

**EXTRACT FROM COUNCIL MEETING MINUTES OF OCTOBER 24, 2017**

Item 6, Report No. 35, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on October 24, 2017.

**6 REVISION TO THE DRINKING WATER QUALITY MANAGEMENT SYSTEM OPERATIONAL  
PLAN ORGANIZATIONAL ROLES & RESPONSIBILITIES**

The Committee of the Whole recommends approval of the recommendation contained in the following report of the City Manager, Deputy City Manager of Public Works, the Director of Environmental Services, the Director of Infrastructure Delivery, and the Director of Development Engineering and Infrastructure Planning, dated October 3, 2017:

**Recommendation**

The City Manager, Deputy City Manager of Public Works, the Director of Environmental Services, the Director of Infrastructure Delivery, and the Director of Development Engineering and Infrastructure Planning, which for the purposes of the City's Drinking Water Quality Management System (DWQMS) are collectively referred to as "Corporate Top Management", recommend:

1. That Element 9 of the City's Drinking Water Quality Management System Operational Plan be amended to reflect an adjustment to the roles and responsibilities of Top Management.

**Contribution to Sustainability**

Ensuring the safety and well-being of citizens is achieved by consistently providing safe drinking water.

**Economic Impact**

There is no direct economic impact as a result of the information presented.

**Purpose**

The purpose of this report is to request Council approval to the amendment of the roles and responsibilities assigned to Top Management as per Element 9 of the City's Drinking Water Quality Management System Operational Plan.

**Background - Analysis and Options**

**The purpose of the MOECC Drinking Water Quality Management Standard (DWQMS) is to explain to the owners and operators of the drinking water systems the proactive and preventative approach used by the municipality to supply safe drinking water**

In Part Two of the Walkerton Inquiry Report, it was recommended that the adoption of quality management for municipal drinking water systems, as well as, a quality management standard be developed and implemented for drinking water systems in Ontario. This led to the requirement for each municipality in Ontario to develop a quality management system that supports the provincial DWQMS.

The Drinking Water Quality Management Standard (DWQMS) is a tool for owners and operators of the drinking water system to help ensure that consistent processes and procedures are in place to manage the production and delivery of safe drinking water. The DWQMS supports a proactive and preventative approach, which requires adoption of best practices and continuous improvement. These requirements help owners and operating authorities continually improve the performance of their drinking water system through management oversight of their policies, processes and procedures. These requirements also provide staff with tools necessary to continuously assess their systems to ensure Standard of Care provisions are being met.

## CITY OF VAUGHAN

### EXTRACT FROM COUNCIL MEETING MINUTES OF OCTOBER 24, 2017

Item 6, CW Report No. 35 – Page 2

#### **The City of Vaughan abides by a Quality Management System Policy**

The DWQMS sets out a framework for the owner and operating authority of a drinking water system to develop a Quality Management System (QMS) that is relevant and appropriate for the system.

Under the Operation Plan and within the DWQMS, the City council endorsed a Quality Management System (QMS) Policy.

#### Quality Management System (QMS) Policy

As the owners and operators of the City of Vaughan's water distribution system 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

This quality policy has been developed in accordance with the objectives of the Vaughan Strategic Plan specifically to enhance and ensure community safety, health and wellness and to maintain assets and infrastructure integrity.

**Element 9 of the DWQMS describes the governance structure to ensure proper oversight of the drinking water system and ensure roles, responsibilities and authorities are understood by all who make decisions with respect to providing safe drinking water**

#### DWQMS Element 9: Organizational Structure, Roles, Responsibilities and Authorities

Element 9 of DWQMS requires that the owners of the drinking water system describe the organizational structure of the operating authority including respective roles, responsibilities and authorities.

If the operating authority operates more than one drinking water system, the operational plan must also describe corporate oversight roles, responsibilities and authorities as well the person, persons, or group of people with top management responsibilities.

Element 9 also requires that all the information is kept current and is communicated to operating authority personnel and to the owner.

**Currently the City of Vaughan has two components in its Top Management: Corporate Top Management and an Operational Top Management which together form the Operating Authority**

At the City of Vaughan, City Council is the Owner of the Drinking Water System as defined in the Safe Drinking Water Act. The Operating Authority is made up of Corporate Top Management and Operational Top Management. The Operating Authority is the Person or Entity given responsibility by the Owner of the Drinking Water System for the operation, management, maintenance or alteration of the drinking water system. Top Management are the Person(s) at highest management level within Operating Authority that makes decisions on QMS and recommendations to the Owner regarding the drinking water system.

