



# 2023 OPERATIONAL DUE DILIGENCE AND REGULATORY UPDATE

Presented to  
**COMMITTEE OF THE WHOLE**

Co-Presented by  
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Presented on  
**APRIL 11, 2024**



# Road Map

**Part 1: Integrated Management System Update**

**Part 2: 2023 Operations and Drinking Water Systems Update**

Accessible formats of this presentation are available upon request.



# From Source to Tap



# Standard of Care



Council has a legal duty to oversee drinking water systems in accordance with a standard of care

# 2023 Integrated Management System Results

Our management system helps us deliver safe drinking water, manage wastewater and solid waste to protect the environment.

**87**

**Internal audits**  
Resulted in 67 findings

**3**

**External audits**  
Resulted in 3 findings

**220**

**Procedures for consistency**  
Accessed over 5,630 times

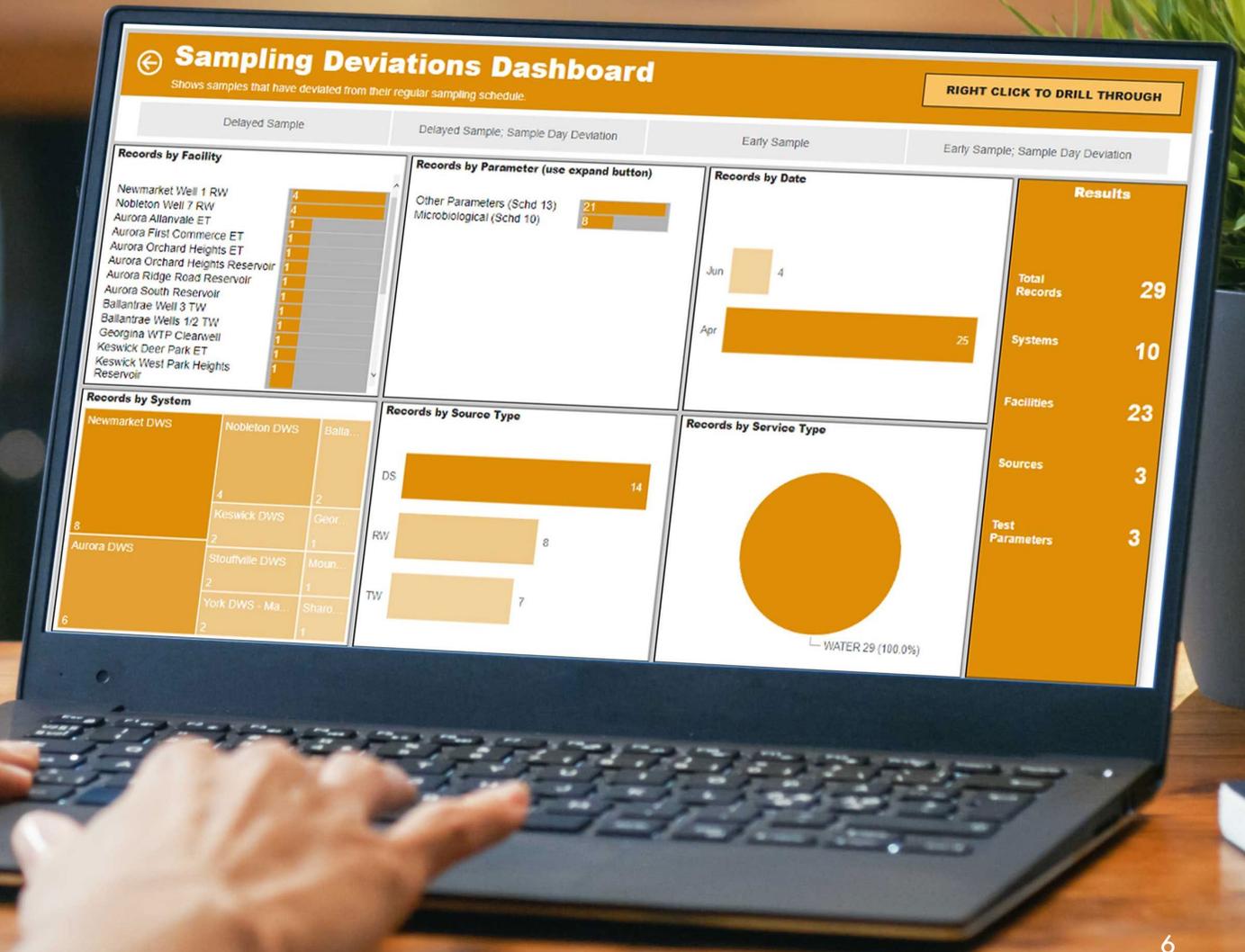
**6**

**Root-cause analysis workshops**  
Resulted in 30 improvement actions



# Working Smarter by Leveraging Data

Visualization of data supports regulatory reporting obligations and optimizes service delivery



