Inaugural DWQMS Management Review – Meeting Minutes

November 18, 2008
1330 hrs to 1500 hrs
17250 Yonge Street, Admin Building, Room 21870

In attendance:

Erin Mahoney (EM)	*Commissioner; Environmental Services Department*
Brett Bloxam (BB)	*Director; Operations, Maintenance and Monitoring*
Lucas Cugalj (LC)	*Director; Strategy and Business Planning*
Michele Maitre (MM)	*Manager; Regulatory Compliance and Policy (DWQMS Rep)*
Don Francis (DF)	*Superintendent, Maintenance*
Dave Rupke (DR)	*Superintendent, Operations*
Beth Weir (BW)	*Superintendent, Operations*
Jay Silverstein (JS)	*Project Coordinator*
Courtney Daniels (CD)	*Compliance Coordinator*
Marc Simmons (MS)	*Compliance Technologist*
Lisa Lin (LL)	*Compliance Technologist*
Meredith Pratley (MP)	*Compliance Technologist*
Owen Slater (OS)	*ISO Co-op Student*

Meeting minutes distributed to:

All attendees, Laura McDowell (LM), Bala Araniyasundaran (BA)

Meeting minutes written by:

OS, MP

Please advise the author(s) if there are any errors or omissions with these minutes.
These minutes were issued on December 12, 2008.
If there are no comments received within 5 business days of issue, they will be considered final.

Meeting commenced at ~ 1:30pm

Agenda Item 1: **Welcome (MM)**

Agenda Item 2: **Introduction to DWQMS Management Review (MM)**
Section 1.0 in the Inaugural Management Review (MR) Report

- Provided a brief overview of what the DWQMS is, how it relates to and affects the existing ISO 9001 system

Agenda Item 3: **Overview of Roles and Responsibilities (MM)**
Section 2.0 in the MR Report

- Outlined the roles and responsibilities contained within the DWMQS

Agenda Item 4: **DWQMS Management Review Requirements (Element 20: MP, MS, MM, CD)**

Drinking Water System Performance:
Section 3.0 in the MR Report

Incidents of Regulatory Non-Compliance (Element 20a, MP)

- Explained what element 20a pertains to, reported finding results for 2008 YTD
- Table 1 in Management Review (MR) Report, page 6

Incidents of Adverse Drinking-Water Tests (Element 20b, MP)

- Described element 20b, reported number of exceedances and details of the results for the first three quarters of 2008
- Table 2 in MR Report, page 6

Deviations from Critical Control Point (CCP) Limits and Response Actions (Element 20c, MS)

- Reviewed element 20c including what a CCP is, how they are tracked through SCADA, what the lock-out systems are, and how the corresponding operating and emergency procedures are utilized to respond to alarms
- Noted that in 2009, CCP and lock-out data from SCADA will be trended to report on the key performance indicators (KPIs) for 2009 (this can be done by PCS, Uday Patel with minor difficulty)

ACTION ITEM #1 (MS): Request information from PCS (SCADA) in order to report deviations from CCPs and response actions.

Operational Performance (Element 20g, MS)

- Discussed the chart in element 20g for quarters one to three in 2008, including sampling limits
- Table 3 in MR Report, page 7

ACTION ITEM #2 (MP): The turbidity number reported for Q2 (0.999) might be too high. MP to verify the number reported to ensure accuracy and update MR Report if required.

- Reported that all operators either had currently completed, or were scheduled to complete by the end of 2008, the required number of training hours (50).

Raw Water Supply and Drinking Water Quality Trends (Element 20h, MP)

- Provided an overview of element 20h and reported a summary of Table 4 in the MR Report as it pertains to water quality trends
- Noted that both ground and surface water quality trends have been consistent and of good quality

Consumer Feedback (Element 20l, MP)

- Explained that the purpose of element 20l was to report consumer feedback received to management team
- Only one complaint regarding water quality from a customer in Stouffville
- A sodium silicate optimization study was completed which suggested adjusting sodium silicate dosages at some water facilities

Management System Performance:
Section 4.0 in the MR Report

The Risk Assessment Process (Element 20d, MS)

- Reviewed element 20d, the risk assessment process, which was one of the major components added to the DWQMS from the existing Quality Management System
- Outlined the process for determining how drinking-water system components were classified as CCPs, and gave examples of how the risk associated with CCPs would be mitigated

ACTION ITEM #3 (MS): The 'Risk Assessment Flow Chart' (Figure 1 of the MR Report), should be modified to include the legal requirement criticality (i.e. considered a CCP regardless of the perceived or calculated risk).

