

## **COMMITTEE OF THE WHOLE – APRIL 12, 2011**

### **DRINKING WATER QUALITY MANAGEMENT SYSTEM AND TOP MANAGEMENT REVIEW**

#### **Recommendation**

The City Manager, the Commissioner of Engineering and Public Works, the Director of Public Works, the Director of Engineering Services and the Director of Development/Transportation Engineering, which for the purposes of the City's Drinking Water Quality Management Standard are collectively referred to as "Corporate Top Management", recommend that the following report be received for information.

#### **Contribution to Sustainability**

The provision of safe drinking water to residents and businesses is key to the vitality and sustainability of the City.

#### **Economic Impact**

There is no direct economic impact as a result of this report.

#### **Communications Plan**

Through the public reporting of the annual top management review, residents are made aware of the process, and they can see the positive results and efforts made to ensure their drinking water distribution system is managed properly.

#### **Purpose**

To advise Council, as the Owners of the Vaughan Drinking Water Distribution System and the Kleinburg Water Distribution System, as to the status of the Quality Management System (QMS), suitability, adequacy and effectiveness.

#### **Background - Analysis and Options**

In accordance with our Drinking Water Quality Management Standard (DWQMS), Operational Plan Procedure No. QMS-20, an annual management review must be held at least once per year by Operational Top Management to review the overall suitability, adequacy and effectiveness of the QMS. For the purposes of DWQMS, Operational Top Management consists of the Director of Public Works, the Manager of Environmental & Technical Services, the Supervisor of Water, and the Supervisor of Compliance & Training.

#### **Summary of Operational Top Management Review:**

The Operational Top Management review was held on Thursday, September 23, 2010. During this session, 21 items were reviewed (as outlined in element 20 "Management Review", of the Operational Plan). Decisions and actions were determined, along with responsibility and due dates assigned. The purpose of this management review (as defined by the Ministry of the Environment) was to evaluate the suitability, adequacy and effectiveness of the quality management system that includes the consideration of items A-P.

Operational Top Management reviews must be held annually to re-visit the plan, and to identify and respond to any applicable changes. The next meeting is scheduled for Tuesday, September 20, 2011.

**Deficiencies Identified:**

No deficiencies were identified.

**Decisions Made:**

Minor changes are required to the plan in order to update the reporting forms. This, and other minor administrative changes, have been, or will be, done by staff. Any revisions to the plan are circulated to the City Clerk. The City Clerk maintains the official Council copy of the Drinking Water Quality Management System.

**Action Items:**

To ensure the on-going maintenance of the Operational Plan and on-going operational effectiveness, the following actions were identified:

- Revising documents as mandated
- Scheduling the 2011 meetings with Water staff to discuss continuous improvements
- Obtaining an updated list of existing and future water works projects from Engineering Services
- Opportunities For Improvement (OFI's), identified to be evaluated and followed up on
- Following up on the status of the Canadian General Standards Board surveillance audit
- Performing mock water emergencies
- Following up on lead testing exemption status for the Vaughan Distribution System and the Kleinburg Distribution System
- Continuing to provide and make accessible training opportunities for all Operators
- Continuing to development a records management program

These activities have already been assigned to appropriate Public Works staff to complete.

**Other QMS Issues Identified:**

A total of 15 Opportunities For Improvement were noted during the last internal audit (conducted on April 8 & 9, 2010). Recommended opportunities for improvement included the following:

<b>Element</b>	<b>Comments</b>
<b>5</b>	Recommended that the Divisional organizational chart be updated
	Recommended that Section 2.1.1 of Procedure QMS 14 be modified to indicate that Engineering Design, Infrastructure Management, Construction and Public Works are working to develop new capital plan for next 5 year period (2012 to 2016)
	Recommended that records and document control be more restrictive in terms of access
	Recommended that a table of contents for forms be created
	Recommended that Management Review minutes be added to records Master List
	Recommended that the Operational Plan be added to the Master List for Documents or Records
<b>7 &amp; 8</b>	Recommended the Summary Table be re-numbered
	Recommended wording change for the Risk Assessment table
	Recommended that management have a copy of the risk assessment table for easier access
	Recommended that the City develop a by-law and program for checking backflow preventers annually as failure in a large industry could be a critical

	control point
11	Recommended reviewing the staff's recommendation that there be a 2nd on-call person, or someone assigned as a back-up, during peak periods (Jan. and Feb.)
15	Recommended that a person be assigned the task of printing off all open work orders on a regular basis to determine effectiveness of maintenance
20	Recommended that a mechanism be put in place for tracking Management Review minutes by the QMS Representative to ensure that any action items related to items a) to p) that were identified, are addressed
	Recommended that dates be added to the status of items for review at next Management review meeting
21	Recommended that Corrective Action Reports be issued for larger scale emergency situations (e.g., tornado) as a means of evaluating the effectiveness of the response and for recording de-briefing

Following the Operational Top Management review, a Corporate Top Management meeting was held to review the outcome of the Operational Top Management meeting. In terms of DWQMS, Corporate Top Management consists of the City Manager, the Commissioner of Engineering & Public Works, the Director of Public Works, the Director of Engineering Services, and the Director of Development/Transportation Engineering.

Corporate Top Management made recommendations to be incorporated in future Operational Top Management meetings. These requests related mostly to how information is to be presented, and these recommendations will be incorporated in future Operational Top Management meetings.

#### **Relationship to Vaughan Vision 2020**

The Quality Management System Policy states:

*As the owners and operators of the City of Vaughan's water distribution systems, we are committed to:*

- *Providing safe drinking water to our residents and businesses*
- *Complying with applicable legislation and regulations as related to the provision of safe drinking water*
- *Implementing and continually improving the effectiveness of our Quality Management System*

The City's quality management policy has been developed in accordance with the objectives of the Vaughan Strategic Plan, specifically to enhance, community safety, health and wellness and to maintain assets and infrastructure integrity.

#### **Regional Implications**

There are no regional implications as a result of this report.

#### **Conclusion**

As required, the annual Management Review has taken place, and the findings and actions are presented in this report. Continuous improvement is a part of the plan, and the "Opportunities For Improvement" identified by the audit are a means for such improvement.

#### **Attachments**

Not Applicable.

**Report prepared by:**

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Respectfully submitted,

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