

Williamson County, Tennessee

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Department of
Community Development
2012 ANNUAL REPORT



COMMUNITY DEVELOPMENT
BUILDING CODES
CODES COMPLIANCE
ENGINEERING
PLANNING
SEWAGE DISPOSAL MANAGEMENT

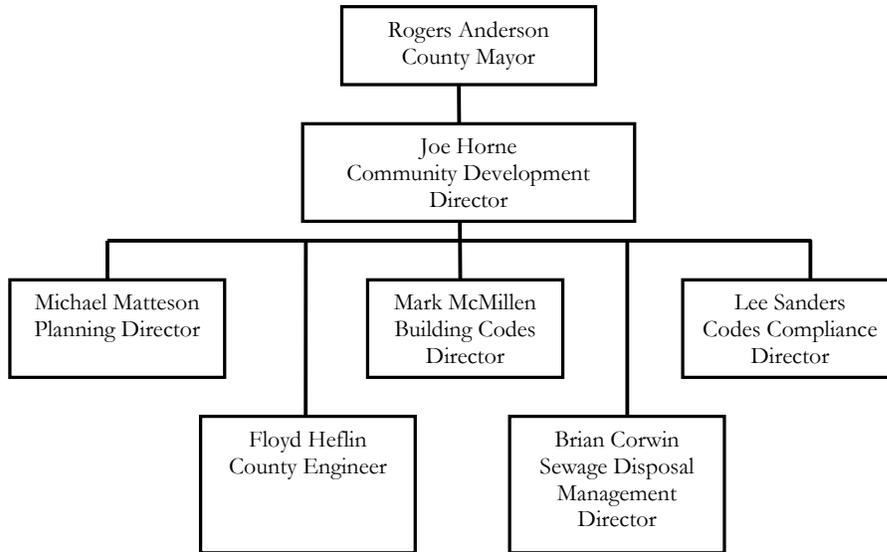
TABLE OF CONTENTS

DEPARTMENT OF COMMUNITY DEVELOPMENT	4
INTRODUCTION	4
DEPARTMENT OF PLANNING & ZONING	5
INTRODUCTION	5
OVERVIEW	5
ZONING CERTIFICATES	5
MAP AMENDMENTS	6
TEXT AMENDMENTS	6
MAJOR SUBDIVISIONS	7
MINOR SUBDIVISIONS	7
PLAT REVISIONS	7
NON-RESIDENTIAL SITE PLANS	8
CONDITIONAL USES	8
STAFF LEVEL SITE PLANS	9
UPDATE TO THE WILLIAMSON COUNTY ZONING ORDINANCE	10
UPDATE TO THE MAJOR THOROUGHFARE PLAN	10
LEIPER'S FORK SPECIAL AREA PLAN	10
PLANNING GOALS FOR 2013	10
DEPARTMENT OF CODES COMPLIANCE	11
INTRODUCTION	11
INSPECTIONS	12
GOALS	13
DEPARTMENT OF BUILDING CODES	14
INTRODUCTION	14
ORGANIZATION	14
BUILDING PERMITS	14
ADEQUATE FACILITIES TAX	15
ELECTRICAL PERMITS	16
GOALS	17
DEPARTMENT OF ENGINEERING.....	18
INTRODUCTION	18
OVERVIEW	18
SURETY	19
LAND DISTURBANCE PERMITS	19
BLASTING INFORMATION	19
FLOODPLAIN MANAGEMENT	19
STORM WATER QUANTITY AND WATERSHED PROTECTION	20
STORM WATER QUALITY AND EROSION CONTROL	21
DEPARTMENT GOALS FOR 2013	21
DEPARTMENT OF SEWAGE DISPOSAL MANAGEMENT.....	22
INTRODUCTION	22