Internal and Third-Party Audits (Element 20e, MS)

- Explained that the internal audits were completed in October and November 2008
- Audit results are available on the network
- External, third-party audits could take place as soon as six to eight weeks after the operational plan is submitted to the MOE (as early as mid-February 2009)

Emergency Response Testing (Element 20f, MS)

- Described the emergency response testing that was conducted for the emergency diesel fuel supplier, 4Refuel
- Noted that the supplier failed the test and a meeting has been set up with the supplier to determine cause of failure and what steps need to be taken
- MM: This is an interim solution. Next year, a new contract will be created with the intent to have one supplier supplying diesel fuel in both regular and emergency situations
- EM: Concern regarding the length of time to conduct a follow-up meeting (emergency test occurred in July, follow-up meeting occurred in October), suggested we compress follow-up time

ACTION ITEM #4 (MP): Update the DWQMS Operational Plan to specify an appropriate length of time to develop an action plan (i.e. conduct a follow-up meeting, determine next steps, etc.) if results from an emergency response test were deemed to be inadequate.

Action Items from Previous Management Reviews (Element 20i, MP)

- Intent is to provide a status update on action items from previous management meetings, however because this is the first meeting, this item is not applicable

Status of Other Management Action Items Identified between Reviews (Element 20j, MP)

- Refers to other management action items that address deficiencies in the management system
- One item from previous ISO MR meeting regarding improvements to reported performance parameters (i.e. add MAC values, etc.)
- Improvements have been reflected in DWQMS MR Report provided

Changes that could affect the Quality Management System (Element 20k, MM)

- Discussed some changes that could affect the quality management system
- Changes discussed are outlined in MR Report, page 14

Resources to Maintain the DWQMS (Element 20m, MM)

- Reviewed the resources that will be required for implementing and maintaining the DWQMS
- MM: it is unclear if this section refers to the DWQMS itself or all management systems; however our assumption was to incorporate all management system resources. This section was developed accordingly
- EM: add existing resources to report, outlining current resources would be a good way to justify and reinforce future resource requests

ACTION ITEM #5 (MP): Expand the 'resources' section of the report to include resources currently utilized as well as what additional resources will be requested.

- BB: resource constraints in OMM. There is a lot of time spent on training, vacation, sick time, etc. ("available operating time" is limited)
- EM: if we could determine "available operating time," this would be good information to justify resources needed

ACTION ITEM #6 (BB): Forward to EM the information compiled in OMM regarding the percentage availability of staff time (including time spent in training, on vacation, sick).

Infrastructure Review (Element 20n, CD)

- Explained the infrastructure review section of management review
- Table 6 in Management Review Report, page 15
- DF: The number of unscheduled work orders in Q3 seems a bit low

ACTION ITEM #7 (MP): Verify the number of unplanned/unscheduled work orders for Q3 of 2008.

- MM: this chart will be used for year over year reviews of the KPIs in the future

- EM: there could more clarity with respect to actual project start times in the Infrastructure Improvement Program
- CD: there is little information about what happens to a task once it has been assigned to a Project Manager in the IIP. We will work with Shu He and Michael Galan to get information for next management review period

ACTION ITEM #8 (MP): Gather available information from the IIP and Project Managers to present a clearer picture of what projects have been started, delayed, completed, etc.

Operational Plan: Currency, Content, Updated (Element 20o, CD)

- Reviewed the next steps for the Operational Plan
- CD: the OMM staff were very helpful and accommodating throughout the process
- MP: especially with respect to the high number of internal audits that had to occur in short period of time

Agenda Item 5: **Element 20p) Staff Suggestions and Recommendations for Improvement (MM)**

Section 5.0 in the MR Report

- Staff suggestions and recommendations for improvement provide the management team with an opportunity to offer comments and suggestions on the management system
- Research technology options:
  - BB/BW are currently looking into the feasibility of using 'air cards' for tablets as a method to allow the operators to have immediate access to the most recent procedures
  - RIM in the process of developing a Blackberry with on-board memory. This would be useful if we allow for off-site hosting of Intelex5, which could be accessed 24/7 over the internet
- Develop communication materials:
  - Information in York Works (already submitted)
  - Host a KnowYork session (planned for early 2009)
  - Host an Open House (planned for early 2009)
- Implement better root cause analysis processes:
  - BB: would really like to see a commitment to this

ACTION ITEM #9 (CD): Develop and implement a root cause analysis process for ISO and DWQMS Management Systems (reference existing ISOsoft Other Requirements Task #00164).

