

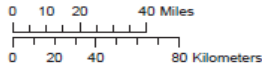
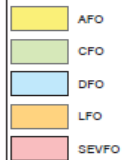
Virginia Department of Health Office of Drinking Water

Dwayne Roadcap
Director, Office of Drinking Water
Dwayne.Roadcap@vdh.virginia.gov
804-864-7522 or (804) 338-0371



About the Office of Drinking Water

Service Areas



Office of Drinking Water

www.vdh.virginia.gov/odw

• **Headquarters (Central Office)**
109 Governor Street, 6th Floor
Richmond, VA 23219
Phone: (804) 864-7500
Fax: (804) 864-7521



• **Lexington Field Office (LFO)**
131 Walker Street
Lexington, VA 24450
Phone: (540) 463-7136
Fax: (540) 463-3892

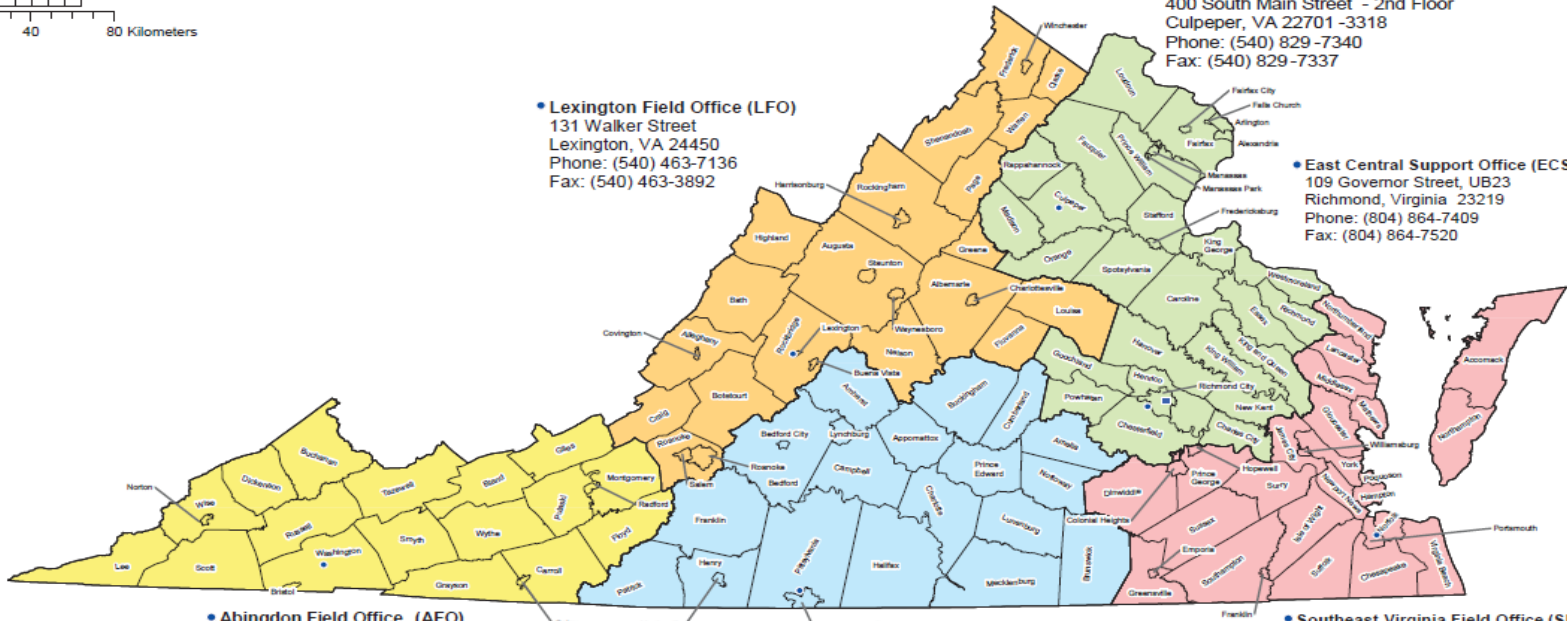
• **Culpeper Field Office (CFO)**
400 South Main Street - 2nd Floor
Culpeper, VA 22701 -3318
Phone: (540) 829-7340
Fax: (540) 829-7337

