



Institut international de
l'aquarresponsabilité municipale

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INRS

Université d'avant-garde

Peter A. VANROLLEGHEM
Jean-Pierre VILLENEUVE

Auditing the aquaresponsibility of a municipality

Annual meeting and Congress
Great Lakes & St. Lawrence Cities Initiative

Québec City, June 28th 2012

Peter A. VANROLLEGHEM
Jean-Pierre VILLENEUVE

The opportunity

- ▶ Different aspects of water management are inter-related
- ▶ No framework for evaluating water management in all its aspects
- ▶ It is rare that a municipality has its water management audited in a comprehensive way
- ▶ No single external, independent auditing service exists based on international best management practices





International Institute on Aquaresponsible Municipalities

- ▶ **A non-profit organization
founded by INRS and Université Laval**
- ▶ **Its mission is to:**
 - Set up an aquaresponsibility auditing and certification program
 - Structure the scientific knowledge on water management
 - Communicate best practices
 - Produce a performance report
on improvements of aquaresponsible practices



Municipal aquaresponsibility: The concept

- ▶ **Municipal aquaresponsibility is:**
 - An integrated approach
 - that includes all actions of a municipality
 - to guarantee the responsible management of the water resources on its territory



Municipal aquaresponsibility: The concept

- ▶ **Aquaresponsible management's ultimate aim is to ensure:**
 - The protection and sustainable use of the water resource
 - The optimisation of the quality of the services
 - The durability of the infrastructures
 - The most advantageous costs



Aquaresponsibility: 17 elements

► Elements – Group 1 (*technical system*)

- ❑ Protection, conservation and responsible use of drinking water sources
- ❑ Adequate treatment and transport of drinking water
- ❑ Monitoring the quality of the distributed water
- ❑ Stormwater management including wet-weather pollution and flooding
- ❑ Adequate treatment and transport of wastewater



Aquaresponsibility: 17 elements

► Elements – Group 2 (*management*)

- ❑ Good governance and administrative accountability with respect to water-related services
- ❑ Asset management
- ❑ Adequate continued education of staff
- ❑ Optimize management of water-related human, material and financial resources



► Elements – Group 3 (*risk management*)

- ❑ Ensure risk management related to water
- ❑ Adaptation to climate change



Aquaresponsibility: 17 elements

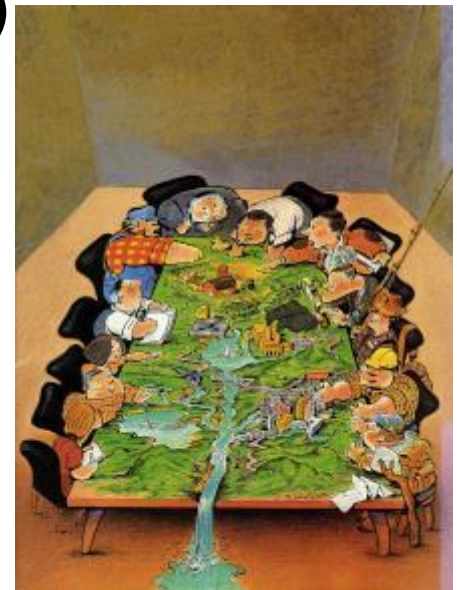
► Elements – Group 4 (*citizen*)

- ❑ Information of/to the citizen
- ❑ Public access to the aquatic environment including recreational and touristic activities
- ❑ Responsible water use



► Elements – Group 5 (*water management*)

- ❑ Involvement in integrated river basin management
- ❑ Adequate water quality to satisfy the different uses
- ❑ Management of solid water



iiAm's auditing and certification program

- ▶ **For municipalities who:**
 - want to have their aquaresponsibility evaluated by independent experts
 - want to improve the management of their water resources
- ▶ **To be certified, a city needs to be audited on its water management, in all its aspects**



