

**Management Review Meeting Agenda
Tuesday 6th November 2018**

	Comments	Action	Timeline
	<p>QMS POLICY</p> <ul style="list-style-type: none"> The Town of Newmarket is committed to consistent delivery of safe drinking water through compliance with applicable legislative and regulatory requirements The Town will strive to achieve this goal through the implementation, maintenance, and continuous improvement of the Drinking Water Quality Management System (DWQMS) The Town commits to ensure open communication, both with the public, as well as staff concerning all policies, procedures and documentation pertaining to DWQMS 		
1. Welcome	<p>Present: Luigi C., (Chair) Chris K., Jeff E., and Peter N., Pauline P. (Minutes)</p> <p>Meeting commenced at: 09:06</p>		
2. “2018 DWQMS Management Review”	<p>Discussion initiated on the Minutes from the Previous Management Review 2017.</p> <ul style="list-style-type: none"> Magna Tower being online is helping residuals. Results for emergency response training – council report for keeping two way radio in vehicles. Discussion followed about two way radios in new vehicles if they need to be installed. Management agreed they should be installed. Discussion around when Magna tower went off and came back on again. All Sample Stations have been refurbished and are basically all brand new. Suppliers list needs to go out yearly and ensure NSF certified parts. 		
3. Incidents of Regulatory Non-Compliance	<ul style="list-style-type: none"> Based on the external audit from SAI Global no non-conformances AET new internal auditor found 3 major non-conformance, 2 minor non-conformances and 5 OFI's. We need to state on tender documents the QMS relevancy statement. Chris K. needed clarification why this was needed. Luigi C. advised we are communicating our operational plan with contractors. Chris K. would like to see the wording. <p>Timeline – Chris K. to get back to Luigi C. with edits end of next week for wording to be included in future tenders at the end of the month.</p>	LC	

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	<ul style="list-style-type: none"> • Document and record control –Luigi C. advised that this was in progress and meeting set up with Sarah Niezen to discuss corporate filing system. • Chris K. went through the elements that were identified in the AET internal audit. • Chris K. discussed the Essential Suppliers List and advised that procurement has their own essential suppliers list. For WWW that list should be the same as the procurement list. Luigi C. to work with procurement and make sure that the lists matche up. Wording needs to be put in contracts. Timeline: Within 30 days of awarding of tender Jeff E. will ensure essential suppliers match ours. • File structure for T:\ is currently being updated • Update the documents & records control table. • New SOP and form has been developed for equipment calibration. Procedure review will be tomorrow. • Follow up reports – need to be done for management review as a checklist to identify that everything has been completed. All these action items have been started and attach documents as needed. • Emergency management procedure – emergency testing schedule wording has been changed to annually in Operational Plan. • Element 19 – Jeff Ellis does not need to be an internal auditor. • Pauline P. to do up signature for Chris K. and Peter N. for OFI’s for internal/external audit. • Computer in map room will have link to document and records control table and click link so operators can access link. • OFI’s for Element 10 - Add language on DWQMS relevant to duties in Element 10 – what responsibilities do Luigi C., Jeff E, Lead Hands have and it needs to relate back to DWQMS. • Jeff Ellis advised that SOP’s should be put as monthly review. Element review should be bi-weekly. Action: Pauline P. to update the Outlook calendar and the agenda items in standard meetings. • Asset management Element 14 – Bill Wilson is working on this under asset management. Bill W. has all the information on materials, age of pipe, history of breaks. Bill W. will come up with a condition assessment rating threshold and depending on the number this asset will be addressed or not. This will go through roads needs assessment. This will turn into the 5 year capital plan. Luigi C. to speak with Bill W. about this and where he is with it. • Peter N. would like to see those numbers in order to get more funding. Peter N. can 	<p></p> <p>LC/JE</p> <p>PP</p> <p>PP</p> <p>PP</p> <p>PP</p> <p>PP</p> <p>PP</p>	<p>Ongoing</p> <p>Ongoing</p> <p>December 2018</p> <p>December 2018</p> <p></p> <p></p> <p></p> <p></p>

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	<p>then show how we priorities water/sewer programme and how it works in conjunction with the roads department. Underground can drive road reconstruction. This process through asset management allows you to prioritise work.</p> <ul style="list-style-type: none"> • We present our information to Engineering who presents to the Commissioner and multi-year budget done up. • Once Bill W. is ready he can bring it to IMC meeting with Gord MacMillan and then Rachel Prudhomme can bring it to Chris K. and Peter N. Timeline: this needs to be added to the IMC agenda for deadline of August. Luigi C. to put it on the “To Do” List. • MECP Inspection – one report was not resolved within allotted time of 7 days. – AWQI SOP’s have been updated and staff have been trained on this. • Water main break form – MECP wanted certain information on form which is now being worked on by InfoMax. • Luigi C. will compile a letter to MECP advising that we addressed all non compliances. Pauline P. advised of meeting held with Sipo Ching of Compliance365 and how we are working on AWQI reporting through Compliance365 to simplify the process. • Luigi C. spoke with Becky Hester, Acting Manager York Region Health Services about adverse reporting. She will be meeting with Luigi C., Jeff E., Blair S., and Pauline P. 	LC	
4. Incidents of Adverse Drinking Water Quality	<ul style="list-style-type: none"> • Luigi C. advised that there was a high number of incidents when Brett Ealey-Borsa left it was 318. Pauline P. to do up a chart for AWQI reports for chlorine, TC, Ecoli – go back 10 years if we have information. 	PP	January 2019
5. Deviations from Critical Control Points (CCP) Limits and Response Actions	<ul style="list-style-type: none"> • Luigi C. enquired from Jeff E. how many water main breaks this year. Jeff E. advised that there was about 22 this year. • Critical Control Points relates to what we can handle – hydrants, valves, what we can isolate. • Jeff E. enquired would you consider it a CCP what we experienced on Park Ave this year. Third party had some control on our system and did not sample correctly. We took control over Park Ave. All agreed. • Jeff E. to provide Pauline P. with paragraph for annual report. 	JE	