DEPARTMENT ORGANIZATIONAL CHART	23
BOARD OF HEALTH MEMBERS	23
DEPARTMENT OVERVIEW & QUANTITATIVE DATA.....	23
SOIL ASSESSMENT	24
SOIL MAPS	24
PERCOLATION TESTS	24
PROPERTY DEVELOPMENT	25
SUBDIVISIONS AND SSDS LOCATION MAPS	25
ALTERNATIVE & EXPERIMENTAL SYSTEM DESIGNS	26
CONSTRUCTION PERMITS.....	27
SYSTEM INSPECTIONS	30
OTHER DEPARTMENT SERVICES	32
LICENSING OF SEPTIC SYSTEM INSTALLERS	35
PUMPERS.....	36
MISCELLANEOUS	36
MEADOWGREEN/GRASSLAND AREA SANITARY SEWER CONSTRUCTION PROJECT	36
DISPOSITION OF PUBLIC RECORDS	37
COMMENDATIONS	37
DEPARTMENT GOALS FOR 2013.....	38

Department of Community Development

Introduction

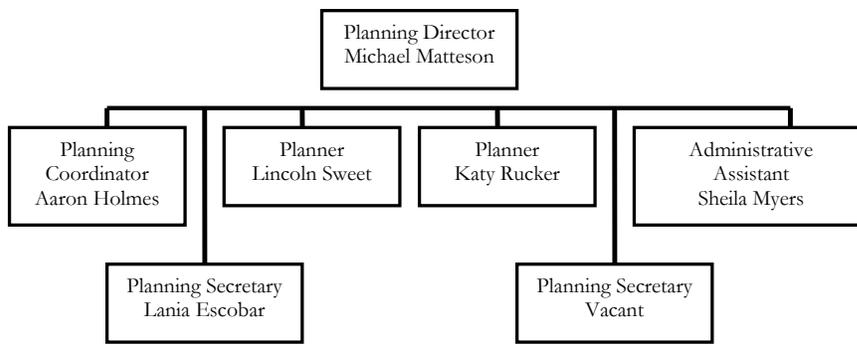


The Community Development Department provides the framework for planning and development services for the unincorporated portion of Williamson County. In a county undergoing the growth confronting Williamson County, it is important these services are integrated as much as practicable. The integration of these services allows not only for the provision of housing and related services to our community, but allows for the opportunity to monitor these markets and develop new techniques to mitigate the effects of this growth.

Department of Planning & Zoning

Introduction

County Planning plays a fundamental role in maintaining the quality of development in Williamson County. This role includes assisting developers and the general public in administering the Zoning Ordinance and other regulations. This department is responsible for support of the County Board of Commissioners, the Williamson County Regional Planning Commission, the Highway Commission, and other boards that may require routine aid in administering and interpreting the Zoning Ordinance, the Subdivision Regulations and Flood Plain Regulations, and for any specific research that may arise.



The County's Planning Department is located on the 4th floor of the Williamson County Administrative Complex along with the Building Codes, Codes Compliance, Engineering, and Sewage Disposal Management Departments. County Planning services are directed by Michael Matteson, Planning Director, who is assisted by Aaron Holmes, Lincoln Sweet, and Katy Rucker.

Overview

The following is a summary of the activity for 2012. This data will allow the Staff, the Planning Commission, the Board of Commissioners and the general public insight into the amount of growth within the county.

Zoning Certificates

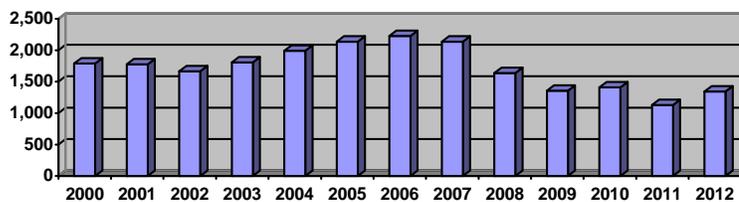
This form is the beginning of the planning process for both the general public and developers. For every project, whether it be for a new home, an addition to an existing home, a swimming pool, a subdivision, or a non-residential development, a Zoning Certificate is required. This form serves two purposes. The first is to provide both the staff and the applicant with a written record of the required procedure to achieve an approval. Secondly, this written record can help alleviate any misunderstandings between the staff and the applicant.

