

**STAFF REPORT:           ENGINEERING AND PUBLIC WORKS DEPARTMENT**



**REPORT TO:**            **Engineering and Public Works Committee**  
**MEETING DATE:**      **January 29, 2008**  
**REPORT NO.:**         **EPW.08.11**  
**SUBJECT:**             **Drinking Water Quality Management  
Standard (DWQMS) Status Report**  
**PREPARED BY:**       **John Caswell, Manager of Water and  
Wastewater Services Division**

**A. Recommendations**

THAT Council approve the following recommendations as part of the implementation of the Drinking Water Quality Management Standard:

1. Appoint Paul Graham, CAO; Reg Russwurm, Director of Engineering & Public Works; and John Caswell, Manager of Water and Wastewater Services Division, as Top Management Representatives; and
2. Adopt the following Quality Management System (QMS) Policy Statement:

*The Town of The Blue Mountains, consistent with its current policy of providing the public with safe drinking water, reaffirms its commitment to supplying safe, consistent drinking water while maintaining and improving the Quality Management System (QMS) meeting regulatory requirements. The Town will continue to strive to achieve these goals through the implementation of a Quality Management System comprised of policies and procedures through risk assessment evaluations, staff competencies, open communication, workplace safety and emergency contingency plans.*

3. Adopt the following Commitment and Endorsement Statement:

*The Town of The Blue Mountains commits to support the implementation, maintenance and continual improvement of a Drinking Water Quality Management Standard (DWQMS) as is documented in this Operational Plan. Endorsement by the Owner and Top Management acknowledges and supports the provision of sufficient resources to maintain and continually improve the DWQMS; and*

4. Appoint Meghan Boyd, Operations Assistant, as the Quality Management System Representative and that the role of the Quality Management System Representative will be fulfilled by the Water and Wastewater Compliance Co-ordinator after the Proposed 2008 Water and Wastewater Services Division Budget has been approved by Council and a candidate has been selected; and
5. Appoint Dave McGuire, Water Overall Responsible Operator, to serve as the Implementation Lead.

## B. Background

A Drinking Water Quality Management Standard (DWQMS) is defined as policies, procedures, responsibilities and evaluation measures needed to ensure the delivery of the management system to specified standards. The DWQMS is a custom-made Standard specific to the requirements of drinking-water systems in Ontario. Its requirements are similar to ISO-based quality management systems, but not equivalent.

EPW.07.122 regarding the Drinking Water Quality Management Standard was previously circulated to Council for their information and outlined the responsibilities and procedures required to initiate and implement a Quality Management System (QMS) (Element #1) for the Town as required by Provincial Standards.

Obtaining or establishing Top Management Commitment is both an initial and ongoing activity. The QMS requires representation and identification of Top Management which is defined as “a person, persons, or group of people at the highest management level within an operating authority that makes decisions about the QMS and makes recommendations to the owner about the subject system.” Staff recommends the appointment of Paul Graham, CAO; Reg Russwurm, Director of Engineering & Public Works; and John Caswell, Manager of Water and Wastewater Services Division, as Top Management Representatives.

The DWQMS requires the Town to implement a policy that is endorsed by the Owners, Top Management and Operational Staff. This policy includes a commitment to the maintenance and continual improvement of the Quality Management System – a commitment to the consumer to provide safe drinking water and a commitment to comply with applicable legislation and regulations. The Policy Statement (Element # 2) as outlined in the previously circulated EPW.07.122 has been revised to the following:

*The Town of The Blue Mountains consistent with its current policy of providing the public with safe drinking water reaffirms its commitment to supplying safe, consistent drinking water supply while maintaining and improving the Quality Management System meeting regulatory requirements. The Town will continue to strive to achieve these goals through the implementation of a Quality Management System comprised of policies and procedures through risk assessment evaluations, staff competencies, open communication, workplace safety and emergency contingency plans.*

The DWQMS also requires the Town to adopt a Commitment and Endorsement Statement. The purpose of the Commitment and Endorsement Statement is to:

- ensure a Quality Management System is in place that meets the requirements of the DWQMS;
- ensure the operating authority is aware of all applicable legislative and regulatory requirements;
- communicate the Quality Management System according to the procedure for communications;
- determine, obtain or provide the resources to maintain and continually improve the Quality Management System.

