



ENVIRONMENTAL SERVICES

# OPERATIONAL DUE DILIGENCE AND REGULATORY UPDATE 2020

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April 8, 2021

# ROAD MAP

ENVIRONMENTAL SERVICES  
OPERATIONAL DUE DILIGENCE  
AND REGULATORY UPDATE

## PART 1:

Integrated Management  
System update

## PART 2:

Operations update and 2020  
drinking water systems report





Council has a legal duty to oversee drinking water systems in accordance with a standard of care. Continued support of the IMS helps council to meet this standard.

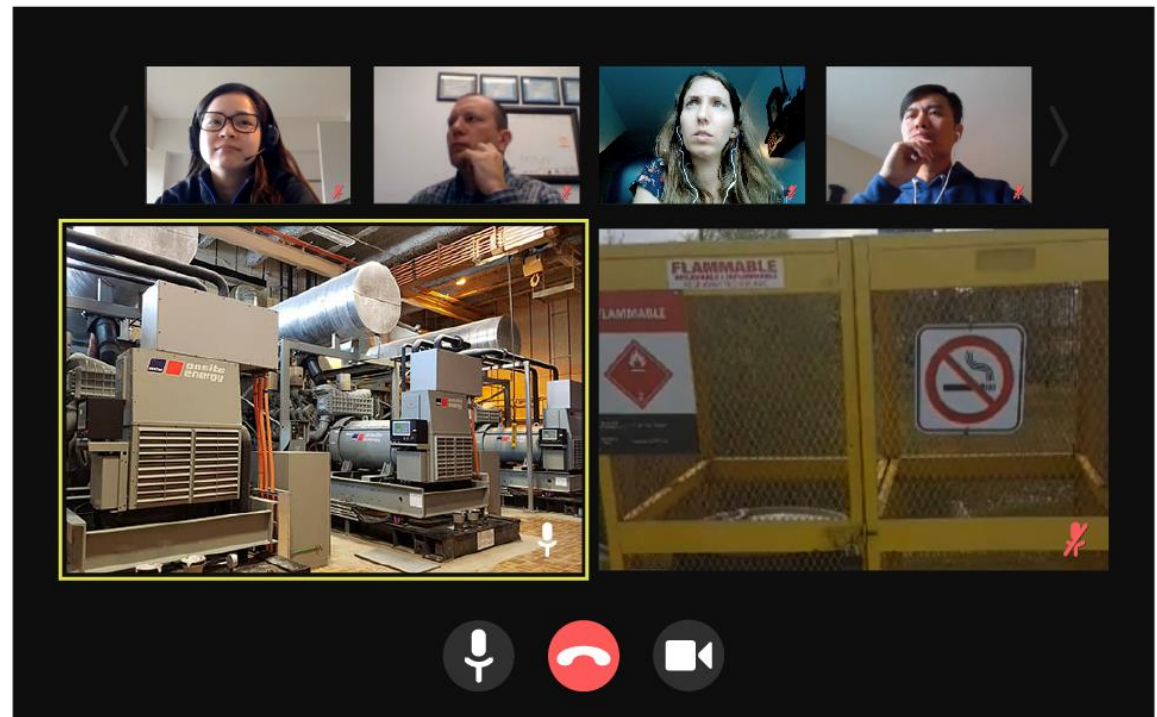


Audit results confirm our management system helps us deliver **safe drinking water**, manage **wastewater** and **solid waste**, and **protect the environment**

3 external audits  
result in  
**1 minor finding**



45 internal audits  
result in  
**48 audit findings**



**1:** Ontario Chief Drinking  
Water Inspector's annual report  
(April 1, 2019 to March 31, 2020)

**2:** 2020 calendar year  
performance



# 2019/2020 INSPECTION SCORES

ENVIRONMENTAL SERVICES  
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## CHIEF DRINKING WATER INSPECTOR'S REPORT CONFIRMS YORK REGION'S OPERATIONAL EXCELLENCE

MUNICIPALITY	INSPECTION RATING (%)	WATER QUALITY TESTS MEETING STANDARDS (%)	OVERALL SCORE 2019/20
<b>YORK</b>	<b>100.00</b>	<b>99.98</b>	<b>99.99</b>
DURHAM REGION	100.00	99.85	99.92
CITY OF TORONTO	100.00	99.81	99.90
PEEL REGION	97.95	99.96	98.96
<b>ONTARIO AVERAGE</b>	<b>98.42</b>	<b>99.85</b>	<b>99.13</b>
<b>York Region Overall Score 2015/16</b>	<b>York Region Overall Score 2016/17</b>	<b>York Region Overall Score 2017/18</b>	<b>York Region Overall Score 2018/19</b>
99.85	99.77	99.17	99.54

# 2020 INSPECTION AND TEST SCORES

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SYSTEM	# MECP INSPECTIONS COMPLETED	# NON-COMPLIANCE FINDINGS	# BEST PRACTICE RECOMMENDATIONS
Water	10	0	1
Wastewater	0	0	0