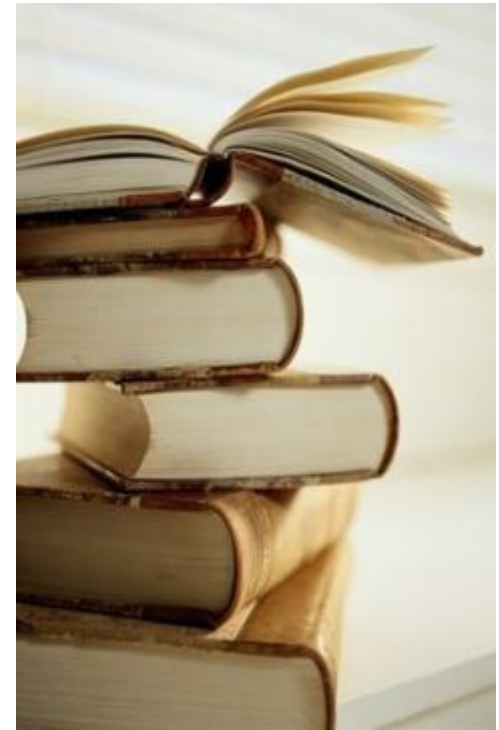
iiAm's auditing and certification program

- ▶ **17 elements and 107 indicators are evaluated**
- ▶ **What iiAm will do for the municipalities:**
 - An analysis of the current state
 - Recommendations
 - A rating of how aquaresponsible the city is



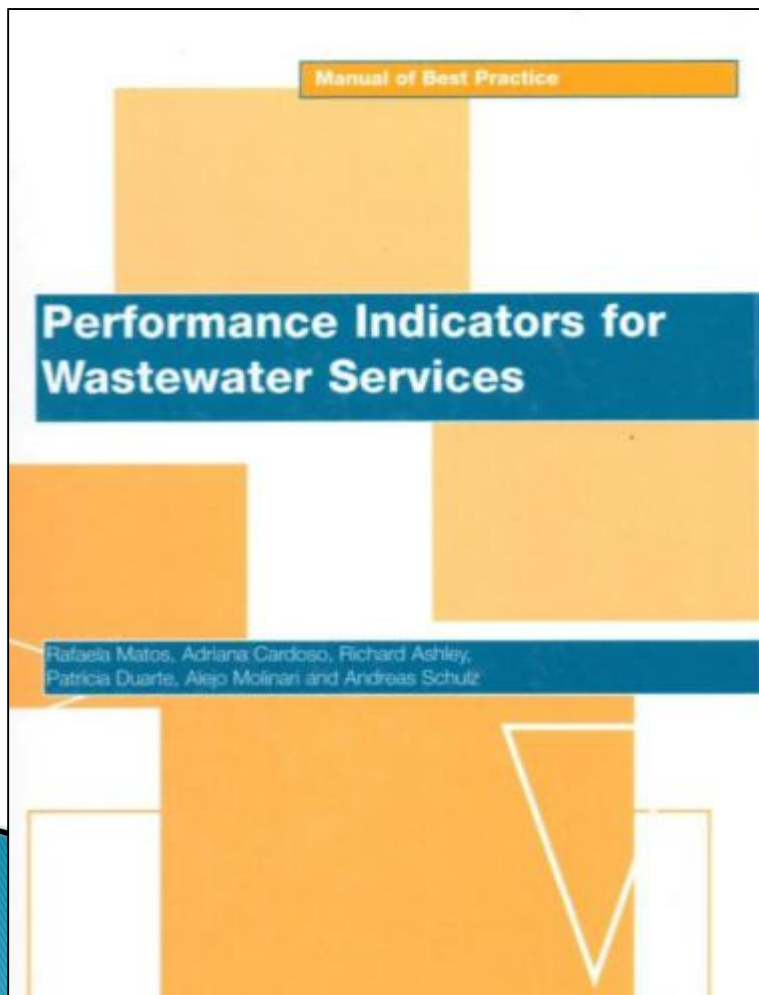
Methodology development

- ▶ **Literature review and expert knowledge**
- ▶ **Definition of 17 elements to be audited**
- ▶ **Formulation of indicators for each element (107 in total)**
- ▶ **Formulation of variables to feed the indicators**



