



Utah Division of Drinking Water Strategic Plan, Vision, and Roadmap

Effective September 1, 2021

Mission – Safeguarding the quality and quantity of Utah’s drinking water through balanced regulation.

Vision – *The Division of Drinking Water will operate as a single cohesive team; sharing the responsibility of working in partnership with water systems across the State of Utah; to empower water systems to be more resilient, proactive, and with a greater financial and technical capacity; to be able to plan for and provide Utahns with access to safe and reliable drinking water now and into the future.*

Goal 1: Strengthen Public Water Systems through Effective Partnerships

Increase the capacity (i.e., technical, digital, managerial, financial, and infrastructure) and the resiliency of Utah’s Public Water Systems through effective communication and shared responsibility.

Objectives

1. Build trust through outreach, feedback and responsiveness.
2. Reach and advance compliance with drinking water standards through targeted on-site assistance, continued education and support.
3. Promote and build local partnerships.

Goal 2: Commitment to Public Health by protecting Drinking Water

Work with Utah's Public Water Systems to enhance their compliance with drinking water standards through consistent, proactive, balanced, and effective communication, support, and regulation.

Objectives

1. Protect all children in Utah from lead in drinking water at schools and child care centers.
2. Ensure that the Division and water systems are sustainable and secure by diversifying and balancing revenue streams both internally and externally.
3. Protect public health through proactively implementing Division programs and processes.
4. Streamline and standardize processes to improve communication, transparency, and coordination within the Division and with stakeholders.

Goal 3: Commitment to Excellence

Create/Build/Cultivate/Develop exceptional service through commitment to employees, enhance credibility and trust, and continuous improvement.

Objectives

1. Foster the culture of respect, stability, security, support, and empowerment along with an openness to change.
2. Invest in employee development.
3. Gain and improve trust through increased knowledge, expertise, and day-to-day interactions with staff.
4. Meaningfully support work-life balance.