# 17,923

LABORATORY ANALYZED TESTS

RESULTED IN

4 ADVERSE WATER QUALITY EVENTS

[ 4 Sodium ]

# 39.5 MILLION

CONTINUOUS MONITORING  
ANALYZER READINGS

RESULTED IN

22 ADVERSE WATER QUALITY EVENTS

[ 10 High Chlorine • 5 High Fluoride • 3 Low Chlorine  
1 Low Pressure • 3 Filter Performance ]



# ADDITIONAL PERFORMANCE HIGHLIGHTS

ENVIRONMENTAL SERVICES  
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IN 2020, OUR WASTEWATER SYSTEMS ACHIEVED:

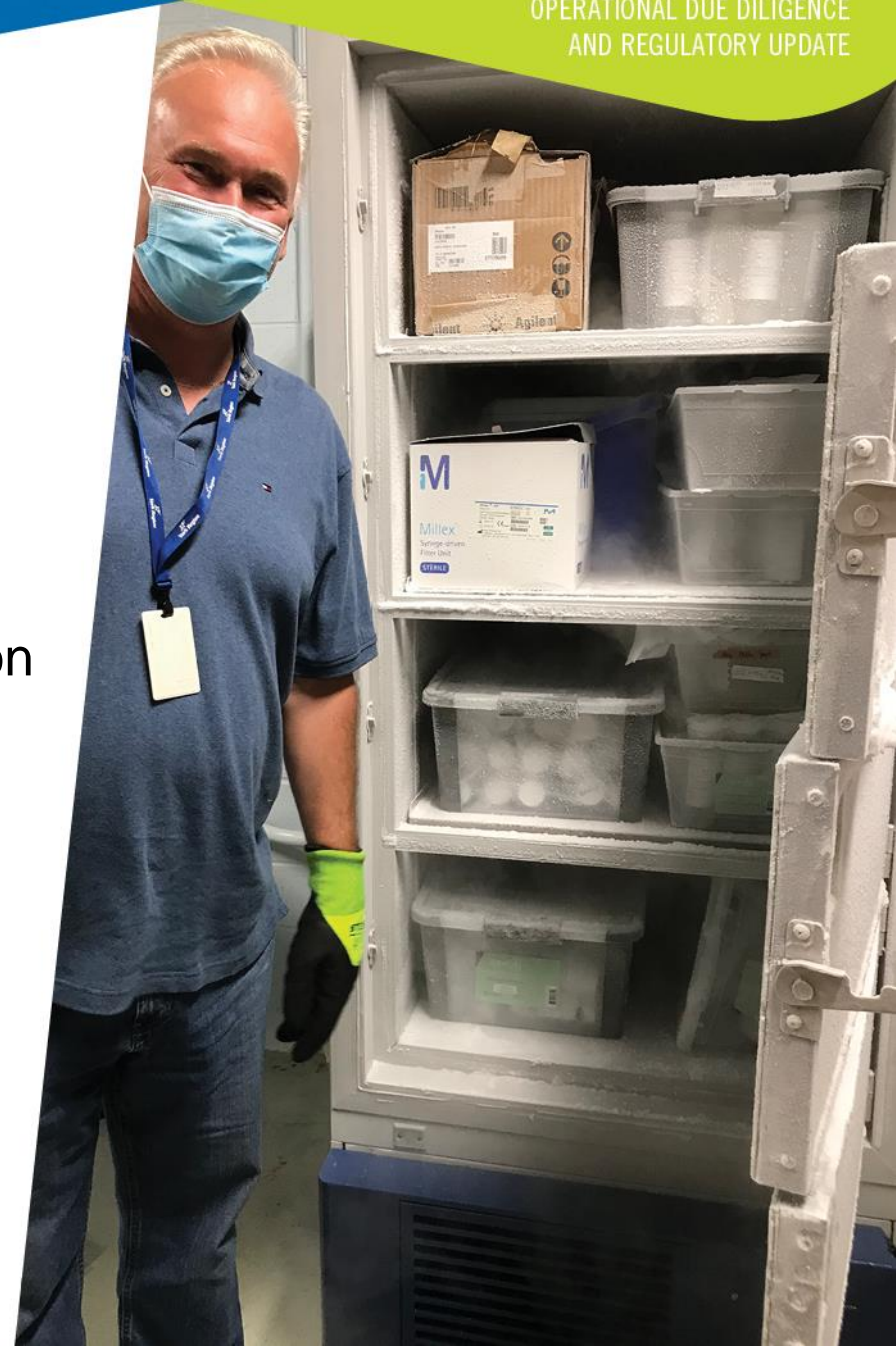
- ✓ **ZERO treated wastewater exceedances**
- ✓ Clean water returned to the environment from our treatment facilities
- ✓ Met all regulatory obligations and performance limits





## OPERATIONAL **AGILITY** DURING THE PANDEMIC PROTECTED **STAFF**, THE **PUBLIC**, AND THE **ENVIRONMENT**

- Strong **collaboration** with York Region **Public Health**, universities, and the province
- Leveraging **funding** from partners produces a substantial multiplier effect for York Region's **investments** in **research**





# ONE WATER