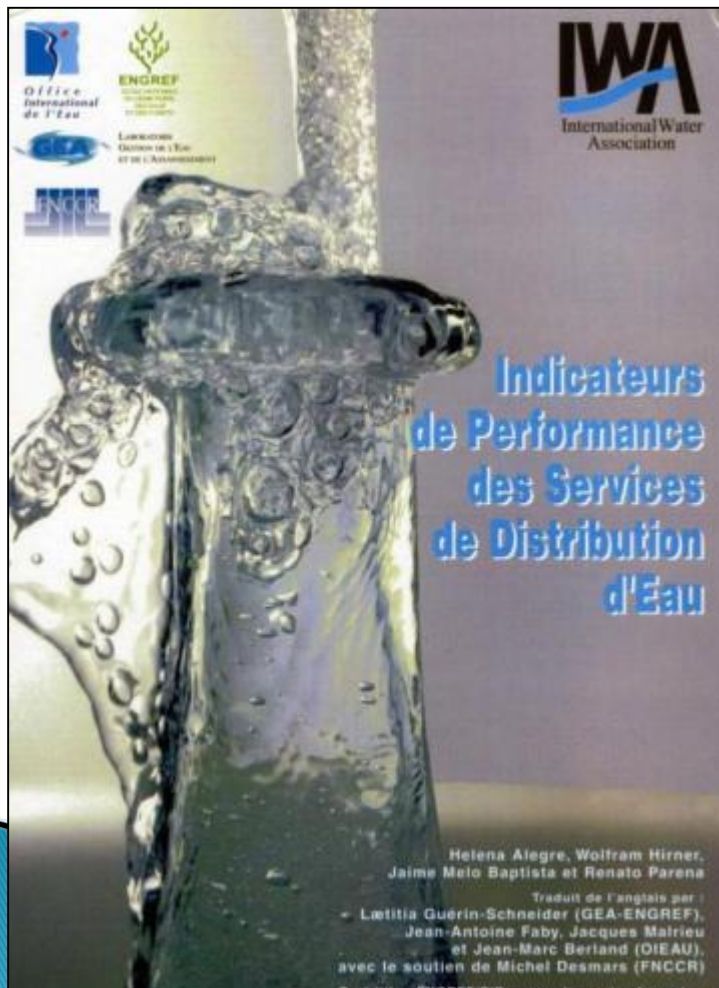
Methodology development

► Literature sources:



Methodology development

► Literature sources:



European Science Foundation

COST Office

149 avenue Louise • P.O. Box 12 • 1050 Brussels • Belgium
Tel: +32 (0)2 533 38 00 • Fax: +32 (0)2 533 38 90
E-mail enquiries: office@cost.esf.org • Website: <http://cost.cordis.lu>
R.P.M.861.794.916 – Tribunal de Commerce de Bruxelles

COST C18

Performance Assessment of
Urban Infrastructure Services:
the case of water supply, wastewater and solid waste

Scientific and Technical Research

Performance assessment of Urban Infrastructure Services: The case of water supply, wastewater and solid waste