When a request for a Zoning Certificate is submitted, the staff obtains the property assessment card, confirms the zoning, the use that is currently on the property, and the floodplain status, if any. Staff will determine if the requested use can occur on the property and, if it is allowed, the applicant may proceed. In some instances, the Plans Review process is required before the staff can grant approval to a use. Plans Review provides each department, i.e. Building Codes, Codes Compliance, Engineering, Highway, Planning, and Sewage Disposal an opportunity to review the request to ensure it meets their requirements as well. In 2007, the Community Development Department incorporated workflow software, Laserfische, into the building permit process, which has aided in a more effective and efficient review of plans. This software gives the Planning Department greater coordination and flexibility with other departments during the building permit process.

In 2012, the staff processed 1,344 Zoning Certificates. See Figure 1 below.

Figure 1

Zoning Certificates Issued 2000-2012



Map Amendments

A new Zoning Ordinance (2013 Zoning Ordinance) and Official Zoning Map (2013 Zoning Map) were adopted in May of 2012. Two amendments to the new Official Zoning Map, both to correct mapping errors, were approved in 2012.

Text Amendments

In 2012, there were three (3) amendments to various regulations utilized by the Planning Department. Some of these amendments go hand in hand, i.e. if one regulation is amended, another might have to be amended in order to achieve the desired result.

- There were three (3) amendments to the 1988 Williamson County Zoning Ordinance.
- There were no (0) amendments to the Williamson County Subdivision Regulations.
- There were no (0) amendments to the Williamson County Stormwater Regulations.
- There were no (0) amendments to the Williamson County Wastewater Regulations, which are a part of the Williamson County Zoning Ordinance.
- There were no (0) amendments to the Williamson County Planning Commission Bylaws.

Major Subdivisions

Major subdivisions are those consisting of five (5) or more lots (or three (3) or more lots on an easement). In this category, there are not only conventional subdivisions but Resource Conservation Developments (RCDs) and Planned Resource Conservation Developments (PRCDs) as well. The following table details the activity for this year. See Table 1 below.

Table 1

	Name	Section	Lots
1	Silver Stream Farm	Section 4A	2
2	King's Chapel	Section 3A	26
3	Silver Stream Farm	Section 6A	14
4	Ivan Creek		9
5	Stanford Acres		2
6	Laurelbrooke	Section 8	8
7	Reynolds Property		4
8	Stag's Leap	Section 3A	2
9	Stags Leap	Section 2B	12
10	Underwood		2
11	Josh Campbell		1
12	Ivan Creek		9
13	Brenda Floyd Lovett		6
14	Hulme		4
14	The Grove	Phase 1, Section 2	112
15	The Grove	Phase 1, Section 1	2
16	Watkins Creek	Section 5	49
17	King's Chapel	Section 4A	16
18	Chardonnay	Phase 1, Section 4	15
19	Ivan Creek		9
20	Laurelbrooke	Section 8	8
21	Estates of Gallant Ridge		10
22	Silver Stream Farm	Section 6B	16
23	Iskowe Acres		3
24	Sparkman Subdivision		5

Minor Subdivisions

Minor Subdivisions consist of no more than two (2) lots. Where there are no bondable improvements required, Staff has the discretion to review and approve these plats. In 2012, Staff processed 24 Minor Subdivisions consisting of 36 lots.

Plat Revisions

Plat Revisions that contain two (2) or fewer lots are subject to review and approval by the Staff. There are many different items that may be dealt with on a revised plat, including a lot line shift. In 2012, Staff processed 65 plat revisions.

