



Waterworks MANAGEMENT REVIEW MEETING

“Attachment B”

MINUTES

April 23, 2012, 2:00 pm – 4:00 pm

In attendance: Andy Taylor, Brenda Librecz, Peter Loukes, Peter Solymos, Ernie Ting, Shu Min Gao, Yurong Duan, Daphne Ross, Dupé Odesanya,
Minutes: Brieanna Gabbard

Item No.	Description/Discussion	Action Items
1.	Review Status of Action Items	<u>Closed action items:</u> - Fire fighting activities and impact on water distribution- training completed - Risk Assessment process will be reported on in the fall 2011 Emergency response testing – complete - Operational Plan was updated and endorsed by Council in December 2011 - No record of staff suggestions for the reporting period (Jul 1 – Dec 31/11), methods to improve have been implemented and will report back in the fall - Re-chlorination - action item from 2009 - previously closed <u>Action items still open:</u> - Establish WW SLA's with stakeholders- 2 completed - 2 to be done + added Fire (hydrants) in 2012 - Implement a standard review process for watermain breaks- part of the critical pipe analysis which will indicate where we need to address concerns in the system - Re-visit Jennings Gate on the Incident of Adverse Drinking Water Tests-HPC elevation level, working through possible causes. Currently testing upstream and downstream to see if there is possibly a problem with the test locations
2.	<u>System Performance Summary</u>	Incidents of regulatory noncompliance - No incidents of regulatory noncompliance cited for reporting period (Jul 1 to Dec 31/11) Incidents of adverse drinking water tests - Total of 8 adverse quality incidences (3 from new developments-due to development phasing-flushing program in effect to compensate for the incidences)
3.	<u>Operational Performance</u>	- Work order completion rate 96% (4% not completed have no risk factors) - the non completed section is due to work orders that were created because they over lapped other work orders

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		due to performance improvements and standards previously set, work in progress and restoration work (streamlining)
4.	<u>Performance levels and trends</u>	<u>Work Orders:</u> - Response time, performance time, and open to close time tracked regularly. Detailed specifics allow for accurate trending - Dashboard up date - we are working towards making the application live. Currently it is updated every quarter. - Information aids in continuous improvements, service level reviews, inquiries and bench marking <u>Watermain break history tracking:</u> - Last year we had 37 – less breaks historically, but some were very expensive - Need to look at possibly categorizing the breaks into small, medium and large - Currently working with a consultant on a critical pipe analysis looking at two aspects; consequences of failure verses the probability of failure. Thinking about where we anticipate failures. Data will be combined to aid in our preventative maintenance we need to do in the future and capital allocation and budgeting. Mapping of this information can be maintained by our staff in the future. To be brought forward to ELT once complete.
5.	<u>Internal and third party audits</u>	Internal audits - we had 2 minor non conformances which have been addressed and closed, and 15 opportunities for improvement all addressed and closed Third party mock audit - we received 2 opportunities for improvement which have been addresses and closed Third party auditors currently being revised - Canadian General Standards Board (CGSB) no longer the auditing body. - We are waiting to hear who will be taking over the responsibility - August 14th 2012 DWQMS accreditation renewal, waiting to hear if we will get an extension - We now do telephone survey's which are included with the door hanger survey's - Door hangers (2 types), emergencies and preventative maintenance will be tracked in 2013 for data review. This year we are rolling out to all services we provide
6.	<u>Consumer feedback</u>	

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		▪ Increase responses regarding telephone survey. Consider having a staff member stay late/after hours and improve our responses if we call at a later time. Or possibly hire an outside agency. ▪ Fall 2012 we will have increased data. ▪ Need to look at possibly grouping data by season to improve the trending data
7.	<u>Results of Infrastructure Review</u>	▪ Lifecycle reserve study review- completed and adjustments made and new assets added to the system ▪ Water and waste water capital budget plan aligned with lifecycle reserve study funding. Deficiencies needs to be validated and combined with risk assessment- critical pipe analysis can aid in the understanding of this. ▪ 5 year renewal plan- on schedule ▪ Reviewed projects completed and scheduled
8.	<u>Review Resources Needed to Maintain the QMS</u>	Backflow prevention ▪ Phase 1 completed (856 properties) ▪ Phase 2 to start in 2012 (900 properties) ▪ Phase 3 will be the remain properties ▪ 3 year program aimed at unknown hazard properties, Service Planning ▪ Long term purpose is to establish an annual program to review services. EAM/Hansen upgrade ▪ Considerable work involved in migrating Hansen with EAM, waterworks was to be a part of EAM's phase 2 PIPES group ▪ Centre of excellence initiative to combine storm and sanitary sewer maintenance ▪ Part of the Service Planning project work for the fall Other ▪ Resources not needed for 2013, however current projects underway may require resource needs in future years ▪ Region water audit is at RFP stage Anti-tampering fire hydrant device doesn't stop one from stealing the water but tells us when someone is tampering. 2013 going forward with a bulk water station new location in the east end. In hopes to reduce the need for someone to hook up to a fire hydrant