• **East Central Support Office (ECSCO)**
109 Governor Street, UB23
Richmond, Virginia 23219
Phone: (804) 864-7409
Fax: (804) 864-7520

• **Abingdon Field Office (AFO)**
407 East Main Street, Suite 2
Abingdon, VA 24210
Phone: (276) 676-5650
Fax: (276) 676-5659

• **Danville Field Office (DFO)**
211 Nor Dan Drive, Suite 1040
Danville, VA 24540
Phone: (434) 836-8416
Fax: (434) 836-8424

• **Southeast Virginia Field Office (SEVFO)**
830 Southampton Avenue, Room 2058
Norfolk, VA 23510
Phone: (757) 683-2000
Fax: (757) 683-2007



Priorities

Customer Service, Team Development, & Accountability Through Transparency

Agency Mission:

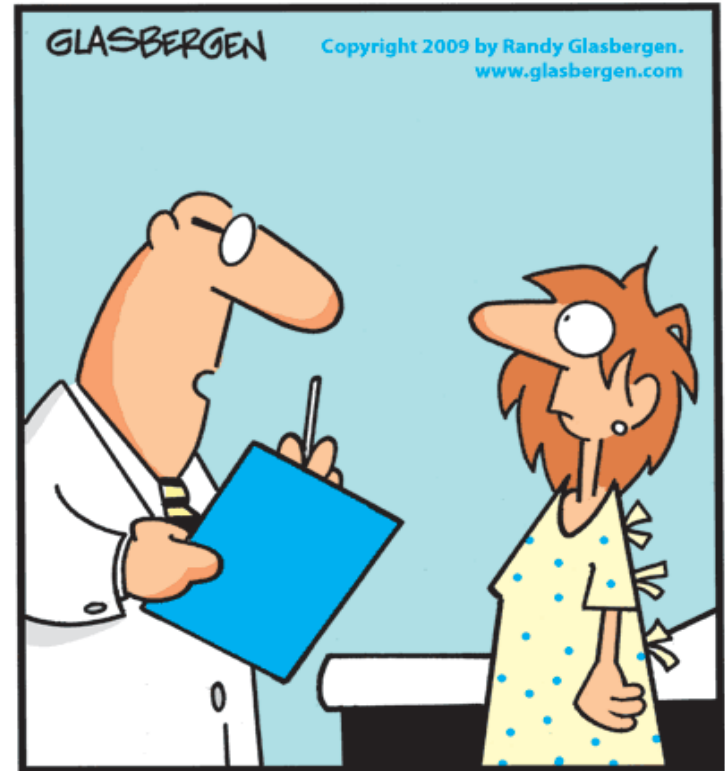
To protect the health and promote the well-being of all people in Virginia.

Agency Vision:

Become the healthiest state in the nation.