Top Management is divided into two components, each with its own set of responsibilities:

#### Operational Top Management

- Director, Environmental Services (Owner's representative of the Drinking Water System)

## CITY OF VAUGHAN

### **EXTRACT FROM COUNCIL MEETING MINUTES OF OCTOBER 24, 2017**

#### Item 6, CW Report No. 35 – Page 3

- Manager, Water Services
- Supervisor, Compliance and Training
- Supervisor, Water Operations (2)

Operational Top Management is responsible for attending the annual Management Review meeting, reviewing and responding to internal and external audit results, reviewing and implementing measures as identified by the Ministry of the Environment and Climate Change and implementing continuous improvement initiatives.

#### Corporate Top Management

- City Manager
- Deputy City Manager, Public Works
- Director Environmental Services (Owner's representative of the Drinking Water System)
- Director, Infrastructure Delivery
- Director, Development Engineering and Infrastructure Planning

Corporate Top Management reviews the minutes from the annual Management Review meetings and communicates with the Owner (Council) through Council reports.

#### **The amalgamation of Kleinburg Distribution System into Vaughan Distribution System has eliminated the need for a Corporate Top Management**

A Corporate Top Management is needed where the Operating Authority operates multiple subject systems. At the time of the original writing of the City's Drinking Water Quality Management System Operational Plan, in April 2008, the City had more than one drinking water system; Vaughan Drinking Water System; and Kleinburg Drinking Water System.

Effective March 2014, the Kleinburg Water Distribution System was amalgamated into Vaughan's Distribution System, and the City no longer has multiple drinking water systems. Accordingly, there is no requirement of having two levels of reporting; Corporate Top Management and Operational Top Management.

#### **In the pursuit of continuous improvement it has been identified that the current governance structure can be improved with strengthened oversight of the drinking water system**

Implementing and continually improving the effectiveness of our Quality Management System is a key component of the City's QMS Policy. Also, the City's Strategic Map *Service Excellence Strategic Initiative of Operational Performance, Continuous Improvement*. Corporate Top Management are recommending that an update be made to Element 9 of the City's *Drinking Water Quality Management System* Operational Plan to amalgamate Corporate Top Management and Operational Top Management into one Top Management body. Top Management is defined as the persons within the management structure of the City responsible for undertaking the Annual Management Review.

#### Top Management would consist of:

- Deputy City Manager, Public Works
- Director, Environmental Services (Owner's representative of the Drinking Water System)
- Manager, Water Services
- Supervisor, Compliance and Training
- Supervisor, Water Operations (2)

## **CITY OF VAUGHAN**

### **EXTRACT FROM COUNCIL MEETING MINUTES OF OCTOBER 24, 2017**

#### **Item 6, CW Report No. 35 – Page 4**

This change would ensure that a higher level (DCM, Public Works) would be actively involved in all discussions and meetings as required in the Safe Drinking Water Act, 2002. This would strengthen the oversight of the drinking water system. This change would mirror those of other municipalities, including the City of Markham, Township of King and York Region. The City Manager, Director of Infrastructure Delivery, and the Director of Development Engineering and Infrastructure Planning will continue to be informed as they will be included on the distribution list for the meeting minutes of the Annual Management Review.

In discussions with the MOECC, this change in no way contravenes provincial regulations, and would allow Top Management to report to Council immediately after the annual review is undertaken. As mentioned previously, this also aligns us with the reporting structures followed by other municipalities.

#### **Relationship to Term of Council Service Excellence Strategy Map (2014-2018)**

In consideration of the strategic priorities related to Term of Council Priorities, this report supports "Continue to ensure the safety and well-being of citizens".

#### **Regional Implications**

There are no Regional implications with the adoption of this report.

#### **Conclusion**

This report supports the *Quality Management System* (QMS) Policy which includes the commitment to implement and continually improve the effectiveness of that policy.

#### **Attachments**

None

#### **Report prepared by:**

Carol Warner, Project Manager, Water, ext. 6197

Deepak Panjwani, Manager, Program and System Planning ext. 6110

**REVISION TO THE DRINKING WATER QUALITY MANAGEMENT SYSTEM OPERATIONAL PLAN ORGANIZATIONAL ROLES & RESPONSIBILITIES**

**Recommendation**

The City Manager, Deputy City Manager of Public Works, the Director of Environmental Services, the Director of Infrastructure Delivery, and the Director of Development Engineering and Infrastructure Planning, which for the purposes of the City's Drinking Water Quality Management System (DWQMS) are collectively referred to as "Corporate Top Management", recommend:

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**Purpose**

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**Background - Analysis and Options**

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#### **Attachments**

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#### **Report prepared by:**

Carol Warner, Project Manager, Water, ext. 6197  
Deepak Panjwani, Manager, Program and System Planning ext. 6110

Respectfully submitted,

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