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6. The Effectiveness of the Risk Assessment	<ul style="list-style-type: none"> Luigi C. advised that there was a complete risk assessment where we went through all possible risk scenarios. Chris K. would like to Claude Duval CYFS to have attend risk assessment. Claude does HIRA – takes risk and goes through a programme and gives a rating in our risk assessment. 	PP	
7. Internal and External Audit Results	See above.		
8. Results of Emergency Response Testing	<ul style="list-style-type: none"> Report not issued yet. Pauline P. to put in dates scheduled. Post Meeting Notes: Emergency Response Training was held on Friday 19 October and Thursday 1 November 2018. 		
9. Operational Performance	<ul style="list-style-type: none"> Working with Region and Stantec. Non revenue water – for 2018 need chart done up on it. 10 years if possible. Will be put in financial plan. Commissioners, directors and managers meet every two months to go over operational performance. Date, people that were there and any presentations done. Action - PP to work with LC dates and presentations and attendees Split with Region for pressure zones. Jeff E. advised what is holding us up is Region has Peel feed which requires maintenance and that feed will stop. The feed will come from Toronto and Aurora. We are on hold until this happens. Roy Huetl, Mike Rabeau, James Steele and Chris K. will be meeting to ensure we are on the same page. Roy H. and Chris K. will go to Peter N. and Erin Mahoney (Commissioner at York Region) with this. Swabbed in Glenway area. Corix are uni-directional flushing 	PP PP and LC	January 2019
10. Drinking Water Quality Trends	<ul style="list-style-type: none"> Wells came on in January. Water age issue. Refurbishment of sample stations. Tender will be going out for all of the contracts to provide parts. Luigi C. to let Pauline P. know when this will happen. 	LC	As soon as

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	<ul style="list-style-type: none"> • Jeff E. advised that we will have DWQMS Training for 3rd party contactors. In order to work on our systems we need operators (Corix) to do course to reporting adverse. • We provide training to competent worker. Any third party to work on our system – we need licences and training. 		contracts are issued
11. Follow-up on Action Items Identified Between Reviews	<ul style="list-style-type: none"> • Suppliers list - NSF approved parts into contracts and essential suppliers. • Meetings annually • Provider on procurement list is noted as an essential/emergency supplier. Essential/emergency supplier needs contact information annually. 		
12. Changes that Could Affect the QMS	<ul style="list-style-type: none"> • Luigi C. advised that there were a number of changes over the year. Updating SOP's and updating elements in DWQMS. All changes have to be communicated. • WQ analyst, compliance and inspector needs to be documented. • Working with the Region – east west split and pressure changes which need to be documented. 		
13. Level of Customer Satisfaction	<ul style="list-style-type: none"> • Pauline P. to get a list from Blair S. of water quality complaints and get chart for customer complaints. • Jeff E. advised after hours calls to be added – get data from DATS • Pauline P. to obtain information from “Level of Customer Satisfaction” survey relating specifically to water which will be provided to Council on 5 December 2018. Pauline P. to contact Bonnie Munslow 6 December 2018 to obtain this information. 	PP PP	January 2019 6 December 2018
14. Consumer Feedback	<ul style="list-style-type: none"> • See above level of customer satisfaction. 		
15. Resources Needed to Maintain the QMS	<ul style="list-style-type: none"> • Compliance • Analyst and Inspector. • We have ½ a person for water meters. Luigi C. adding backflow prevention and fire hydrant testing to this position to equal one person for private side. • Test private side for water quality yearly. 		

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16. Provision of Adequate Human and Financial Resources	<ul style="list-style-type: none"> Six year plan - Chris K. advised that once we get the condition assessment and tie it with roads needs study we can meet to include in financial plan. 		
17. Results of Infrastructure Review	<ul style="list-style-type: none"> Luigi C. advised that he has IMC meetings. Moving forward we will have a specific yearly meeting. Asset management with Bill W. status is ongoing Luigi C. advised that there will be meeting minutes for yearly meeting. 		
18. Operational Plan	<ul style="list-style-type: none"> Elements discussed. – Access for operators to operational plan. 		
19. Currency of Operational Plan, Content and Updates	<ul style="list-style-type: none"> Discussion how we will update the links in the documents and records control table for access for operators. Working on Continual Improvement procedure and Action Request Form (ARF). 		
20. List of Staff Suggestions	N/a		
21. Recommendations of Management Review	<ul style="list-style-type: none"> AET will be doing up council report on roles and responsibilities. Chris K. and Peter N. meeting new councillors today. Element 12 – note Commissioner and Director meeting 3 new council members and within their orientation there is discussion of DWQMS. December 12, 2018 – AET will be giving presentation on Standard of Care to all Council. 		

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22. Additional Items	n/a		
Next Meeting:	6 th November 2019		

Meeting concluded at 11:45 am