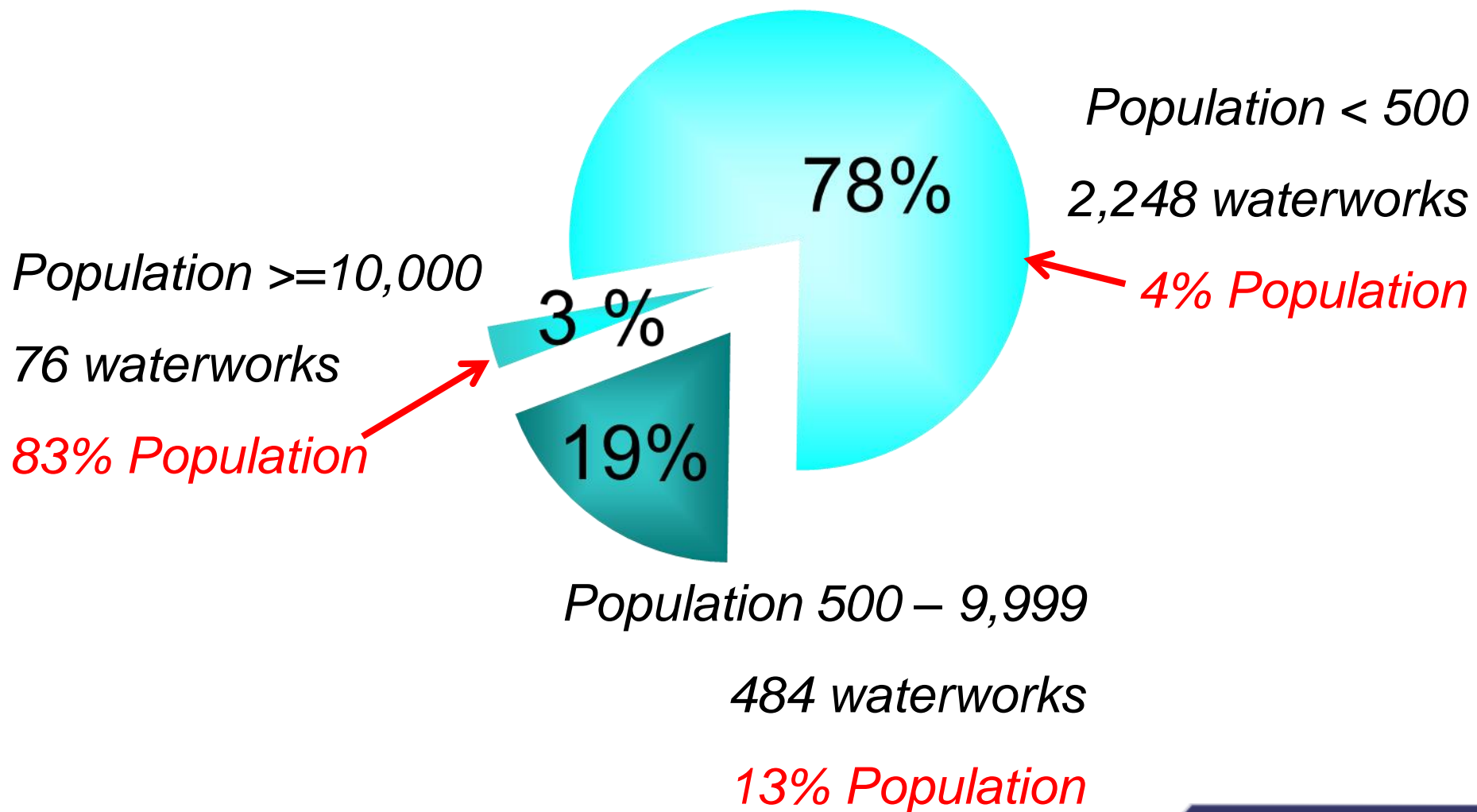
Agency Core Values:

Our culture values service, equity and making data driven decisions.



"You have a rare condition called 'good health'.
Frankly, I'm not sure how to treat it."