Non-Residential Site Plans

The Planning Commission has reviewed a diverse range of non-residential site plans. In 2012, there were seven (7) non-residential site plans reviewed. Table 2 outlines those plans reviewed.

Table 2

	Project Name	SF or AC	Comments
1	Grace Chapel & Academy	5,400 SF	Office Conversion (Revised Stipulations)
2	Deer Run Retreat	21,624 SF	Rural Retreat-Extensive
3	Arrington Vineyard	N/A	Wastewater Treatment/Disposal System
4	Mint Springs Farm	11,023 SF	Rural Retreat-Extensive
5	Arrington Vineyard Rural Retreat (Preliminary)	20 AC	Rural Retreat-Extensive
6	The Gateway Church	8,145 SF	Church
7	Arrington Vineyard Rural Retreat (Final)	20 AC	Rural Retreat-Extensive

Conditional Uses

The 1988 Zoning Ordinance defined a Conditional Use as having some special or unique impact on the surrounding properties. Conditional uses were evaluated by the Planning Commission through the public hearing process. In 2012, the Planning Commission reviewed seven (7) Conditional Uses. Table 3 illustrates those reviewed.

Table 3

	Project Name	SF or AC	Comments
1	Dolan's Commercial Venue	7,296 SF	Rural Retreat- Extensive/Commercial Retail
2	Mid America Distributors	1,800 SF	Temp Fireworks Stand
3	Mid America Distributors	2,400 SF	Temp Fireworks Stand
4	Lattanzi Recording Studio	2,844 SF	Recording Studio
5	Chardonay	163.28 AC	Residential Site Plan
6	B&L Trucking	1,286 SF	Residential Business
7	Mid America Distributors	2,400 SF	Temp Fireworks Stand

Staff Level Site Plans

The Zoning Ordinance allows Site Plans for certain uses in certain Zoning Districts to be reviewed and approved by Planning Department staff, rather than by the Planning Commission. Table 4 lists those Site Plans approved at the staff level in 2012.

Staff Level Site Plans

Table 4

	Type	SF	Comments
1	Hillsboro Elementary Middle School	10,383	Addition
2	Franklin Christian Church	N/A	Playground
3	Milcrofton	8,800	Shop
4	Grace Chapel & Academy	N/A	Dumpster
5	Watkins Creek, Section 3	528	Sales Trailer
6	Epworth United Methodist Church	5,000	Pavilion
7	Goose Creek AT&T Cell Tower	N/A	Cell Tower
8	Currey Ingram Academy	34,175	New Building
9	Hillsboro Elementary Middle School	N/A	Athletic Field
10	St. Matthews Church	N/A	Parking Lot Lighting
11	Oak Valley Baptist Church	100	Picnic Pavilion
12	The Grove	N/A	Pump Station
13	Williamson County Convenience Center	180	Shed Addition
14	Battlewood Shopping Center	1,335	Bank
15	Hillsboro United Methodist Church	2,400	Pavilion
16	Harpeth School Shooting Complex	1,740	Rec./Athletic Facility
17	The Grove	39,750	Amenities Center
18	AT&T Co-Location Tower	N/A	Co-Location Cell Tower
19	AT&T New Tower	N/A	Cell Tower
20	Pinewood Fire Station	1,200	Temporary Fire Station
21	The Hair Station	980	Hair Salon
22	Christmas Tree Village	6,525	Christmas Tree Sales
23	Bethlehem United Methodist Church	N/A	Handicap Ramp
24	Thomas Vernon Cabinet Shop	10,248	Cabinet Shop
25	Grace Chapel & Academy	N/A	Athletic Fields
26	Arrington Vineyard	3,750	Barrel House Addition
27	Jamison Whistle Stop	2,037	Market and Restaurant
28	Greens Chapel	N/A	Retaining Wall
29	College Grove Baptist Church	2,000	Accessory Structure
30	Watkins Creek, Section 5	528	Sales Trailer
31	Barbara's Home Cooking	3,503	Site Plan

Update to the Williamson County Zoning Ordinance

One of the major goals of the Comprehensive Plan, which was adopted in the Fall of 2007, was to update the County's Zoning Ordinance. Following multiple public meetings, as well as meetings with smaller stakeholder groups and elected/appointed officials, the new Zoning Ordinance was adopted on May 14, 2012 and became effective on January 1, 2013.

