



Staff Report

Infrastructure & Public Works

Report To: Committee of The Whole
Meeting Date: June 5, 2017
Report Number: CSPW.17.062
Subject: 2017 DWQMS Management Review Outcomes
Prepared by: Meg Boyd, Compliance & Efficiency Coordinator

A. Recommendations

THAT Council receive Staff Report CSPW.17.062 entitled “2017 DWQMS Management Review Outcomes” for their information.

B. Overview

This report details the action items identified during the 2017 DWQMS Management Review.

C. Background

As part of the Municipal Drinking Water Licensing Program, the Town is required to establish a Drinking Water specific Quality Management System (QMS) based on the requirements set out in the Drinking Water Quality Management Standard (DWQMS).

The DWQMS requires the Town to have an Operational Plan detailing how the Town is complying with the PLAN, DO, CHECK and IMPROVE components of the DWQMS. The Town’s Operational Plan is comprised of 21 Elements. Element # 20, entitled “Management Review” outlines the requirements and processes involved in performing the Town’s QMS Management Review.

Town Council is considered the system Owner for the purpose of the DWQMS. The DWQMS requires that the outcomes of the Management Review be reported to the Owner (Council). The purpose of this report is to communicate the outcomes from the 2017 Management Review to the Owner and to update the Owner on the status of all outstanding action items rising from the previous Management Reviews.

As Council has the overall responsibility and authority to ensure the Town meets all legislative and regulatory requirements and provides infrastructure and QMS resources as required, it is imperative that this type of information is provided to Council for review.

Management Review

Element # 20 of the Town's Operational Plan requires that a Management Review of the Town's QMS be conducted every 12 months. These reviews are to be used to evaluate the continuing suitability, adequacy and effectiveness of the QMS.

On May 4, 2017, a Management Review was conducted by the Town's Chief Administrative Officer, Director of Infrastructure and Public Works, Manager of Water & Wastewater Services, Water Supervisor and Compliance & Efficiency Coordinator.

The DWQMS requires that the following items be assessed during the management review:

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 risk assessment process
5. Results of internal and third party audits, and 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 action 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 infrastructure review
15. Operational Plan currency, content and updates, and
16. Staff suggestions

The Quality Management System Representative prepared an information package, including all of the above noted items that was reviewed at the Management Review meeting.

There were no action items identified during the 2017 Management Review. One action item remains outstanding from 2016, however is scheduled for completion in 2018 and has been included in Attachment # 1.

D. Analysis

A Management Review is required to be performed annually under Element 20 of the DWQMS. The Management Review is a documented process to evaluate the continuing suitability, adequacy and effectiveness of the Town's QMS.

E. The Blue Mountains Strategic Plan

Goal #5: Ensure Our Infrastructure is Sustainable

F. Environmental Impacts

None

G. Financial Impact

None

H. In consultation with

None

I. Attached

1. Attachment # 1 – Summary of Action Items from 2017 Management Review

Respectfully submitted,

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The Blue Mountains' Water System

2017 TOP MANAGEMENT REVIEW

ACTION ITEM LIST

ACTION ITEM	ASSIGNED TO	STATUS	PROPOSED COMPLETION DATE
As stated in the DWQMS External Audit Executive Summary define "Operational Performance" in concert with stakeholder input and expectations. Evaluate what goals we can set.	Water Operations Staff	Carried forward from 2016. This action has been incorporated in the recent revisions to Element # 21 whereby it requires the OA to develop a procedure for tracking and measuring continual improvement of its QMS. Once the Operational Plan has been revised, this action item will implemented.	May 2018