2,808 Waterworks in Virginia



Water Sector Challenges



***Lead
HABs
Flooding
PFOA/PFAS
Chemical Spills
Aging Infrastructure
Succession Planning
Training the next generation***



2018 Accomplishments

Customer Service	<ul style="list-style-type: none"> • Fill vacancies (over 30) • Started coordinated training and onboarding • Offered draft regulations to Board of Health • Made Drinking Water Watch available to the public • Improved database response times
Team Development	<ul style="list-style-type: none"> • Aligned Employee Work Profiles • Started “auto-dialer” pilot
Accountability	<ul style="list-style-type: none"> • Created metrics and dashboard • Board of Health approved Proposed Regulations

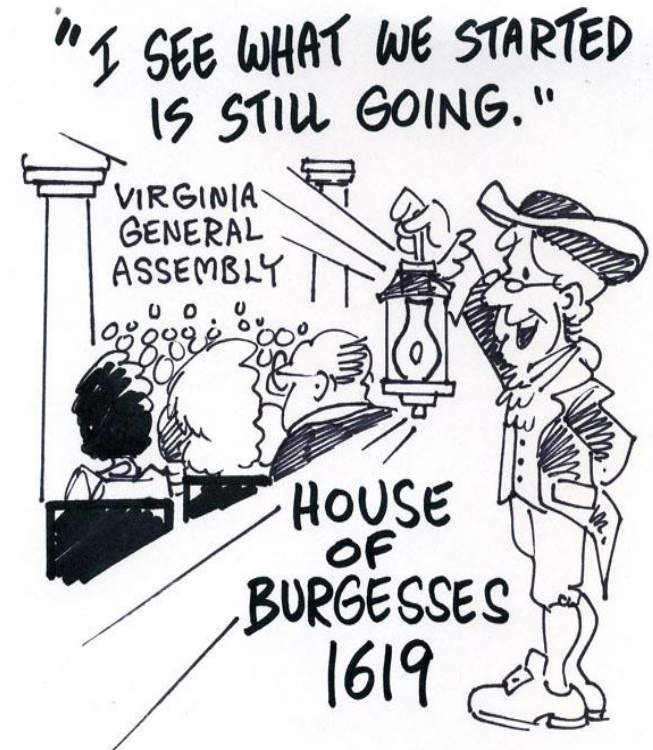


2019 Priorities

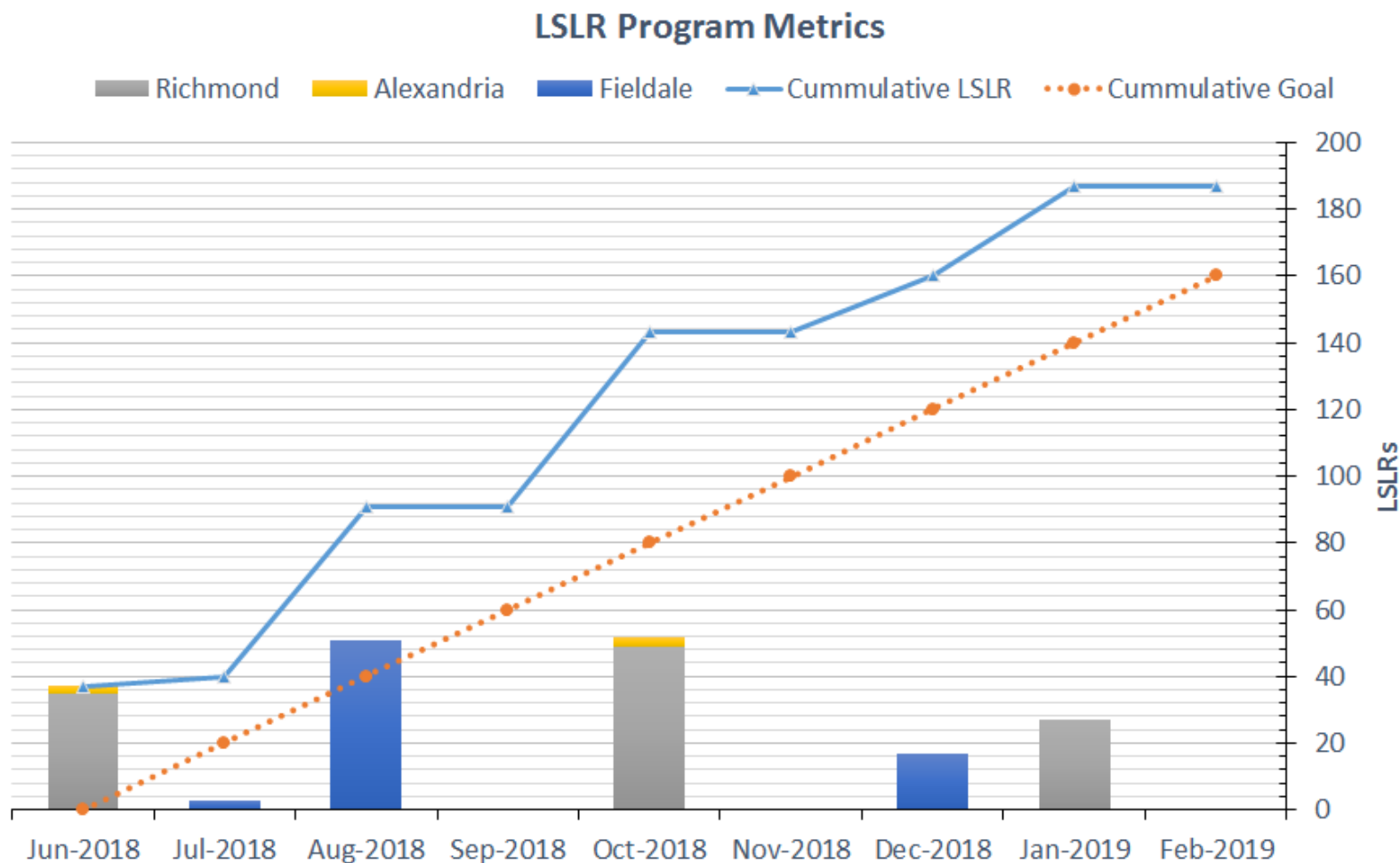