Editors: Frøydis Sjøvold, Paul Conroy and Eliane Algaard

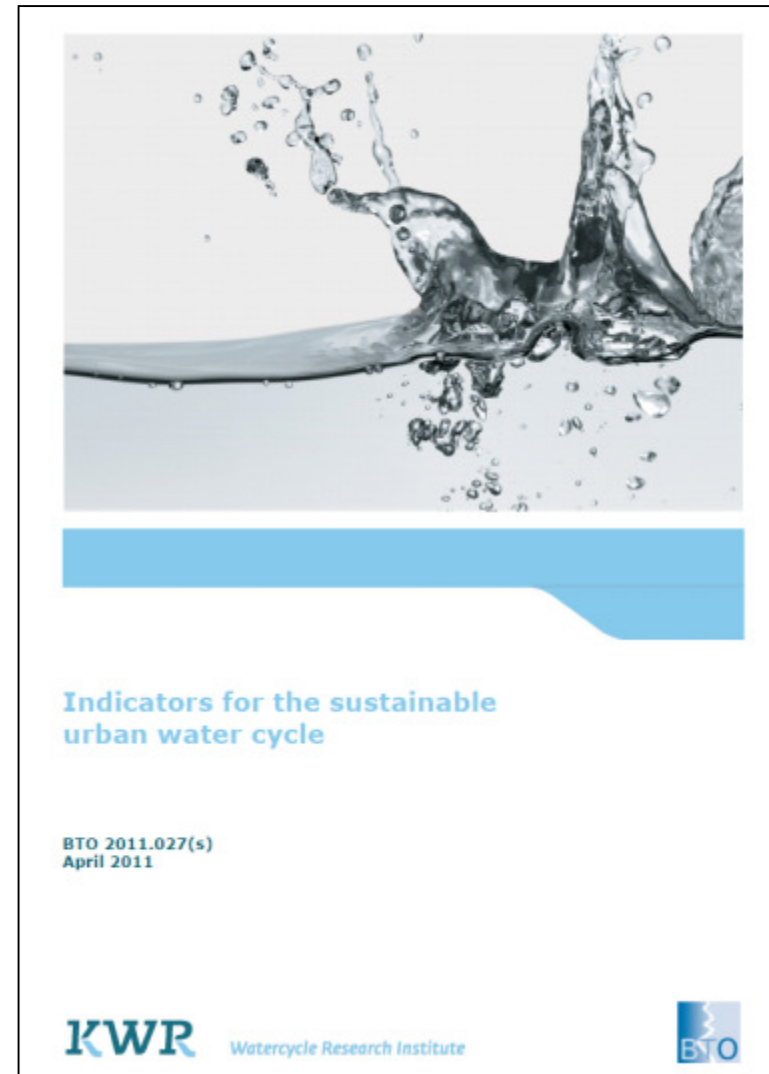


COST Urban Civil Engineering
Transport and Urban Development Domain

April 2008

Methodology development

► Literature sources:



Methodology development

► Literature sources:

INTERNATIONAL
STANDARD

ISO
24510

First edition
2007-12-01

Activities relating to drinking water and wastewater services — Guidelines for the assessment and for the improvement of the service to users

Activités relatives aux services de l'eau potable et de l'assainissement — Lignes directrices pour l'évaluation et l'amélioration du service aux usagers

INTERNATIONAL
STANDARD

ISO
24511

First edition
2007-12-01

Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services

Activités relatives aux services de l'eau potable et de l'assainissement — Lignes directrices pour le management des services publics de l'assainissement et pour l'évaluation des services fournis

INTERNATIONAL
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24512

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Activities relating to drinking water and wastewater services — Guidelines for the management of drinking water utilities and for the assessment of drinking water services

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iiAm's auditing and certification program

► **Keyword: Quality control**

- International, multi-skilled team
- Local independent experts to join the auditing effort
- Collaboration of the municipality
- Based on existing data that can be verified/validated
- Data validation is integral part of the audit



Conducting the audit

- ▶ **Collaborative and positive framework**
 - ▶ One coordinator named by the municipality for the whole process
 - ▶ For each element the city appoints a representative
 - ▶ Before the process starts:
Presentation of the process to all officials involved



Conducting the audit

- ▶ **Information provided by the municipality**
- ▶ **For each element**
 - A list of variables is sent to the municipality's representative
 - 1st meeting: to clarify the data requirements
 - 2nd meeting: to discuss the data provided by the municipality
 - 3rd meeting: to finalise, if needed.
- ▶ **Data analysis**
- ▶ **Report**

Conducting the audit

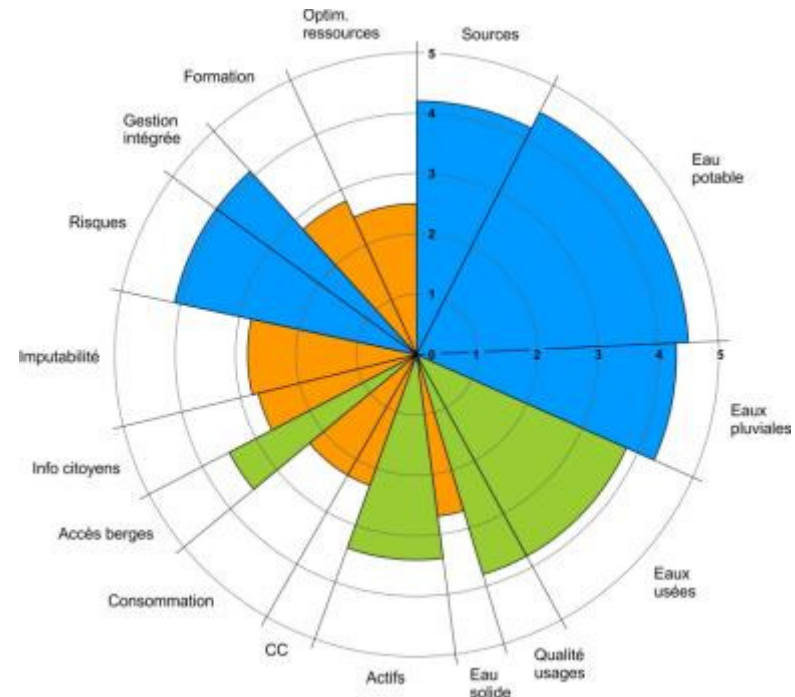
- ▶ **For each of the 17 elements of aquaresponsibility**
 - Evaluate the situation of the city
 - Assess:
 - what is done,
 - what is partially done
 - what is not done
 - Formulate and prioritize recommendations