Update to the Major Thoroughfare Plan

Planning efforts for the Nashville Area Metropolitan Planning Organization's (MPO's) Southwest Mobility Study, which addresses current and future transportation needs in the southwest portion of the MPO region, were begun in late 2008. The County's Major Thoroughfare Plan, which evaluates the County's long-range transportation needs, was included as part of that larger Study. The Major Thoroughfare Plan was adopted by the Planning Commission in December 2011 and was endorsed by the County Commission in February 2012.

Leiper's Fork Special Area Plan

The Leiper's Fork Special Area Plan, which articulates a vision for the future of the Village and serves as a guide for future land use and development decisions, was adopted in October 2011. In 2012, Planning Department Staff worked with the community and the Citizen's Advisory Committee that had been established to assist with the Plan to prepare a set of development standards that will help implement the goals and objectives of the Special Area Plan. These standards, which will apply solely to the Leiper's Fork Village, were adopted in November 2012.

Planning Goals for 2013

The Planning Department has established two primary goals for the coming year. The first goal is to revise the County's Subdivision Regulations, which govern the subdivision of property within the unincorporated County. The second goal is to work with the Grassland community to prepare a Special Area Plan for the Grassland Village. This Plan will articulate a vision for the future development and preservation of the Grassland Village and will contain a set of goals and objectives geared toward implementing that vision.

Comment [11]: Mike, please add any other goals that have been established for this next year.

Department of Codes Compliance

Introduction

Codes Compliance plays an integral role in maintaining the quality of life in Williamson County, assisting developers and the general public negotiating zoning and other regulations to the mutual benefit of both. This department is responsible for support of the Board of Zoning Appeals and other boards for the routine processes of administering and interpreting the Zoning Ordinance, issuing sign permits, zoning inspections, and for specific research as the need arises. Codes Compliance is the enforcement branch of the Community Development Office.

Codes Compliance is located on the 4th floor of the Administrative Complex, along with the Building Codes, Planning and Engineering Departments. Codes Compliance activities are directed by Lee Sanders, Codes Director, who is assisted by Linda Hodges, Michelle Jackson and Brenda Midgett.

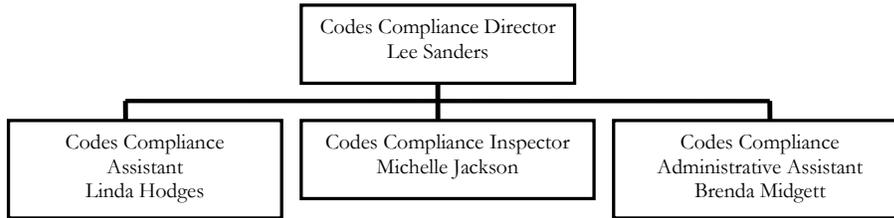


Table 5

Board of Zoning Appeals Cases For	Total 2008	Total 2009	Total 2010	Total 2011	Total 2012
Total Agenda Items	20	22	16	21	13
Variances	8	8	8	13	5
Appeals	0	3	0	0	0
Special Uses	9	6	7	5	5
Other	3	5	1	3	3

Special Uses By Category

Table 6

Mobile Home as Temporary Residence	0	0	0	0	0
Accessory Dwelling	5	1	3	1	2
Farm Employee Housing	0	0	0	0	0
Communications Tower	0	2	0	0	0

Events of Public Interest	3	3	4	3	3
Family or Adult Day Care	1	0	0	1	0

Board of Zoning Appeals Members for 2012
 Dave Ausbrooks - Chairman
 Steve Wherley - Vice Chairman
 Don Crohan – Secretary/Representing the Planning Commission
 Sue Workman - Regular Member
 Karen Emerson-McPeak – Regular Member

Inspections

The Codes Compliance Department is also responsible for numerous inspections and related enforcement. Some of these inspections are based on building permit activity and some are initiated from complaints received from the public. Compliance inspectors are expected to initiate inspections of violations and non-permitted construction as they patrol the county.