Customer Service	<ul style="list-style-type: none"> • Fill more vacancies (5 new positions & new field office) • Standardize training • Executive Branch Review of Proposed Regulations • SDWIS Prime update • Source Water and other Technical Manuals • Implement WIIN Grant
Team Development	<ul style="list-style-type: none"> • Complete “auto-dialer” study • Create better data story and share information • Better compliance oversight • Paper-based processes to electronic processes • Improve trust through transparency
Accountability	<ul style="list-style-type: none"> • Improve metrics • Reduce number of community systems with health violations by 10%. • Increase WARN participation by 10%.

2019 General Assembly Session

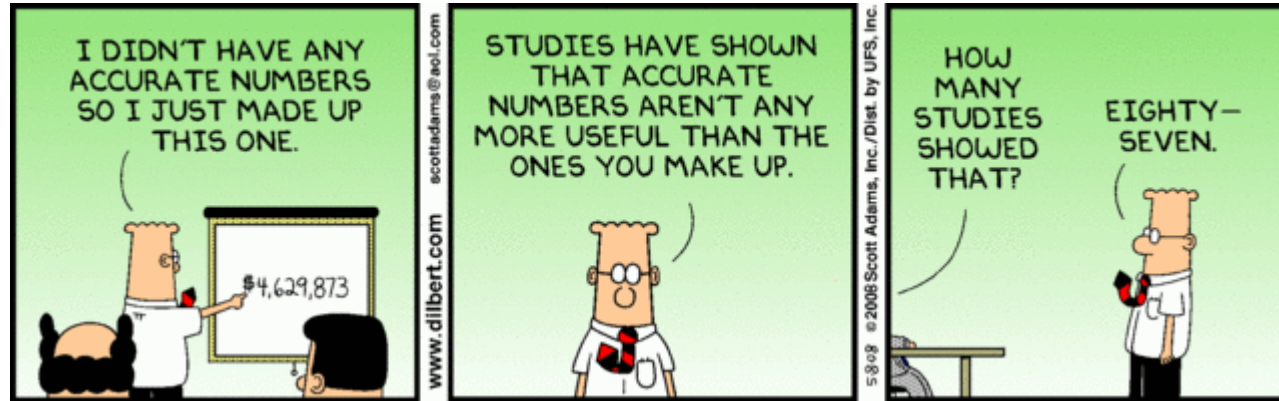
- HB1949 - Rainwater Harvesting
- SB1622/SB1629 - Lead testing in child day centers & schools
- HB2359/SB1414 - HRSD SWIFT
- Budget Bill & Occoquan Reservoir



