

STAFF REPORT: ENGINEERING AND PUBLIC WORKS DEPARTMENT

REPORT TO: Infrastructure & Recreation Committee
MEETING DATE: June 14, 2011
REPORT NO.: EPW.11.056
SUBJECT: 2011 Quality Management System Review Outcomes
PREPARED BY: Meg Boyd, Compliance & Efficiency Coordinator

A. Recommendation

THAT Council receives Report EPW.11.056 entitled "2011 Quality Management System Review Outcomes" for their information.

B. Background

The Municipal Drinking Water Licencing Program is a new 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 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 Drinking Water Quality Management Standard.

On June 24th, 2009 the Town applied for accreditation under the Limited Scope – Entire DWQMS accreditation option. This accreditation is based on the documentation review of twenty of the twenty one elements in the Operational Plan. The twenty first element, not incorporated in the Limited Scope – Entire DWQMS accreditation, deals with continual improvement 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 minimum, on an annual basis. The Blue Mountains is committed to complete a DWQMS management review on an annual basis.

On May 11, 2011, a Management Review was conducted with the Director of Engineering & 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. Results of Internal and Third Party Audits and Corrective Action Reports
5. Results of Relevant Emergency Response Training
6. Operational Performance
7. Raw Water Supply and Water Quality Trends
8. Changes in Resource Requirements, Infrastructure, Process, Personnel, or Regulations that Could Affect the QMS
9. Resident Water Quality Concerns
10. Resources Needed to Maintain the QMS
11. Results of Infrastructure Review
12. Staff Suggestions
13. Operations Plan Currency, Content and Updates

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.

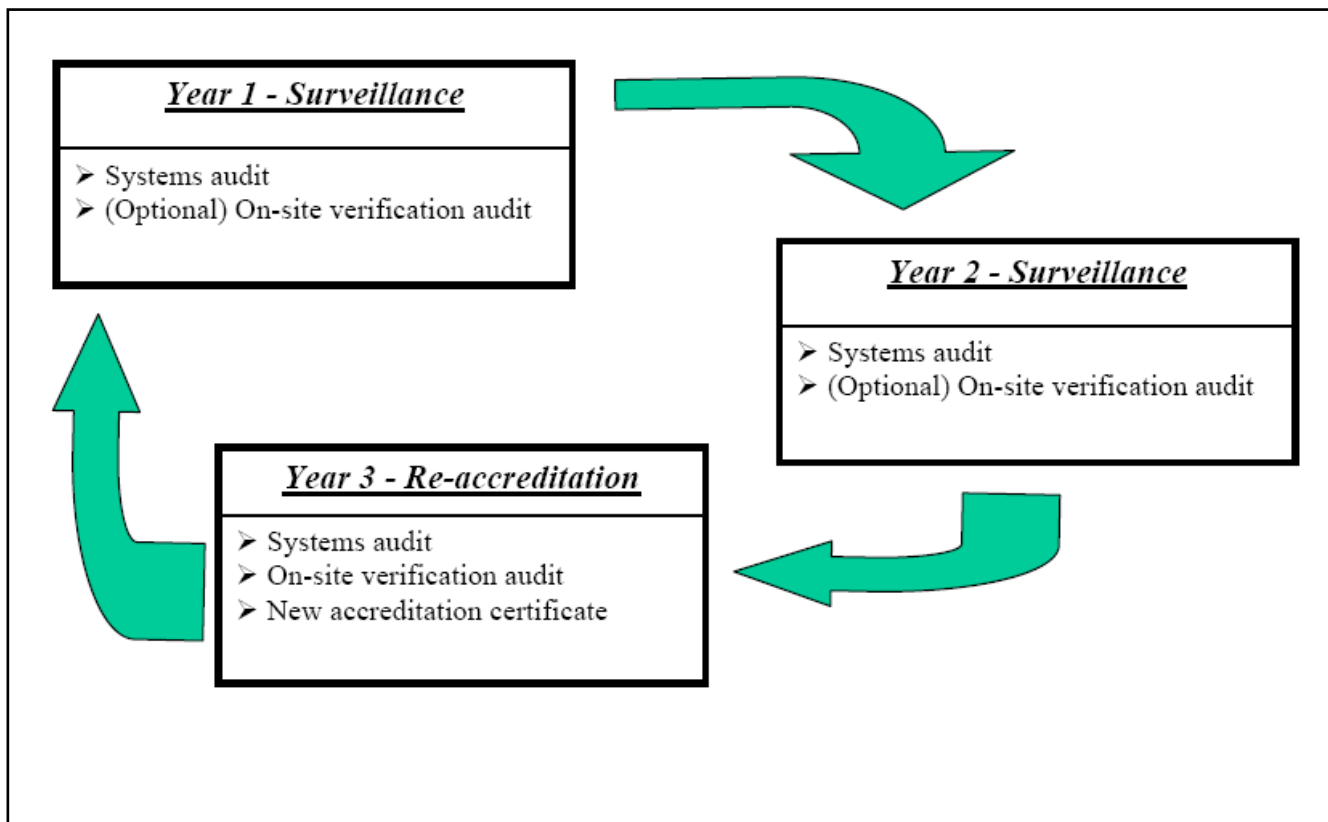
The DWQMS requires the outcome of the Management Review be reported to the Owner. For a complete listing of the action items arising from the meeting, refer to Attachment # 1:

Next Steps

On June 24th, 2009 the Town applied for accreditation under the Limited Scope – Entire DWQMS accreditation option. This accreditation is based on the documentation review of twenty of the twenty one elements in the Operational Plan. The twenty first element, not incorporated in the Limited Scope – Entire DWQMS accreditation, deals with continual improvement of the DWQMS.

The Town is required to submit a Full Scope -Entire DWQMS to CGSB within 12 months of the date of issuance of the accreditation notification letter and accreditation certificate, which is September 2011. CGSB will notify the Town three months before the due date that the Town must re-apply for Full Scope and will request a current copy of the operational plan. A Full Scope accreditation will be based on a systems audit as well as on-site verification conducted by CGSB of all twenty-one elements of the DWQMS.

Once a Full Scope Accreditation Certificate has been issued to the Town, CGSB will monitor the ongoing conformity of the operating authority's QMS to the requirements of the Standard on a three-year review cycle. This will be accomplished through annual surveillance audits in years 1 and 2 and re-accreditation consisting of a complete systems audit and on-site verification audit in year 3.



Source – Program Handbook for the Accreditation of Operating Authorities – Municipal Drinking Water Systems – July 2010

C. The Blue Mountains' Strategic Plan

The acceptance of this Report by Council furthers the Town Strategic Plan Goal # 6 "Providing a Strong, Well-Managed 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. Budget Impact

There is no budgetary impact associated with the conducting the management review, however, the anticipated costs associated with the DWQMS are as follows:

DWQMS Fee Schedule

Application Fee (Limited Scope)	\$500	One Time Fee	PAID in 2009
Internal Audit Cost	\$2,700 ¹	Annual Fee	Ongoing & Variable
Limited Scope – DWQMS – Document and Systems Audit	\$2,740.50	One Time Fee	PAID in 2010
Program & Listing Fee (to cover listing of operating authority and on-going management services)	\$200	Annual Fee	Ongoing
Audit Fees (conducting systems audit, on-site verification audit, processing corrective action requests, appeals and program management duties)	\$145 x hours spend on specific program tasks Estimate \$4,400.00 ²	As Required	Based on Surveillance and Re-accreditation process
Travel Expenses & Accommodations	Maximum rate not more than \$72.50 per hour plus any reasonable and necessary travel expenses	As Required	Pay in 2011 & 2014

¹ Based on 2009 costing

² Based on 2010 invoice – as per CGSB, invoice received in 2010 is approximately 40% of what Full Scope Accreditation Fee will be

E. Attached

- Attachment # 1 – 2011 Management Review Action Item Listing – May 2011

Respectfully submitted

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Reg Russwurm
 Reg Russwurm
 Director, Engineering and Public Works

**The Blue Mountains' Water System
2011 MANAGEMENT REVIEW
ACTION ITEM LIST
May 17, 2011**

ACTION ITEM	ASSIGNED TO	PROPOSED DATE OF COMPLETION
<p>Prepare staff report to Infrastructure and Recreation Committee introducing the document "Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils"</p> <p>Investigate training opportunities through Walkerton Clean Water Centre regarding the Guide and explore the possibility of hosting a training session in conjunction with neighboring municipalities</p>	John Caswell and Meghan Boyd	<p>July 2011</p> <p>June 2011</p>
<p>Schedule open invitations for all Councilors to tour the Water and Wastewater Treatment Plants either individually or in small groups</p>	Darren Shilvock and Meghan Boyd	July 2011
<p>Discuss Clostridium sampling with Ministry of the Environment Officials during 2011 Inspection</p>	Meghan Boyd	To be determined – based on date of MOE inspection
<p>The Town of The Blue Mountains has committed to "working towards achieving a 15% reduction in water usage per user unit below year 2000 water consumption levels by year 2015." Prepare staff report to</p>	Meghan Boyd	July 2011

Infrastructure and Recreation Committee updating Council on the progress made to date in achieving this goal.		
Develop and maintain a map of water quality concerns using the Town's Geographical Information System (GIS)	Meghan Boyd	Initiate in June 2011 – on-going