Item No.	Description/Discussion	Action Items
9.	<u>Recap of Action Items</u>	<u>Outstanding Action Items (3 items):</u> 1. Establish Service Level Agreements with stakeholders ▪ Expected completion December 1, 2012 2. Incidents of Adverse Drinking Water Tests ▪ Need to re-visit area to ensure no cross-connection has been implemented, currently testing upstream and downstream to see if there is a possible problem with the test location. ▪ Expected completion June 29, 2012 3. Watermain Breaks Trends ▪ Need to implement a review process to look for trends and determine cause, GHD Critical pipe analysis (currently under way) will aid in the understanding of causes and preventative measures. ▪ Expected completion December 31, 2012 <u>New Actions Items:</u> 4. Updating the QMS policy layout - DR ▪ Revised to improve understanding and be transferable to the public. Reader-friendly (using Hamilton’s ‘SAFE’ as an example) ▪ Engage Staff in the process ▪ Draft to be brought forward in the fall 2012 5. Phone Survey – after hours ▪ Need to look at having staff or hire a service to aid in conducting customer service survey’s in the evening to increase the number of respondents (once a month) ▪ Expected completion October 31, 2012
10.	<u>Next Meeting</u>	2 meetings being held in 2012 ▪ 2nd will be held in October prior to 24th

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Waterworks MANAGEMENT REVIEW MEETING MINUTES

“Attachment B”

October 29, 2012, 12:00 pm – 2:30 pm

In attendance: Andy Taylor, Brenda Librecz, Peter Loukes, Eddy Wu, Ernie Ting, Gord Miokovic, Noris Dela Cruz, Daphne Ross, Cindy Coffin
Minutes: Brieanna Gabbard

Item No.	Description/Discussion	Action Items
1.	Accreditation Status	- New accreditation body will be on site Nov. 12-14/12 - Cindy to invite Andy and Brenda CAO and Commissioner to opening meeting - Daphne to submit Briefing Note on the selection process for new accreditation body (NSF International)
2.	QMS Policy Review	- Top Management to pick which policy (TAP or QMS) to move forward to Council - TAP chosen - to be reviewed and approved by Corp Comm. - Need to reference training/staff competency - Add “Protect” within the “p” acronym - Add the tap graphic - To come back to Top Management for approval prior to Council
3.	<u>Action Item Review from previous meetings</u>	Open: - Service Level Agreements with various City Departments - Two completed (Asset Mgmt. and ITS) - Update QMS Policy - This will be closed by year end once it is endorsed by Council Closed: - Watermain Break Trending - Jennings Gate Adverse Incident - Customer Survey – After Hours
4.	<u>Risk Management & Emergency Response</u>	Peter to bring report to ELT on the Risk Assessment completed with GHD consultant – including how we prioritize our work and how we determine criteria. Also to include what is our highest risk.
5.	<u>Overview of Operational Plan</u>	- Status of Operational Plan - Draft report is ready and is going forward to General Committee in December with changes/updates since last revision in 2011. - Staff Suggestions- Cindy to report back to Andy and Brenda with more detail on the current status of the staff suggestions- revise wording around the status summary (closed vs. implemented)

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6.	<u>Update From Previous Review</u>	- Report back to <u>Andy-Top Management</u> regarding the microbiology testing sample size determination - Business case regarding re-chlorination put on the agenda for December 13th meeting with Region and Toronto- further investigation needed - Report back to <u>Top Management Brenda and Andy</u> on the amount of staff time used to do the customer satisfaction survey calls versus the door hangers comparison - Perform peer review on the Infrastructure life cycle reserve prior to 2014 budget process - Update Summary/Trending of Operational Performance chart for next Management Review Meeting to show aging of work orders - To be reviewed at the Spring 2013 meeting to align with pre-budget process
7.	<u>Review the Resources Needed to Maintain the QMS</u>	
8.	<u>Recap of Action Items</u>	No action items identified during the meeting
9.	<u>Follow-up Items</u>	QMS: - Staff Suggestions - report back to <u>Top Management Brenda and Andy</u> with more details and revise wording on the current status of the staff suggestions - Cindy BUSINESS: - Bring report to ELT on GHD Risk Assessment – system wide level in January 2013 - Peter - Briefing note required on the rational of how we choose our new accreditation body (NSF International) - Daphne to follow up - Report back to Andy regarding microbiology testing sample size determination - provide rationale – Gord and Eddy - Business case regarding re-chlorination - put on the agenda for December 13th meeting to discuss with Region and Toronto- further investigation needed - Gord - Report back to <u>Top Management Brenda and Andy</u> on the amount of staff time used to do the customer satisfaction survey calls versus the door hangers comparison - Norris - Peer review on the Infrastructure life cycle reserve. To be done prior to 2014 budget process - Ernie
10.	<u>Next Meeting</u>	2 meetings to be held in 2013: 1st will be held in the Spring 2nd will be held in the Fall

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