

STAFF REPORT: ENGINEERING AND PUBLIC WORKS DEPARTMENT

REPORT TO: Infrastructure and Recreation
Committee

MEETING DATE: September 10, 2013

REPORT NO.: EPW.13.068

SUBJECT: 2013 Quality Management
System Review Outcomes

PREPARED BY: Meg Boyd, Compliance & Efficiency
Coordinator

A. Recommendations

THAT Council receive Staff Report No. EPW.13.068 entitled “2013 Quality Management System Review Outcomes” for their information.

B. Background

The Municipality Drinking Water Licensing Program is an approvals program established for municipal residential drinking water systems. The program requires Owners and Operating Authorities to incorporate quality management principles into the operations of their drinking water systems. The Town’s Drinking Water Quality Management System (DWQMS) objectives are incorporated into Operational Plans through procedures and documentation.

The purpose of this report is to communicate the outcomes from the 2012 Management Review to the Owner (Town) and to update the Owner on the status of all outstanding action items arising from the previous Management Review.

The Operational Plan is the document, prepared by the Operating Authority, detailing how the Town is complying with the PLAN, DO, CHECK, and IMPROVE components of the DWQMS.

Management Review

The requirement to conduct a management review is dictated by Element # 20 ‘Management Review’ of the Ministry of the Environment (MOE) DWQMS. This standard requires that a management review be used to evaluate the continuing suitability, adequacy and effectiveness of the Quality Management System (QMS). The management review shall be conducted at a minimum, on an annual basis. The Blue Mountains is committed to completing a DWQMS management review on an annual basis.

On June 4, 2013, a Management Review was conducted with the Chief Administrative Officer, the Director of Engineering and Public Works, the Manager of Water & Wastewater Services, the Water Supervisor and the Compliance & Efficiency Coordinator.

During the management review, the following items were assessed:

1. Incidents of regulatory non-compliance
2. Incidents of adverse drinking water tests
3. Deviations from critical control point limits and response actions
4. Efficacy of the risk assessment process
5. Results of internal and third party audits, and if applicable, corrective action reports
6. Results of relevant emergency response training
7. Operational performance
8. Raw water supply and water quality trends
9. Follow-up on actions from previous management reviews
10. Status of management actions items (if any) identified between reviews
11. Changes in resource requirements, infrastructure, process, personnel or regulations that could affect the QMS
12. Resident water quality concerns
13. Resources needed to maintain the QMS
14. Results of the infrastructure review
15. Operational Plan currency, content and updates, and
16. Staff suggestions

The Management Review is structured to include all of the above required items as per the DWQMS. Documentation of compliance with these items is maintained by the Quality Management System Representative (Meg Boyd) for recording purposes and to demonstrate that the Town is compliant with Element # 20 – Management Review. The Management Review Information summary provided to Top Management during the review is designed to include all of the above required items as per the DWQMS.

The DWQMS requires the outcome of the Management Review be reported to the Owner. Council, as the Owner of the Town's drinking water system, has the overall responsibility and authority to ensure that the Town meets all legislative and regulatory requirements. As outlined in Element # 9 – Responsibilities, the Owner also has the responsibility and authority to provide infrastructure and QMS resources as recommended by Top Management.

For a complete listing of the action items arising from the meeting, refer to Attachment # 1.

C. The Blue Mountains' Strategic Plan

The acceptance of this Report by Council furthers the Town Strategic Plan Goal # 6 "Providing a Strong, Well-Management Municipal Government."

D. Environmental Impacts

Reviewing the effectiveness of the Town's DWQMS will help further the Town's sustainability initiatives by ensuring that an adequate system of continuous improvement is applied to the production of the Town's drinking water. Many of the policies and procedures within the Town's Operational Plan encourage practices that can help prevent accidental releases of chemicals into the environment, protect Operations Staff from workplace injury and ensure the public receives safe drinking water.

E. Financial Impact

There is no budgetary impact associated with conducting the management review.

F. In Consultation With

None

G. Attached

1. Attachment # 1 – 2013 Management Review Action Item Listing – June 2013

Respectfully submitted,

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**The Blue Mountains' Water System
2013 MANAGEMENT REVIEW
ACTION ITEM LIST
June 4, 2013**

ACTION ITEM	ASSIGNED TO	PROPOSED DATE OF COMPLETION
Clarify that the water samples collected for the corrective action taken in Table No. 1 of the report tested negative for any coliform	Meg Boyd	Include in 2014 Management Review Report
<p>Insert dates into Chart No. 1 of the report to show when each turbidity event took place</p> <p>Add a note in Chart No.1 of the report to note that the SCADA system is limited to measuring turbidity levels up to 200 NTU's</p>	Meg Boyd	Include in 2014 Management Review Report
Create a chart or checklist that lists the requirements, responsibilities and timeframe for each individual that has responsibilities under DWQMS	Meg Boyd & Darren Shilvock	July 2013
Create a timeframe to ensure all operators have received Hydraulic Water Model training by the end of 2013	John Caswell & Darren Shilvock	End of 2013
Include a note in Chart No. 6 of the report that shows that although the chart is capped at 500 CFU, the 2008 reading for Total Coliform was 880 CFU	Meg Boyd	Include in 2014 Management Review Report

ATTACHMENT # 1

Change "High Water" to "High Water Pressure" in Chart No. 12 of the report	Meg Boyd	Include in 2014 Management Review Report
Contact diesel fuel supplier to ask them about securing supplies in the event of an emergency	John Caswell	September 2013
Distribute a copy of the power point presentation to all meeting attendees	Meg Boyd	July 2013