- Other Points of Discussion:
  - BB/EM: Re-format this section to clearly outline which improvement ideas are scheduled when (i.e. Q1, Q2, Q3, Q4, 2010, etc.)
  - MM: review the top management and bring Lucas and Bala into this group because they have a lot of say regarding the Infrastructure Improvement

Program, even though this means they could potentially be audited as a part of the program

- EM: this is a good idea and would be a good way to make sure that everyone is on the same page

ACTION ITEM #10 (CD): Add the Director of Strategy and Business Planning and the Director of Capital Planning and Delivery to the Operational Top Management group in the DWQMS. Communicate responsibilities as they relate to the DWQMS.

- BW: to encourage suggestions, something tangible (like a jacket) could be given away as a reward to OMM staff
- MM: plan to continue with the ISO chilli day
- EM: how better could we solicit feedback? For consumer feedback we could also take credit for our programs, initiatives and accomplishments
- Accomplishments included: Water for Tomorrow, Environmental Assessment work, Facility Tours, York Children's Water Festival, Environment First Symposium, National Public Works Week, Probe Environment Survey, etc.
- DF: our conservation efforts correlate with our zero water restrictions!

ACTION ITEM #11 (MM): Once complete, ensure the Management Review Report is distributed to OMM staff (could be posted on the Operator Toolkit on mYnetwORK).

Agenda Item 6: **Next Meeting Date (MM)**

Section 6.0 in the MR Report

- Management Review plans are outlined in section 6.0 in the Management Review report. The next DWQMS management reviews will be combined with ISO management reviews
- Currently, the plan is to extend ISO 9001 certification for an additional three year cycle until we are comfortable with the DWQMS
- We will work on integrating our management systems
- The management review element of the DWQMS will be audited internally

ACTION ITEM #12 (MP): Incorporate suggestions from the management team into the Management Review Report that is distributed.

Meeting concluded at ~ 3:00pm.

Table of Action Items with Proposed Timelines:

Action Item:	***Target:***	***Person Responsible:***
1. Request information from PCS (SCADA) in order to report deviations from CCPs and response actions.	*Q2 2009*	MS
2. The turbidity number reported for Q2 (0.999) might be too high. MP to verify the number reported to ensure accuracy and update MR Report if required.	*Q4 2008*	MP
3. The 'Risk Assessment Flow Chart' (Figure 1 of the MR Report), should be modified to include the legal requirement criticality (i.e. considered a CCP regardless of the perceived or calculated risk).	*Q4 2008*	MS
4. Update the DWQMS Operational Plan to specify an appropriate length of time to develop an action plan (i.e. conduct a follow-up meeting, determine next steps, etc.) if results from an emergency response test were deemed to be inadequate.	*Q4 2008*	MP
5. Expand the 'resources' section of the report to include resources currently utilized as well as what additional resources will be requested.	*Q4 2008*	MP
6. Forward to EM the information compiled in OMM regarding the percentage availability of staff time (including time spent in training, on vacation, sick).	*Q4 2008*	BB
7. Verify the number of unplanned/unscheduled work orders for Q3 of 2008.	*Q4 2008*	MP
8. Gather available information from the IIP and Project Managers to present a clearer picture of what projects have been started, delayed, completed, etc.	*Q2 2009*	MP
9. Develop and implement a root cause analysis process for ISO and DWQMS Management Systems (reference existing ISOsoft Other Requirements Task #00164).	*Q2 2009*	CD
10. Add the Director of Strategy and Business Planning and the Director of Capital Planning and Delivery to the Operational Top Management group in the DWQMS. Communicate responsibilities as they relate to the DWQMS.	*Q4 2008*	CD
11. Once complete, ensure the Management Review Report is distributed to OMM staff (could be posted on the Operator Toolkit on mYnetwORK).	*Q4 2008*	MM
12. Incorporate suggestions from the management team into the Management Review Report that is distributed.	*Q4 2008*	MP

Post Meeting Notes:
A summary of results from the Probe Research study, *A Clear Perspective: Canadian Residential Water Survey 2008:*

- 93% of York Region residents are satisfied or very satisfied with the water services provided in York Region
- 61% of York Region residents are confident that their water is safe to drink
- 49% of York Region residents are willing to pay to ensure that their drinking water is safe
- 33% of the water that York Region residents drink is bottled water