



Staff Report

Operations Department

Report To: Committee of the Whole
Meeting Date: October 7, 2019
Report Number: CSOPS.19.075
Subject: 2019 DWQMS Management Review Outcomes
Prepared by: Meg Boyd, Compliance & Efficiency Coordinator

A. Recommendations

THAT Council receive Staff Report CSOPS.19.075, entitled "2019 DWQMS Management Review Outcomes" for their information.

B. Overview

This report details the action items identified during the 2019 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 for the 2019 Management Review to the Owner and to update the Owner on the status of all outstanding action items rising from the previous Management Review.

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.

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

On May 30, 2019, 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. Effectiveness of the risk assessment process
5. Internal and third-party Audit results
6. Results of 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 actions identified between reviews
11. Changes that could affect the QMS
12. Consumer feedback
13. Resources needed to maintain the QMS
14. Results of the infrastructure review
15. Operational Plan currency, content and updates
16. Staff suggestions

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

There were (2) two action items arising from the 2019 Management Review meeting as included in Attachment # 1.

D. Analysis

A Management Review is required to be performed every calendar year 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 #4: Promote a Culture of Organizational & Operational Excellence
Objective #4 To Be a Financially Responsible Organization
Objective #5 Constantly Identify Opportunities to Improve Efficiencies and Effectiveness

F. Environmental Impacts

None

G. Financial Impact

None

H. In Consultation With

Allison Kershaw, Manager of Water & Wastewater Services

Scott Hill, Water Supervisor

I. Public Engagement

The topic of this Staff Report has not been subject to a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. Comments regarding this report should be submitted to Meg Boyd, wwwinquires@thebluemountains.ca

J. Attached

1. Attachment 1 – Summary of Action Items from 2019 Management Review

Respectfully submitted,

Meg Boyd
Compliance & Efficiency Coordinator

For more information, please contact:
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The Blue Mountains' Water System

2019 Top Management Review

Action Item List

Action Item	Assigned To	Status	Proposed Completion Date
Complete a Frequently Asked Questions (FAQ) about Water. Include questions regarding visual, odor, taste etc. for the website	Meg Boyd / Amy Wilson	In progress	November 2019
Continue to work on the Water Operations Wishlist	Allison Kershaw / Scott Hill	In progress	October 2019