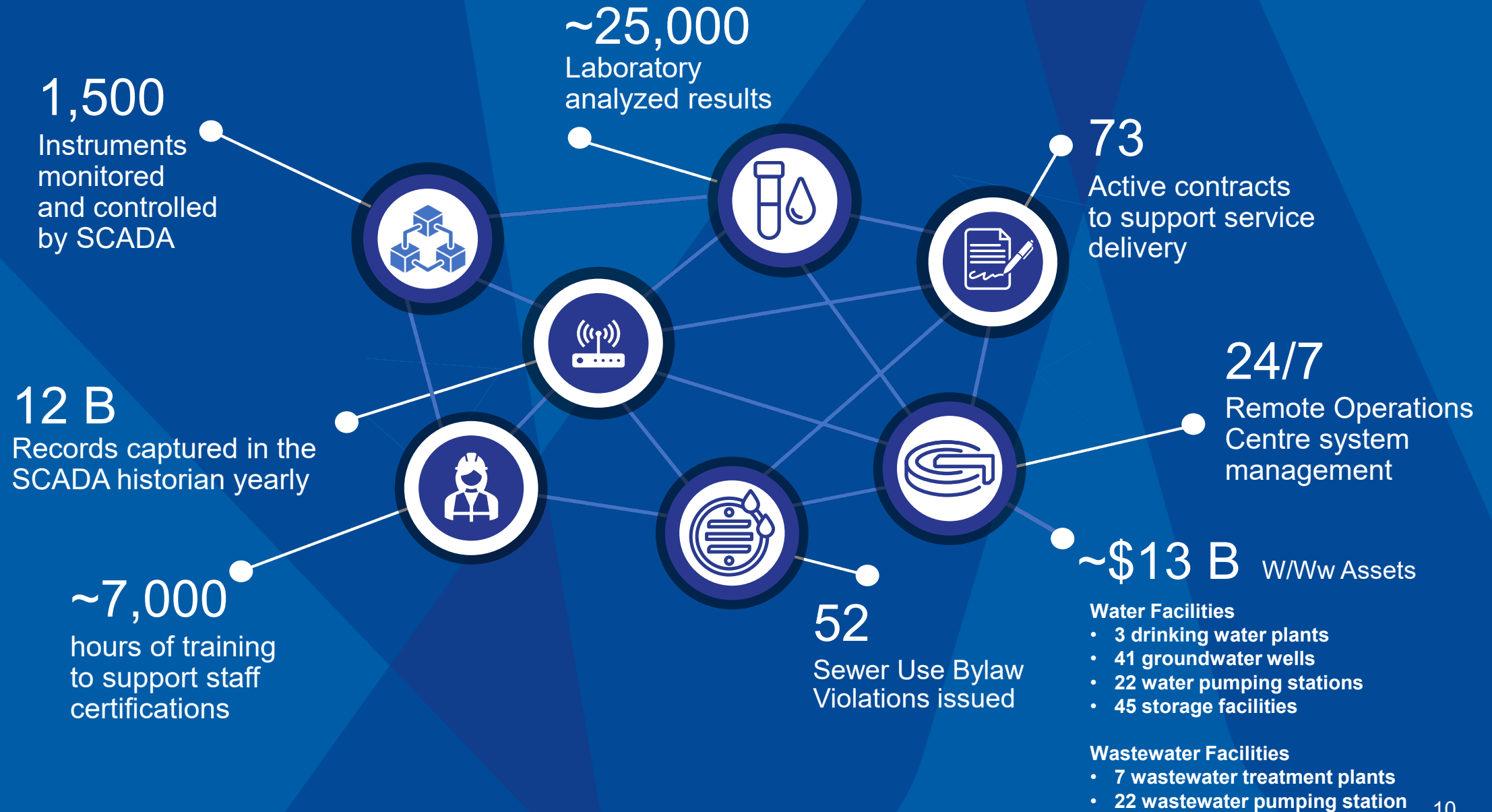
5-year Demonstrated Compliance Results

Working together, supporting service teams enable delivery of safe, clean drinking water and provision of wastewater services

	2019-20	2020-21	2021-22	2022-23	2023-24
York	99.99	100.00	100.00	99.87	100.00
Peel	98.96	98.75	99.25	99.99	99.99
Toronto	99.90	99.95	99.11	99.96	99.27
Ontario	99.37	99.35	99.06	99.19	99.22



