

COMMITTEE OF THE WHOLE - DECEMBER 1, 2009

DRINKING WATER QUALITY MANAGEMENT SYSTEM - 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

Not applicable.

Purpose

To advise Council, as the Owners of the Drinking Water Systems, as to the status of the QMS suitability, adequacy and effectiveness.

Background - Analysis and Options

In accordance with our Drinking Water Quality Management Standards Operational Plan Procedure number 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.

Summary of Operational Top Management Review

Operational Top Management review was held on October 1, 2009. During this session, an agenda of items A-P were reviewed (as outlined in element 20 "Management Review", of the Operational Plan). Decisions and actions were determined, along with responsibility and due dates. 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 our commitment to the plan, and to identify and respond to any applicable changes. The next meeting is scheduled for Friday, September 14, 2010

Deficiencies Identified:

No deficiencies have been identified.

Decisions Made:

Minor changes are required to the plan in order to update the reporting forms to accommodate the inclusion of a "Contribution to Sustainability" section, as per the updated Committee report

format. This, and other minor changes will be done by staff, and the revisions to the plan will be circulated to the City Clerk.

Action Items:

In going through the 21 elements, it was determined that some actions were required to ensure the ongoing maintenance of the Operational plan and ensure ongoing operational effectiveness.

These include:

- Collecting additional information regarding number of watermain breaks, and consumer complaints
- Providing a copy of the Drinking Water Works Permits and Drinking Water Licences to the City's Water Operators (copies have already been provided to both Development Engineering and Engineering Services staff to ensure new development and reconstruction projects are done as per the permit and licence requirements)
- Updating the Operational Plan as mandated
- Scheduling the 2010 meetings with Water staff to discuss continuous improvements
- Obtaining an updated list of existing and future water works capital projects from Engineering Services
- Reviewing the issue of licenced operators and their role, if any, in terms of new watermain installations

Timelines and responsibilities have been included in the above noted actions, and an internal follow-up meeting will be held to ensure compliance with those timelines.

Other QMS Issues Identified:

A total of seven Opportunities For Improvement (OFI) were noted during the external audits performed by the Canadian General Standards Board. Most of these were related to documentation and updating them as required. These are in the process of being implemented.

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 by the Ministry, the annual Management Review has taken place, and the findings and actions are presented in this report.

Attachments

N/A

Report prepared by:

Brian T. Anthony
Lena Moshi

Respectfully submitted,

Clayton D. Harris
City Manager

Bill Robinson, P. Eng.
Commissioner of Engineering & Public Works

Brian T. Anthony, CRS-S, C. Tech
Director of Public Works

Jack Graziosi, P. Eng.
Director of Engineering Services

Andrew Pearce, CET
Director Development/Transportation Engineering