

## Staff Report

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**Report To:** Operations Committee  
**Report From:** Bryce McDonald, Manager of Water and Wastewater  
**Meeting Date:** February 20, 2025  
**Report Code:** OP-25-003  
**Subject:** 2024 DWQMS and WWQMS Management Review

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### Recommendations:

THAT in consideration of Staff Report OP-25-003 respecting 2024 Drinking Water Quality Management System (DWQMS) and Wastewater Quality Management System (WWQMS) Management Review, the Operations Committee recommends that City Council receive the report for information purposes.

### Highlights:

- The Ontario Drinking Water Quality Management Standard prescribes the management review process. It is undertaken once annually to evaluate the quality management system's continuing suitability, adequacy, and effectiveness.
- Although not currently required by legislation, the Wastewater Quality Management System utilizes a similar Management Review process.
- For brevity, the outcomes of both these processes are included in this staff report.

### Strategic Plan Alignment:

This report supports the delivery of Core Service.

## **Climate and Environmental Implications:**

This supports the objectives of the City's Corporate Climate Change Adaptation Plan by considering climate adaptation in the development of the City's strategies, plans, and policies.

The annual Infrastructure Review, a mandatory component of the quality management system, considers, among other concerns, the impact of Climate Change on the City's water and wastewater infrastructure.

## **Previous Report/Authority:**

These reviews are undertaken annually, the results of which are presented to Committee and Council.

## **Background:**

One of the annual activities required by the Drinking Water Quality Management System (DWQMS) Operational Plan is a management review meeting, which must be undertaken annually at the beginning of the year to review information from the previous calendar year. The City's Wastewater Quality Management System (WWQMS) Operational plan has adopted a similar process.

On January 28, 2025, the following staff met to undertake the Management Review Process for DWQMS and WWQMS:

- Tim Simmonds, City Manager
- Lara Widdifield, Director of Public Works and Engineering
- Bryce McDonald, Manager of Water and Wastewater
- Troy Pelletier, Water Treatment Superintendent (DWQMS Only)
- Mark Hill, Water Distribution Superintendent (DWQMS Only)
- Jamie Fenton, Wastewater Superintendent (WWQMS Only)
- Andrew Smart, Wastewater and Environmental Lead Hand (WWQMS Only) (WWQMS Representative)
- Ashley Ford, Water and Wastewater Administrative Assistant (DWQMS Representative – new as of 2024)

## **Analysis:**

In addition to a formal notification process for the Owner (Council) and Top Management to be made aware of the systems' performance statistics, such

as, but not limited to, non-compliance, deviations from targets, trends, consumer and staff feedback, etc.

In the spirit of continuous improvement, the previous year's audit recommendations are discussed, and any resolution or subsequent action is noted.

### **Financial Implications:**

The Operating Budget funds the DWQMS and WWQMS activities. This includes infrastructure reviews, risk assessments, root cause analysis, Standard Operating Procedure (SOP) review, document control, corrective action planning and implementation, and external and internal audits.

### **Communication Strategy:**

The action items from the meeting will help guide QMS activities in 2025. As and where indicated, these items will also be considered in capital and operational decision-making. The Management Review documentation shall be provided to the auditors in 2025.

### **Consultation:**

As defined in the attachments.

### **Attachments:**

1. DWQMS Management Review Memo
2. Management Review Minutes - DWQMS
3. WWQMS Management Review Memo
4. Management Review Minutes - WWQMS

### **Recommended by:**

Bryce McDonald, Manager of Water and Wastewater  
Lara Widdifield, Director of Public Works and Engineering

### **Submission approved by:**

Tim Simmonds, City Manager

For more information on this report, please contact Bryce McDonald at [bmcdonald@owensound.ca](mailto:bmcdonald@owensound.ca) or 519-376-1440 ext. 3224.