



To: Middle TN Mayors
From: Jaclyn Mothupi & Tim Jennette (TDEC-External Affairs & Water Resources)
Date: February 9, 2021
Re: Septic Service Updates in Middle TN

BACKGROUND:

- Tennessee Dept. of Environment and Conservation (TDEC) has been operating its septic services program out of county offices with field staff keeping regular office hours. In order to optimize staff time and improve program efficiencies the program is investing in resources to transition to a fully mobile workforce on June 30, 2021.
- To assist with educating the public, signage will be posted in the county offices with contact information and online application guidance in the months leading up to the transition to ensure ample awareness of the changes being made.

OPPORUTNITIES & BENEFITS:

- The new mobile workforce mobile will optimize our team of 14 field staff time to be in the field 100% conducting inspections and addressing complaints.
- TDEC has invested in laptops and mobile phones to ensure field staff can conduct office tasks in a flexible setting as circumstances require.
- TDEC has invested in additional administrative support to assist citizens and contractors with the new online process. Provided signage has all contact info and online links for citizens to utilize.
- Staff will be transitioning from a county-assigned model to a regional-based model.
- TDEC has invested in an online internal work dashboard that allows field staff to see where active work requests are within the region, enabling them to plan their work week more efficiently and triage support where needed.

TIMELINE:

- The weeks leading up to the full transition, the field staff will be tapering off their in-office hours in preparation for the full transition.
- TDEC will be moving to a fully mobile workforce model June 30th.

NEXT STEPS:

- TDEC has provided office signage for county staff to post where they see fit to alert the public of program changes.

- TDEC's Office of General Counsel will be in touch to revise the lease contract with the county office.
- TDEC will be in touch regarding the feasibility of having a TDEC issued kiosk with laptop in the county office to allow citizens to complete their online application in the county office for those that are without internet.