# Technology Tools Drive Accuracy and Accountability

Technology tools promote efficiency, data accuracy and risk identification

Routine performance monitoring fosters accountability and continual improvement

**LOG ENTRIES SHOWING**  
9,086

**FIRST SAVED DATE RANGE**  
12/1/2023 2/1/2024

**FIRST SAVED (HOUR OF DAY)**  
0 23

**FULL TEXT SEARCH**  
Search

**LOCATION**  
All

**AUTHOR**  
All

Show Contingency Only  
 Show Remote Only  
 Show Attachments Only  
 Show After Hours Only  
 Show Delayed Only  
 Hide Test Entries

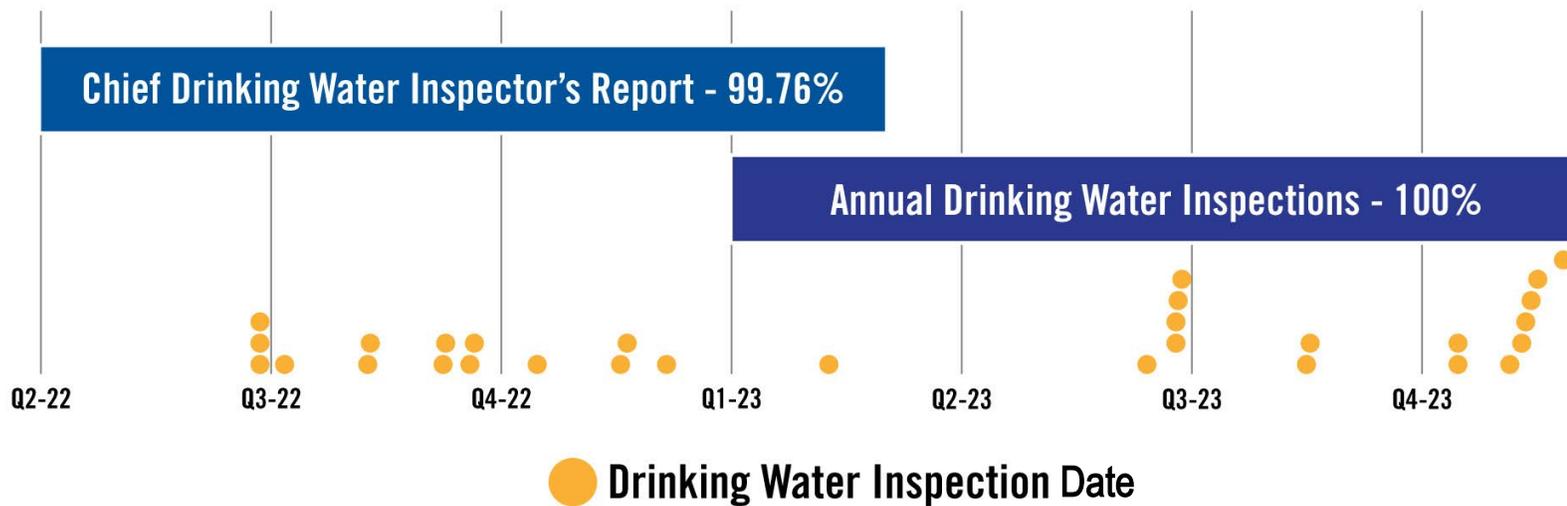
LOG ID	URL	VERSION	FIRST SAVED DATE	DATE WORK COMPLETED	LOG ENTRY DETAILS
10441433		1	2024-02-01 11:01	2024-02-01 11:01	Carter Dunn (ROC) @ All Wastewater System ROC General Date Work Completed: 2024-02-01 11:01  YDOC, Barry M is on site, running generator  • Attachments: 0 • [REMOTE ENTRY]
10441431		1	2024-02-01 10:54	2024-02-01 10:54	Young Jung (AREA 6) @ Nobleton Water Resource Recovery Facility - NBSP Date Work Completed: 2024-02-01 10:54  Young Jung (OIT) working under the direction of Daniel Hirstwood (OIC)  - Performed station check and in-house lab, and recorded readings on SharePoint - Enabled RAS batch wasting mode at 8:03 and turned WAS valve 2 and 3 to auto. Turned WAS pump 1 and 2 to auto - Then Wasted 12 m <sup>3</sup> from clarifier 1 and 12 m <sup>3</sup> from clarifier 2 then reset RAS Batch wasting mode at 10:15. Once done, turned WAS valve 2 and 3 to manual. Turned WAS pumps 1 and 2 to manual off. - Added 1 bag of soda ash each to aeration tank 1 and tank 2  • Attachments: 0
10441430		1	2024-02-01 10:53	2024-02-01 10:53	Marcos Tungcol (AREA 1) @ Newmarket Green Lane Pumping Station - NMS1 Date Work Completed: 2024-02-01 10:53  On site to check station.  • Attachments: 0
10441429		1	2024-02-01 10:53	2024-02-01 10:51	Donald Moses (CENTRAL) @ Stouffville Well 1 & 2 - STW12 Date Work Completed: 2024-02-01 10:51  On-site to deliver silicate. Bulk tank 1365 L to  • Attachments: 0
10441418		1	2024-02-01 10:47	2024-02-01 10:44	Jevon Andrychuk (AREA 6) @ Vaughan Humber Pumping Station - HMSS Date Work Completed: 2024-02-01 10:44  Complete check valves inspection. Tested wetwell high level alarms received by cno.

