

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF JUNE 25, 2013

Item 22, Report No. 28, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on June 25, 2013.

22 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 Engineering Services and the Director of Development/Transportation Engineering, dated June 11, 2013:

Recommendation

The Interim 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 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, 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.

Background - Analysis and Options

The City's Operational Plan Procedure No. QMS-20, as detailed in the City's Quality Management System Operational Plan, prescribes an annual management review by Operational Top Management. The purpose is to review the overall suitability, adequacy and effectiveness of the Quality Management System.

For the purposes of QMS, 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:

Operational Top Management reviews must be held annually to re-visit the plan, and to identify and respond to any applicable changes. The last Operational Top Management review was held

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on September 18, 2012. During this session, 16 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.

Deficiencies Identified:

No deficiencies were identified in the Operational Plan review.

Decisions Made:

Minor changes to Lead sampling frequency were identified. These, and other minor administrative changes, have been done by staff. Revisions to the plan are circulated to the City Clerk. The Clerk maintains an official copy of the City's Drinking Water Quality Management Standard Operational Plan for Council's review.

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 required by changes in procedures/legislation
- Scheduling meetings with Water staff to discuss continuous improvements
- Opportunities For Improvement (OFIs), identified through the internal audit to be evaluated and followed up on
- Performing mock water emergencies
- Continuing to provide and make accessible training opportunities for all Operators
- Continuing development of a records management program

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

Other QMS Issues Identified:

A number of operational Opportunities For Improvement were noted during the April 2012, internal audit. Recommendations included the following:

Element	Comments	Status
3	- Suggested re-endorsement of the Operational plan by Top Management and Council	- Complete
5	- Update Document Master List - Update Organizational Chart	- Complete - Complete
7 & 8	- Backflow prevention should be added to list of emergency situations, - Develop back flow by-law	- Added - Development of the backflow prevention by-law is part of the Public Works Water Engineer's responsibilities. Once the position has been filled, this work will be started.
9	- Remove Corporate Top Management from DWQMS, and where appropriate, move responsibilities to Operational Top Management	- At this time, no changes to the current reporting methods are being recommended.

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11	- Consider having a dispatcher available 24/7 during busy winter months or add a secondary on – call person to better respond to emergency situations like watermain breaks	- Current Dispatch staffing was determined to be effective, and no staffing changes are recommended by Management at this time. Operators can call in a second person to assist them at any time should the number of emergencies warrant additional staff. A Primary and Secondary standby-schedule is in place.
13	- Emergency contact list to include suppliers	- Completed
16	- Create annual work order for quarterly and yearly lead sample	- Completed. The Outlook Calendar was updated for staff responsible for ensuring sampling schedule is followed.
18	- QMS to track status of items identified in the Management Review meeting and follow up with outstanding items	- Tracking mechanism complete

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 internal and external audits are a means for such improvement.

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Attachments

Not Applicable.

Report prepared by:

Brian T. Anthony, Director of Public Works, Ext 6116

COMMITTEE OF THE WHOLE – JUNE 11, 2013

DRINKING WATER QUALITY MANAGEMENT SYSTEM TOP MANAGEMENT REVIEW

Recommendation

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Attachments

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Report prepared by:

Brian T. Anthony, Director of Public Works, Ext 6116

Respectfully submitted,

Barbara Cribbett, CMA
Interim City Manager

Paul Jankowski, P. Eng.
Commissioner of Engineering & Public Works

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