

	<b>Management Review Meeting</b>	Proc.: QMS-11 Pages: 1 of 3
Reviewed by: QMS Representative		Date: July 4, 2024

## North Bay Water System

### Attendees:

Alan Korell (Top Management)

Ken Frederick (KF)/Maintenance Manager  
W&WWF (Absent)

Karin Pratte (KP)/ QMS Representative

Jonathan Dewey (JD)/Supervisor W&WWF

Scott Taggart (ST)/ QMS Representative

Jasmine Busschaert (JB)/ Engineering Intern

Item	Description	Date Required	Action
1.	Follow up to action items from previous meeting & action items identified between reviews were reviewed. The outstanding issues are: <ul style="list-style-type: none"> <li>- KF working with IS on telemetry system and fiber connections at water facilities. Ongoing.</li> <li>- Complete a Tabletop Exercise critical shortage of staff by Dec 2024.</li> </ul>	Dec 2024	KP
2.	Incidents of regulatory non-compliance & incidents of adverse drinking water tests since last management review (all resolved): 2023: <ul style="list-style-type: none"> <li>- July 27th: Non-compliance resulting from sample pump failure. The sample pump feeds the UVT Analyzer which requires a reading every 5 minutes.</li> <li>- July 31st: Non-compliance resulting from UVT Analyzer wiper issue which did not allow a reading every 5 minutes.</li> <li>- October 6th: Sample from plumbing at 1016 Fisher St. resulted in a lead exceedance of 0.0119 mg/L.</li> </ul> 2024 YTD: <ul style="list-style-type: none"> <li>- April 4th: Overgrown target bacteria on plate. Operators flushed hydrant from Fraser St. to the hydrant #4-210 at the corner of Sixth Ave.</li> </ul>		For Record

	W and Ferguson St. Bacteria samples collected at the site of adverse and upstream/ downstream. Follow up sample occurred 24 hours later. Thin aerator inside the end of the faucet is likely the source of contamination.		
3.	No deviations from CCL.		For Record
4.	<p>The efficiency of the risk assessment process</p> <ul style="list-style-type: none"> <li>- Risk assessment for the water distribution system was completed June 7, 2021 and for the water treatment system in 2023.</li> <li>- Determined this morning we are late for the 2024 risk assessment. <ul style="list-style-type: none"> <li>o Root cause analysis and correction action will be completed.</li> <li>o Scheduled the risk assessment for Monday next week.</li> <li>o Both treatment and distribution will be completed at the same time to have them on the same schedule.</li> </ul> </li> <li>- There are no outstanding actions items from the previous risk assessment.</li> </ul>		ST & KP
5.	<p>Reviewed Internal and External audit results</p> <ul style="list-style-type: none"> <li>- Internal Audit: Completed August 23<sup>rd</sup> 2023 – 4 non conformances – all are resolved.</li> <li>- External Audit: Completed November 2023 – 1 OFIs – Continual Improvement <ul style="list-style-type: none"> <li>o Clarifying process for OFI’s. KP would like to develop a clear numbering system with Ange.</li> <li>o</li> </ul> </li> </ul>		For Record
6.	<p>The following emergency responses were tested:</p> <ul style="list-style-type: none"> <li>- Watermain Break</li> <li>- AWQI</li> <li>- <b>Action:</b> Complete a Tabletop Exercise for critical shortage of staff Dec 2024.</li> <li>-</li> </ul>	Dec 2024	KP
7.	Operational performance, raw water supply and drinking water quality trends were reviewed including the annual report, summary report, MECP Inspection Report (IRR rating 95.27%), and THM trends.		For Record

8.	<p>Changes that could affect the QMS:</p> <ul style="list-style-type: none"> <li>- Bargaining year, higher risk of shortage of staff (strike), ensure emergency management procedures are up to date and complete tabletop exercise.</li> </ul>	Dec 2024	KP
9.	<p>Consumer feedback</p> <ul style="list-style-type: none"> <li>- There are 19 complaints from July 2023 to July 2024</li> <li>- No specific trends or major concerns</li> </ul>		For Record
10.	<p>The resources needed to maintain the QMS</p> <ul style="list-style-type: none"> <li>- Resources are in place to support QMS</li> </ul>		For Record
11.	<p>The results of the infrastructure review and asset management plan</p> <ul style="list-style-type: none"> <li>- The 10-year capital water budget was completed and approved by the new council and will ensure sustainability.</li> <li>- Asset Management data for water and wastewater system input into the new software system. New asset management plan was developed by the City of North Bay and has been approved by Council. This has started to be used when completing the Capital Budget.</li> <li>-</li> </ul>		For Record
12.	<p>Operational plan currency, content, and updates</p> <ul style="list-style-type: none"> <li>- Operational plan was last updated Nov 6, 2023 - Version 18</li> <li>- <b>Action:</b> Update needed to adjust for Job Title changes.</li> </ul>	August 2024	KP
13.	<p>Staff Suggestions</p> <p>There were no staff suggestions</p>		For Record