For the purposes of the Commitment and Endorsement Statement (Element # 3), the Owner shall mean the Corporation of the Town of The Blue Mountains as represented by the Mayor or Clerk, Top Management shall mean Paul Graham, Reg Russwurm, and John Caswell.

In general, the concepts outlined in the DWQMS concepts are, for the most part, how owners and operating authorities currently manage and operate their drinking water systems. The DWQMS, however, require that these concepts be formalized and documented in an Operational Plan, and that there is a documented commitment throughout the organisation to continuously review and improve these practices.

Staff recommends the implementation of the following Commitment and Endorsement Statement:

*The Town of The Blue Mountains commits to support the implementation, maintenance and continual improvement of a Drinking Water Quality Management Standard (DWQMS) as is documented in this Operational Plan. Endorsement by the Owner and Top Management acknowledges and supports the provision of sufficient resources to maintain and continually improve the DWQMS.*

_____ Date	_____ Owner and Operating Authority – Mayor Ellen Anderson on behalf of the Corporation of Town of The Blue Mountains
_____ Date	_____ Owner Representative - Stephen Keast, Clerk Corporation of Town of The Blue Mountains
_____ Date	_____ Top Management Representative - Paul Graham, P.Eng, CAO
_____ Date	_____ Top Management Representative - Reg Russwurm, MBA, P.Eng, Director of Engineering and Public Works
_____ Date	_____ Top Management Representative - John Caswell Manager of Water & Wastewater Services Division

Staff recommends the Quality Management System Representative as appointed by Top Management be Meghan Boyd, Operations Assistant, as an interim measure. The role of the Quality Management System Representative will be fulfilled by the Water and Wastewater Compliance Co-ordinator after the proposed 2008 Water and Wastewater Services Division Budget has been approved by Council and a candidate has been selected. Staff also recommends that Dave McGuire, Water Overall Responsible Operator serves as the Implementation Lead.

The DWQMS requires municipalities to produce a Responsibilities Table identifying respective roles and responsibilities. The responsibilities of the Town and Staff members during the implementation of the DWQMS are outlined in Attachment #1 – Responsibilities Table.

Attachment #2 - The Communication Network, demonstrates the links that will be instrumental in ensuring a flow of information between all participants is established and maintained.

The implementation of all twenty-one elements required in the DWQMS will be completed over the course of the next eighteen months. The Town of The Blue Mountains is required to submit their final DWQMS to the MOE by July 1, 2009. A time schedule (Gantt Chart) for completing the twenty-one elements is included in this report as Attachment #3. This Gantt Chart breaks down each element and provides Staff with milestone dates to ensure the Quality Management System is in place prior to the July 1, 2009 deadline. Upon the approval of the recommendations in this report, the Town will have fulfilled three of the twenty one elements.

As mentioned above, the Town intends to have the Water and Wastewater Compliance Co-ordinator assist full time in the formulation of the DWQMS for all of 2008 and possibly a few months in 2009. After that, the Operational Plan will be maintained and updated on a regular basis by this person. There is also \$15,000 proposed in both the 2008 and 2009 Budget to retain external assistance with implementing this Standard. All Staff from the Water Group will be assisting with various elements of the DWQMS during the next eighteen months.

### **C. The Blue Mountains' Strategic Plan**

The Drinking Water Quality Management Standard furthers the Town Strategic Plan Goals:

- # 1 "Managing the Growth to Ensure the Ongoing Health and Prosperity of the Community";
- # 2 "Addressing the Town Municipal Infrastructure Needs";
- # 5 "Ensuring long term financial sustainability", and
- # 6 "Providing a Strong, Well-Managed Municipal Government".

#### **D. Budget Impact**

Proposed Capital Budget:

- . 2008 - \$15,000;
- . 2009 - \$15,000;
- . Expected Wages and Benefits 2008 - \$60,000 - for Water and Wastewater Compliance Co-ordinator;

#### **E. Attached**

1. Responsibilities Table
2. Communication Network
3. DWQMS Gantt Schedule

Respectfully submitted,

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John Caswell  
Manager of Water and Waste Water Services Division

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Reg Russwurm  
Director, Engineering and Public Works