Lead Service Line Replacements



Aging Infrastructure: Virginia's \$8.3 Billion Challenge



Ask not what your data can do, ask what you can do with your data



Strategic thinking and action with partners

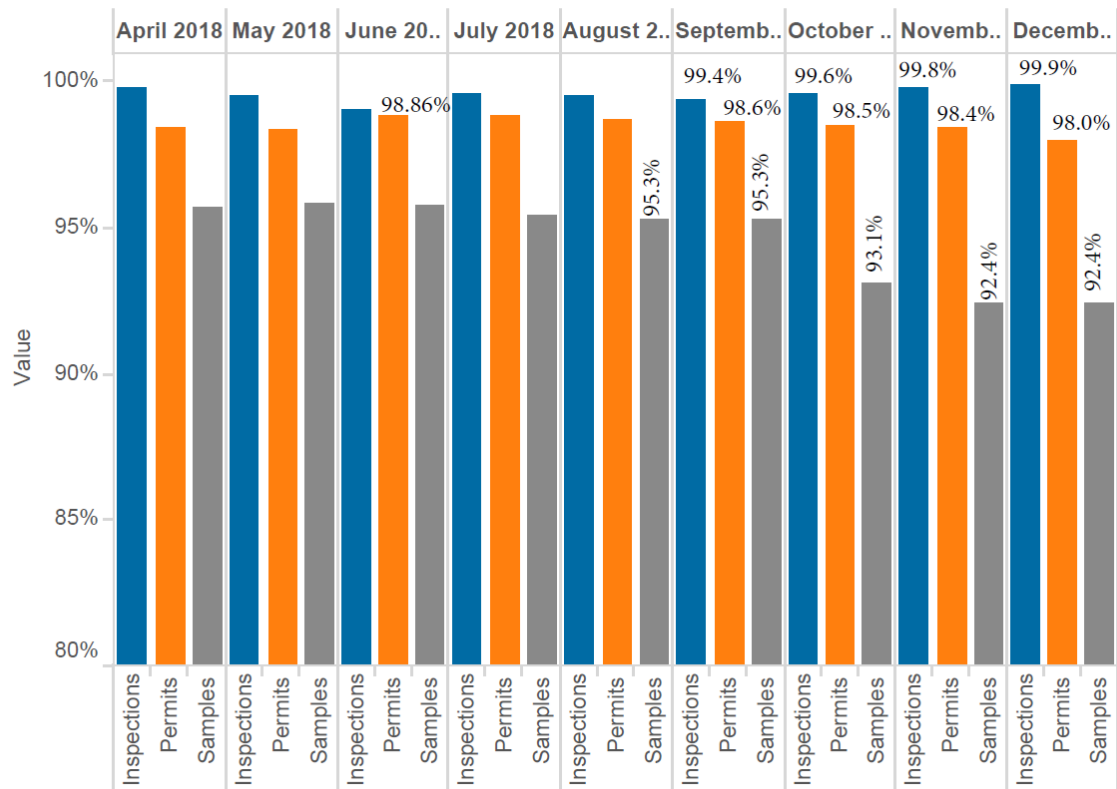
Data

Office of Drinking Water Performance Scorecard

Report Date
All

ODW Region
All

System Type
All



Office of Drinking Water Performance Scorecard

Report Date

(All)

ODW Region

(All)

System Type

(All)