**CLICK HERE TO VIEW TIMESHEET ENTRIES**

Date Last Refreshed: 2024-02-01 11:19  
This data set is classified as 'Medium Security' in accordance with York Region's Information Security Classification Standard (eDOCS #9984142).

# Inspection Summaries

1. Ontario Chief Drinking Water Inspector's Annual Report (April 1, 2022 to March 31, 2023)
2. 2023 Calendar Year Performance



# Provincial Fiscal 2022/2023 Inspection Scores

## Chief Drinking Water Inspector's report confirms York Region's operational excellence

Municipality	Inspection Rating (%)	Water Quality Tests Meeting Standards (%)
<b>York Region</b>	<b>99.76</b>	<b>99.98</b>
Peel Region	100.00	99.98
City Of Toronto	100.00	99.93
Halton Region	100.00	99.99
Durham Region	99.94	99.84
<b>Ontario Average</b>	<b>98.63</b>	<b>99.76</b>

One finding and one sample result lowered the Region's scores.  
There were no risks to public health from these findings

# 2023 Drinking Water Performance Highlights

**16**

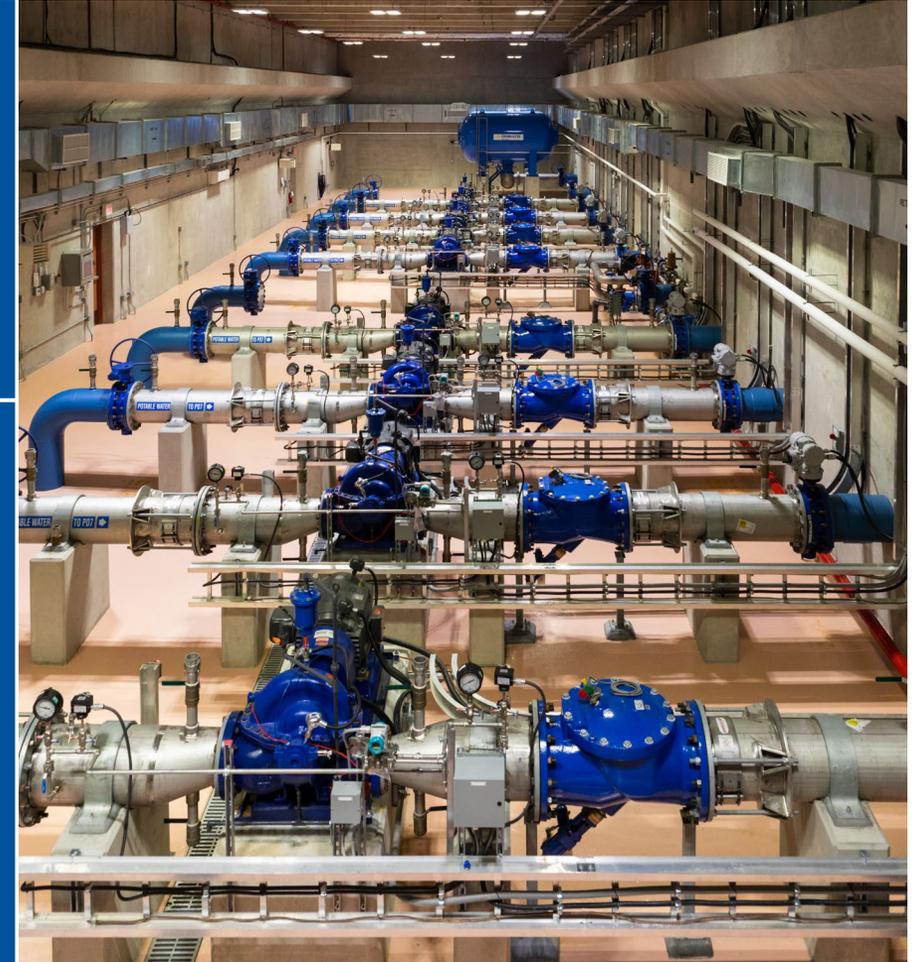
Drinking water inspections  
completed in 2023  
Achieved 100% compliance score

