

## **CITY OF VAUGHAN**

### **EXTRACT FROM COUNCIL MEETING MINUTES OF JUNE 24, 2014**

Item 32, Report No. 30, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on June 24, 2014.

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

The Committee of the Whole recommends approval of the recommendation contained in the following report of the Interim City Manager, the Commissioner of Engineering and Public Works, the Director of Public Works, the Director of Development/Transportation Engineering, and the Director of Engineering Services, dated June 17, 2014:

##### **Recommendation**

The Interim City Manager, the Commissioner of Engineering and Public Works, the Director of Public Works, the Director of Development/Transportation Engineering, and the Director of Engineering Services, which for the purposes of the City's Drinking Water Quality Management System are collectively referred to as "corporate Top Management", recommend:

1. 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 is safe.

##### **Purpose**

The purpose of this report is to update Council on the continuing suitability, adequacy and effectiveness of the Quality Management System (QMS).

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

As defined in the Management Review procedure (QMS-20) in the Operational Plan, an annual management review must be held at a minimum once per year. Operational Top Management consists of the Director of Public Works, the Manager of Environmental and Technical Services, the Supervisor of Water, and the Supervisor of Compliance and Training/QMS Representative.

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

The last Operational Top Management review was held on September 17, 2013. During this session, 16 items were reviewed (as outlined in element 20 "Management Review", of the Operational Plan) with an additional 2 items. Decisions and actions were determined, along with responsibility and due dates assigned.

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#### **Deficiencies Identified:**

No deficiencies were identified in the Operational Plan review.

#### **Decisions Made:**

Phase 1 of the Kleinburg Drinking Water System conversion is complete. This project changed a portion of the Kleinburg Distribution System to a chloraminated system in June of 2012. The section involved includes the south end of Kleinburg, east and west of Islington.

#### **Action Items:**

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

- Completing forms as required by procedures and in some cases legislation
- Scheduling meetings with Water staff to discuss continuous improvements
- Opportunities For Improvement (OFIs) identified through the internal audits to be evaluated and followed up on
- Responding to the 2 minor non-conformances identified through the external audit on June 3 and 4, 2013 (completed, submitted, and approved by the external auditor NSF)
- Continuing to provide and make accessible training opportunities for all Operators and support staff as related
- Investigate and take appropriate action to remedy customer complaints and/or inquiries
- Stay informed with the possible changes to the restructuring of the commission. This will impact multiple areas of the QMS and Operations

These activities have already been assigned to appropriate Public Works staff to complete, or have since been completed.

#### **Other QMS Issues Identified:**

A number of operational Opportunities For Improvement were noted during the April 2013, internal audit. Recommendations included the following:

Element	Comments	Status
2	- QMS Policy should be posted as a standalone document on the website for easier access by the public	- Complete
5	- Sampling Calendar needs to be controlled with all versions kept updated	- Complete
	- Revise pressure test books to have 4 pages (copy for Vaughan)	- Complete
	- Records of pressure test, sample result and Work Order (demonstrating swabbing, turbidity and chlorination) should be kept with map of the New Development	- Complete
	- Maps on HIRMS (electronic) should be posted when watermain is commissioned	- In progress with Eng. Services
	- Develop checklists (new forms) for New Development activities	- In progress
	- Booster Station Logbooks need to record contractor maintenance activities	- in progress

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<b>10</b>	<ul style="list-style-type: none"> <li>- Need to quickly fill recent vacancy for Supervisor Operations to maintain effectiveness of QMS</li> <li>- Need to hire Water/Wastewater Engineer to develop and implement backflow prevention program</li> </ul>	<ul style="list-style-type: none"> <li>- Complete (Temporary fill)</li> <li>- Complete</li> </ul>
<b>12</b>	<ul style="list-style-type: none"> <li>- Consumer complaints should be tracked and trended frequently (e.g., monthly) and then reported regularly to management</li> </ul>	<ul style="list-style-type: none"> <li>- Completed for Kleinburg conversion complaints. All others trended as needed.</li> </ul>
<b>13</b>	<ul style="list-style-type: none"> <li>- Copy of Contractor's Operator licenses (related to New Development) need to be tracked to verify compliance and competency of operators- Booster Station maintenance needs to have a formalized contract and records available</li> </ul>	<ul style="list-style-type: none"> <li>- In progress and ongoing</li> <li>- Draft tender has been prepared</li> </ul>
<b>15</b>	<ul style="list-style-type: none"> <li>- Operational staff should have Tablets and the ability to take photos, in particular on-call staff (tablet could be shared) and the operator overseeing New Developments</li> <li>- Top Management (Operational) needs to review options for tracking New Development records and determine process to be followed related to licensed operator needs</li> <li>- Appendix Q (Work Procedures Binder) needs to be updated to develop the process of transition from new development to rate of occupancy</li> <li>- Appendix Q (Work Procedures Binder) needs to be updated to standardize procedure using Work Order system to track pressure test, sample result, turbidity and chlorination</li> <li>- Assess value in increasing valve turning to address 1/3 of the valves each year</li> <li>- Contractors should contact Public Works Dispatch directly when hydrants are bagged during maintenance</li> <li>- Follow up to ensure notification is provided to Vaughan staff when switch is made in Kleinburg to Vaughan system to adjust sampling, flushing, etc. (switch from chlorine to chloraminated)</li> </ul>	<ul style="list-style-type: none"> <li>- Tablets outstanding. Phones can take pictures</li> <li>- Complete</li> <li>- In progress</li> <li>- In progress</li> <li>- Complete (related to current contract specifications)</li> <li>- In progress of changing from staff notification to contractor notification</li> <li>- Complete</li> </ul>

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<b>18</b>	<ul style="list-style-type: none"><li>- Emergency mock tests but should look at re-fresher on Water Emergency Plan and emergency level Work Procedures</li><li>- Document under OTJ training for emergencies to demonstrate emergency training and review with staff when mock emergencies have been held</li><li>- Review whether Water Emergency Plan needs to remain “confidential” which limits serviceperson access to a potential key document</li></ul>	<ul style="list-style-type: none"><li>- Outstanding, pending next mock emergency</li><li>- Outstanding, pending next mock emergency</li><li>- In progress</li></ul>
<b>21</b>	<ul style="list-style-type: none"><li>- Need to track and ensure the status of all Opportunities for Improvement have been addressed (both those accepted and not accepted)</li></ul>	<ul style="list-style-type: none"><li>- Complete</li></ul>

**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 System Policy has been developed in accordance with the objectives of the Vaughan Strategic Plan, specifically:

Goal: Service Excellence  
Objective: Promote Community Safety, Health and Wellness;  
Objective: Demonstrate Excellence in Service Delivery;

Goal: Organizational Excellence  
Objective: Manage Corporate Assets.

**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 audits are a means for such improvement.

**Attachments**

Not Applicable.

**Report prepared by:**

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