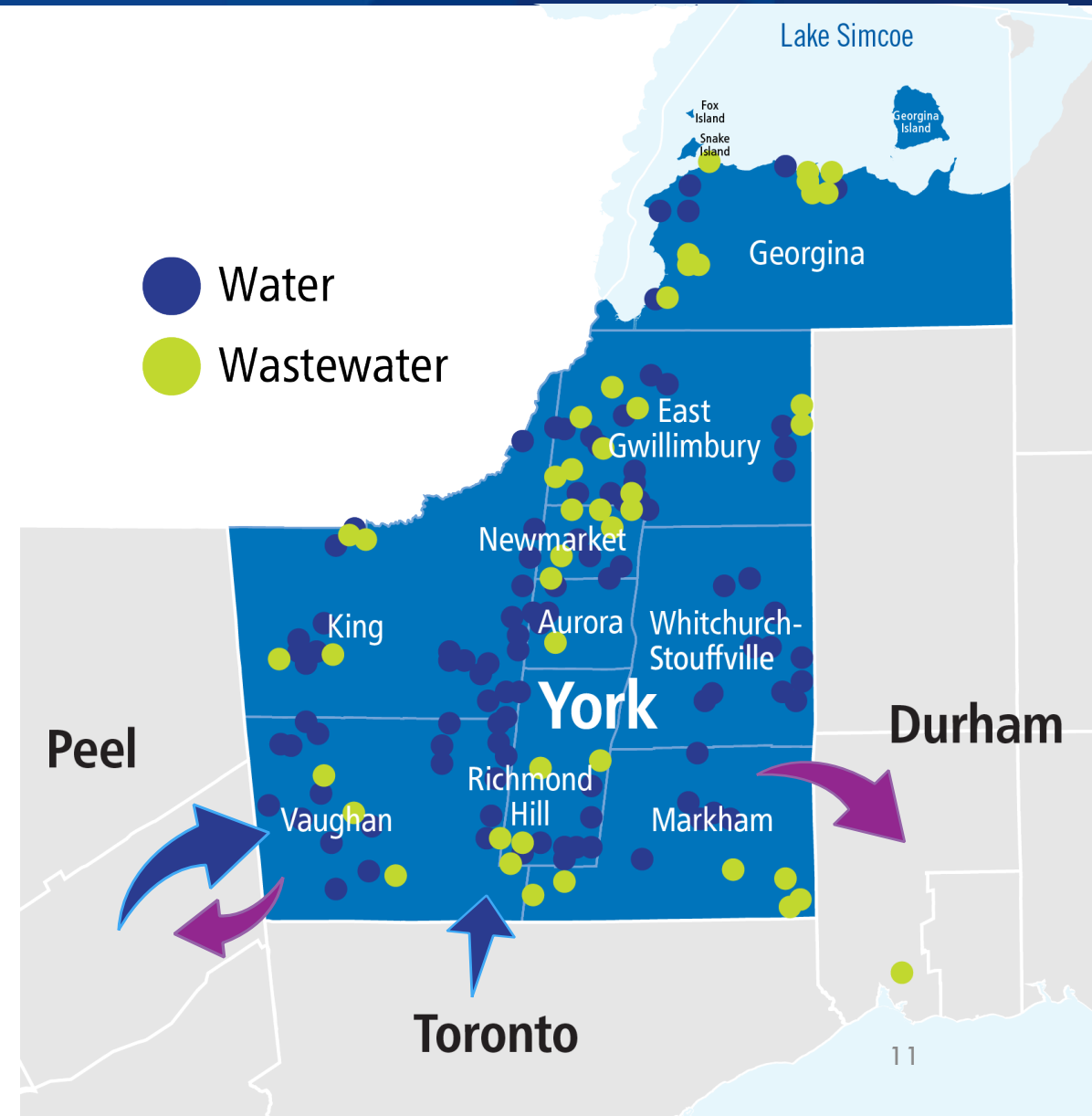
Branch performance highlights supporting compliance



Partnerships Leverage Collective Expertise and Infrastructure

Together with our nine local municipalities, we utilize a 'single system' based approach to operations with ongoing communication and collaboration.

Our long-standing partnerships with City of Toronto, Region of Durham and Region of Peel allow to leverage shared infrastructure



Showcasing World Class Skills — Operations Challenge

2nd Overall at international industry competition hosted at Water Environment Federation Technical Exhibition and Conference



Thank You

For more information

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