

2021 Management Review Meeting Minutes

Date:	November 26, 2021
Time	9:00AM
Location:	Microsoft Teams Click here to join the meeting

QMS Policy
<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

	Topic	Action	Timeline
i	<p>Introduction Attendees: Mark A., Peter N., Rob G., Patrick L., Monika M. (Chair), Pauline P. (Minutes), Uthum E., Blair S.</p> <p>Meeting commenced 9:05 a.m.</p> <p>Element 20 of DWQMS requires that a Management Review to be done once every calendar year, with Top Management. It identifies the effectiveness of QMS and outcomes of the review will be brought to council.</p>		
1	<p>Incidents of regulatory non-compliance On May 26 2021 Jenn Moulton completed a remote inspection of the Town’s drinking water system. The Town received an inspection rating of 100%.</p>		
2	<p>Incidents of adverse drinking water tests As of October 31, 2021 – 74 adverse sample results were reported, this is comparable to 2020. Total Coliform adverse events have decreased significantly when compared to 2019. All adverse tests were reported and followed procedures and no further action was required.</p>		
3	<p>Deviations from critical control point limits and response actions According to Element 8 - Risk Assessment Outcomes there are no critical control points and therefore no deviations occurred in 2021.</p>		

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4	<p>The effectiveness of the risk assessment process</p> <p>Risk Assessment was held 3 November 2021. Two changes were made:</p> <ul style="list-style-type: none"> Decreasing detectability of incidents resulting in water main modifications, replacements and extensions due to inspector position. Staffing shortages – we now have 3 emergency repair contractors. 		
5	<p>Internal and third party audit results</p> <p>System audit held 20 Jan 2021 with 3 non conformances and 7 OFI's</p> <p>Reaccreditation audit on 11 February 2021 – no non conformances and 7 OFI's</p> <p>Internal audit 20 October 2021 with 4 non conformances and 8 OFI's</p>		
6	<p>Results of emergency response testing</p> <p>Mock emergency scenario done 6 January 2021 – group went through exercise following emergency response procedure for water main breaks</p>		
7	<p>Operational performances</p> <p>Staff responded to 12 water main breaks this year as of 31 October 2021 the same amount as 2020. Water main breaks are still on downward trend due to ongoing replacement of infrastructure.</p> <p>As of 31 August 2021 the Town recorded 15% non-revenue will be similar to previous years between 21-22 %</p> <p>As of 5 November 2021 1430 hydrant Inspections have been completed by Town contractor. All hydrants will be inspected by the end of the year.</p> <p>UDF – as of 16 November 2021 a total 229 kms have been unidirectional flushed</p> <p>Town staff completed dead end flushing on a weekly basis.</p>		
8	<p>Drinking water quality trends</p> <p>Running annual average for HAAs is 0.0080mg/L, below the limit of 0.08mg/L</p> <p>Running annual average for THM's as of third quarter of 2021 is 0.0159mg/L, below the limit of 0.1mg/L</p> <p>Lead – 9 samples collected in 2021 all were <0.005mg/L and below the limit of 0.01mg/L – Post Meeting Note: 18 lead samples were collected not 9 as discussed in the meeting.</p> <p>Compliance 365 water quality module was released in March 2021</p>		

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9	<p>Follow-up on action items from previous management reviews</p> <ul style="list-style-type: none"> • Tyler A. provided the mock emergency evaluation results from 2020 to Top Management on January 13, 2021. • Tyler A. was to schedule a meeting with W/WW Supervisor, W/WW Manager and PWS Director to discuss CLI ECA. Evidence of completion in Q1 2021 could not be found, a meeting will be scheduled for Q4 2021. • Tyler A. to schedule 2021 Infrastructure Review for mid January, 2021. 	<p>Complete</p> <p>W/WW Manager</p> <p>Complete</p>	<p>Q1 2022</p>
10	<p>The status of management action items identified between reviews</p> <p>No action items identified 2021</p>		
11	<p>Changes that could affect the QMS</p> <p>Received new Municipal Drinking Water License (MDWL) and Drinking Water Works Permit this year as a result we had to revise water main disinfectant procedure and water main commission procedure in order to adapt to new requirements. New Consolidated Linear Infrastructure Environmental Compliance Approval for Waste Water (CLI ECA) is similar to MDWL program and will likely result in the requirement of a QMS for waste water.</p>		
12	<p>The level of customer satisfaction</p> <p>As of 11 November 2021 there were 1019 customer service enquires – received through phone calls, social media, electric forms, voice mail and counter interactions and are comparable to 2020</p>		
13	<p>Consumer feedback</p> <p>Consumer feedback received in 2021 was comparable to 2020.</p>		
14	<p>The resources needed to maintain the QMS</p> <p>There is currently one Compliance and Training Coordinator for water/wastewater who acts as the QMS Representative, it is recommended that Top Management review the role to determine the resources to ensure QMS is maintained.</p>	<p>W/WW Manager</p>	<p>Q1 2022</p>
15	<p>Provision of adequate human and financial resources</p> <p>Element 3: Owner and Top Management Endorsement of the Town’s Operational Plan states that the Owner and Top Management shall provide commitment to an effective QMS by determining, obtaining, or providing the resources necessary to maintain and continually improve the QMS.</p>		
16	<p>Results of infrastructure review</p>		

Topic		Action	Timeline
	Infrastructure Review was held 5 January 2021 with the Engineering and Water/ Waste Water Departments.		
17	<p>Operational plan</p> <p>The Operational Plan will continue to be updated as a result of internal and external audits and changes within the system.</p>		
18	<p>Currency of Operational Plan, content, and updates</p> <p>The following Elements of the Town’s Operational Plan were revised in 2021:</p> <ul style="list-style-type: none"> • Element 3: Commitment and Endorsement • Element 5: Document and Record Control • Element 7: Risk Assessment • Element 8: Risk Assessment Outcomes • Element 9: Organizational Structure, Roles, Responsibilities, and Authorities • Element 10: Competencies • Element 12: Communications • Element 13: Essential Supplies and Services • Element 15: Infrastructure Maintenance, Rehabilitation and Renewal • Element 17: Measurement, Recording, Equipment Calibration Maintenance • Element 18: Emergency Response Procedure • Element 19: Internal Audit • Element 21: Continual Improvement 		
19	<p>List of staff suggestions.</p> <p>One staff suggestion was received, this was to make the QMS policy more visible. An additional copy of the policy was placed in the DATS room.</p>		
ii	<p>Next Steps</p> <ul style="list-style-type: none"> • Pauline P to do meeting minutes and deficiencies identified, with action items and timelines. • Pauline P. to send out Appendix 20b to Top Management to sign and return. • Results of the 2021 Management Review will be brought to Council in Report in March 2022. <p>Meeting concluded 9.25 a.m.</p>	<p>Pauline P.</p> <p>Pauline P.</p> <p>W/WW Manager</p>	<p>Q4 2021</p> <p>Q4 2021</p> <p>Q1 2022</p>