Conducting the audit

► Report: Table of Contents

- Introducing the element
- Synthesis of the indicators
- Assessment
- Comparative analysis
- Prioritized recommendations
- Conclusions
- Aquaresponsibility score (/5)



- The report is confidential – owned by the municipality

Element 6 – Stormwater management including wet-weather pollution and flooding

► Indicators

1. Knowledge on potential wet-weather loads
2. Knowledge on the storm sewer system and stormwater transport
3. Storm sewer management
4. Knowledge on combined sewer system and transport
5. Combined sewer management
6. Capacity to collect and treat wastewater under storm conditions
7. Sewer operation and maintenance
8. Stormwater control and measures to reduce stormwater quantity
9. Flood management

Element 11 – Public access to the aquatic environment including recreational and touristic activities

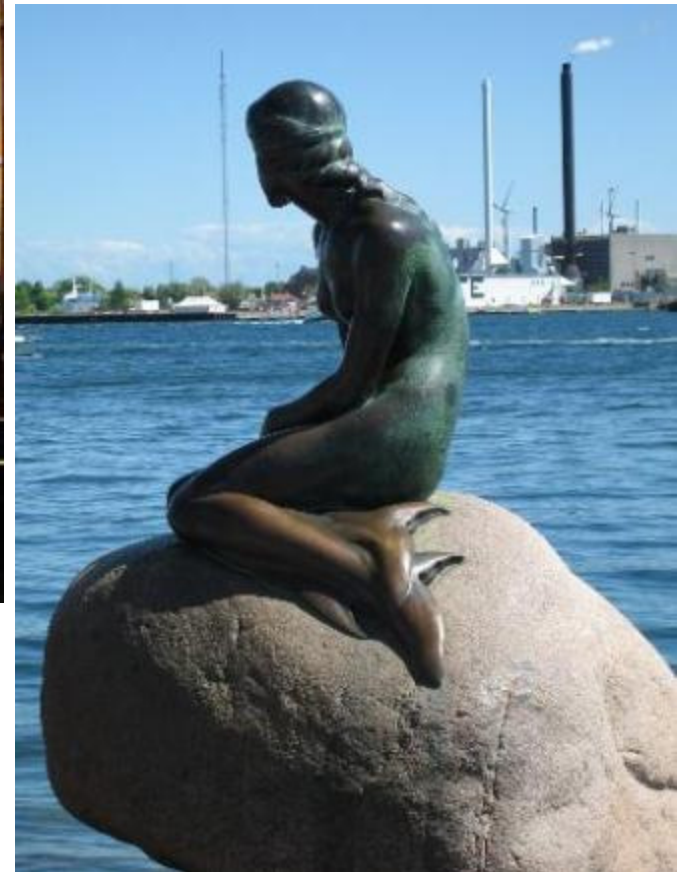
► Indicators

1. Access to the waterfront
2. Access to the water body
3. Services and activities provided
4. Maintenance and site security
5. Protection and restoration of shorelines and ecosystems
6. Access to facilities for the disabled

An example...



Copenhagen



Copencabana

But not Coli-cabana

Copenhagen's mayor



Quebecabana

By the St-Lawrence



Conclusion

- ▶ **Aquaresponsibility audit**
 - ▶ All aspects of water management of a municipality
 - ▶ International expertise (Best Management Practices)
 - ▶ Confidential report with recommendations and score
 - ▶ Tool aimed to improve a city's aquaresponsibility
- ▶ **Collaborative positive framework for continued improvement of a city's water management**





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Contact:

peter.vanrolleghem@gci.ulaval.ca

jpv@ete.inrs.ca