



Subject: 2021 Drinking Water Operational Plan

To: Council

From: Public Works Department

Report Number: 2021-267

Meeting Date: October 25, 2021

Recommendation:

That Public Works Department Report 2021-267 be received; and

That Council endorse the Port Colborne Water Distribution System Quality Management System Operational Plan attached as Appendix A of Public Works Report 2021-267.

Purpose:

The Port Colborne Water Distribution System Quality Management System Operational Plan (Operational Plan) has been updated to reflect the 2021 staffing and organizational changes within the Water Wastewater Division. Council's endorsement of the revised Operational Plan is required to fulfil the requirements of the Drinking Water Quality Management Standard under the *Safe Drinking Water Act, 2002*.

Background:

The Municipal Drinking Water Licensing Program implemented by the Ministry of Environment, Conservation and Parks (MECP) requires all municipal drinking water systems to be operated by accredited Operating Authorities. As part of this accreditation, Operational Plans are required to be endorsed by water system owner representatives.

The Operational Plan must satisfy the requirements of the MECP's Drinking Water Quality Management Standard which requires that the owner of a drinking water system develop a Quality Management System (QMS) that is relevant and appropriate for the system. A QMS consists of a set of policies, procedures and objectives that direct and control an organization with respect to quality.

The City's Drinking Water Quality Management System (DWQMS) is documented within the Operational Plan. The DWQMS focuses on a proactive and preventative approach to manage risks to public health, establishes and documents management procedures, clearly identifies roles and responsibilities and focuses on continual improvement of the management system.

The City's Operational Plan was last endorsed by Council on February 25, 2019. Re-endorsement is required following any significant changes to the Operational Plan or when a new Council term commences. In 2021, a new Manager of Water Wastewater position was created and as such the organizational structure, roles and responsibilities outlined in Section 9 of the Operational Plan must be adjusted to reflect the latest changes.

Discussion:

The Operational Plan undergoes a review whenever changes to the Operating Authority are made and is part of a continual improvement process. As such, following the changes to the Public Works Department structure in 2021 and the addition of the new Manager of Water Wastewater position, an update to the Operational Plan was made to reflect the new organizational structure. The revisions were fairly minor in nature and predominantly focused on Section 9 of the Operational Plan. The following were changes that were made:

- Added in the Manager of Water Wastewater position to the associated roles, responsibilities, and authorities
- Modified the Supervisor of Water Wastewater to reflect the position title change and update the associated roles, responsibilities, and authorities
- Modified the Crew Lead position to reflect updated roles, responsibilities, and authorities
- Added in the position of Climate Change Coordinator as a backup QMS representative
- Modified other position titles and department names as required
- Updated the Organizational Chart
- Updated new City logo branding
- Administrative revisions

Financial Implications:

There are no financial impacts as result of this report.

Strategic Plan Alignment:

The initiative contained within this report supports the following pillar(s) of the strategic plan:

- Service and Simplicity - Quality and Innovative Delivery of Customer Services
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Conclusion:

With the City's ongoing commitment to the DWQMS and continual improvement initiatives, the Operating Authority can continue to provide a safe, reliable and sustainable supply of municipal drinking water for its residents and businesses. Endorsement of the DWQMS Operational Plan demonstrates Council's commitment, as the Owner of the drinking water system, to the provision of safe drinking water and the principles of quality management and continual improvement.

Appendices:

- a. Operational Plan

Respectfully submitted,

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Report Approval:

All reports reviewed and approved by the Department Director and also the City Treasurer when relevant. Final review and approval by the Chief Administrative Officer.