**17,309**

Laboratory analyzed results

**40.2 Million**

Continuous monitoring  
analyzer readings



No risk to public health from operation of the Region's water facilities

# 2023 Wastewater Performance Highlights



**3**

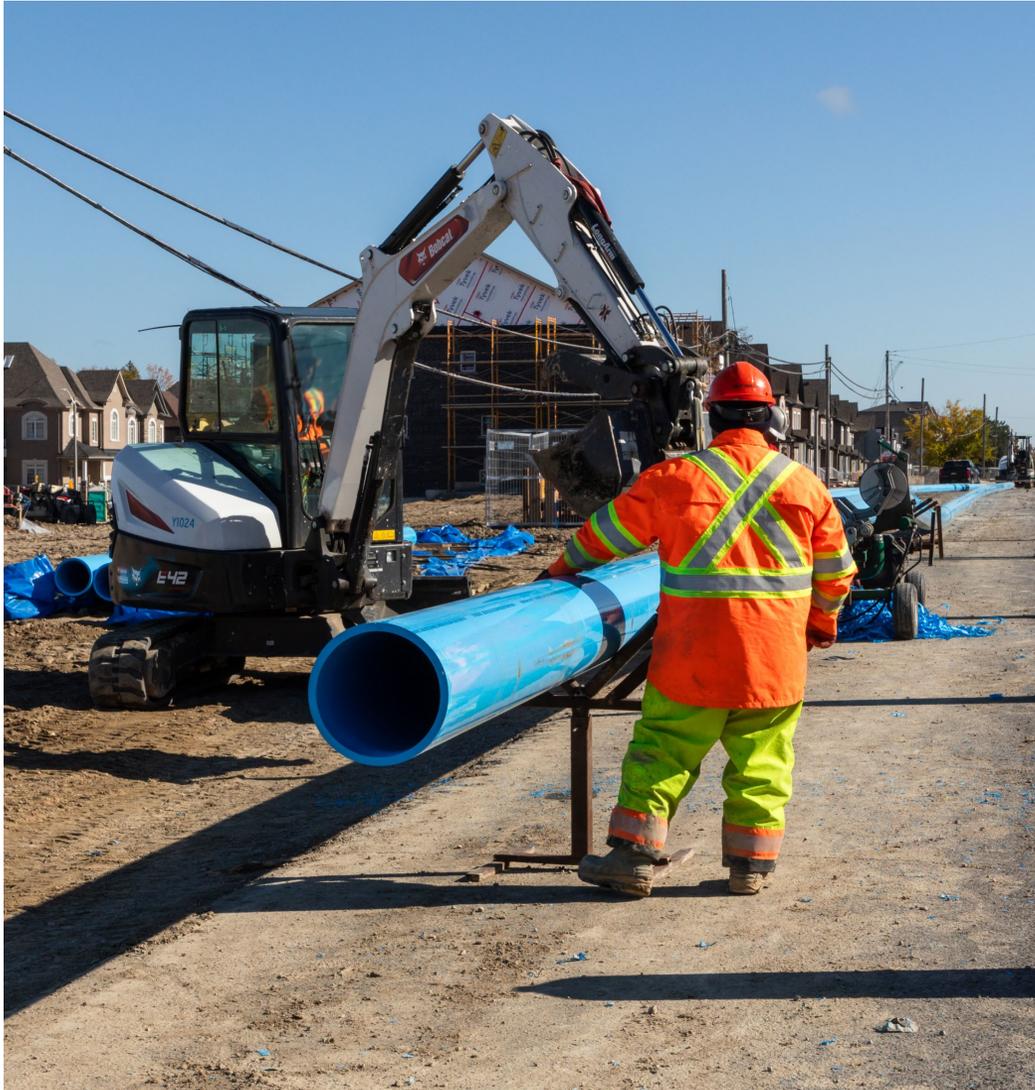
**Onsite wastewater inspections completed by MECP in 2023**  
First onsite wastewater inspections in four years

**7,065**

**Laboratory analyzed results**

**No risk to public health or to the environment from  
operation of the Region's wastewater facilities**

# Strong Partnerships Critical To Deliver on Growth Targets



- York Region is collaborating with local municipal partners to manage operational challenges related to system growth
- Operators carefully managing infrastructure growth while meeting regulatory and operational demands of the system
- Increased provincial funding, strong partnerships with locals, demand management programs and infra-stretching are key to meeting the Region's growth needs

# Thank You

## For more information

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