Table 7

Activity	2008	2009	2010	2011	2012
Online Form Submittals				66	59
Complaints Logged	172	141	147	160	133
Complaints/ No Violation Cited	53	46	42	35	39
General Code Violations = Complaints - No violation	119	95	105	125	94
Cases Closed This Year	188	180	140	144	131
Signs Removed *	458	401	527	287	360
Sign Violation Notices *	162	139	128	85	83
Sign Permits	70	67	69	76	69
Overgrown Lot Cases	15	25	46	32	23
Overgrown Lot Inspections	34	58	150	76	69
Pool Fence Inspections	215	185	135	158	162
Mobile Home Inspections	82	63	57	56	42
Barn and Accessory Structure Finals					28
Junk Car Cases	28	16	17	15	19
Junk Car Inspections	66	42	46	48	64
Department Phone Calls	2038	1787	1612	1587	1613

- There were many signs placed in violation that were removed, but no notice was sent, either because of time limitations or inability to determine name/address of responsible party. Agreement was reached in 2008 allowing our office to administer the Williamson County Zoning Ordinance regulations in State rights-of-way, resulting in an increase in the number of unpermitted off-site signs picked up by staff.

Goals

The Codes Compliance Department desires to work in a cooperative effort with other departments, elected officials, and county residents and property owners to protect their health, safety and welfare. We will continue to monitor land use and permit activity around the County to insure zoning compliance in the most thorough and equitable manner possible. Additionally, the Department will work to maintain the integrity of the Board of Zoning Appeals. We will do this by providing them with the most accurate and in-depth information for all cases as well as providing proper guidance to the landowner applicants.

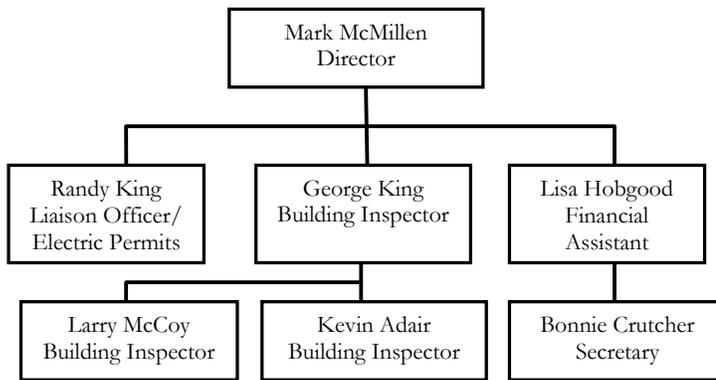
Department of Building Codes

Introduction

Serving a necessary role in the development of Williamson County, the Department of Building Codes insures that all construction within the unincorporated areas of the County meets current building codes adopted by the Board of Commissioners.

Organization

Grouped under Community Development with Codes Compliance, Engineering, Sewage Disposal Management, and Planning, the Building Codes Department is directed by Mark McMillen.



Building Permits

The following shows Building Permits and valuation for the past seven (7) years issued in the unincorporated area of Williamson County. See Table 8 and Figures 2 and 3 below.

Table 8

Year	New SFR	Valuation	Total Permits	Valuation
2012	240	\$77M	596	\$113M
2011	157	\$49M	505	\$82M
2010	129	\$42M	610	\$71M
2009	139	\$54M	483	\$92M
2008	193	\$79M	636	\$131M
2007	322	\$157M	781	\$187M
2006	448	\$188M	865	\$221M

Figure 2

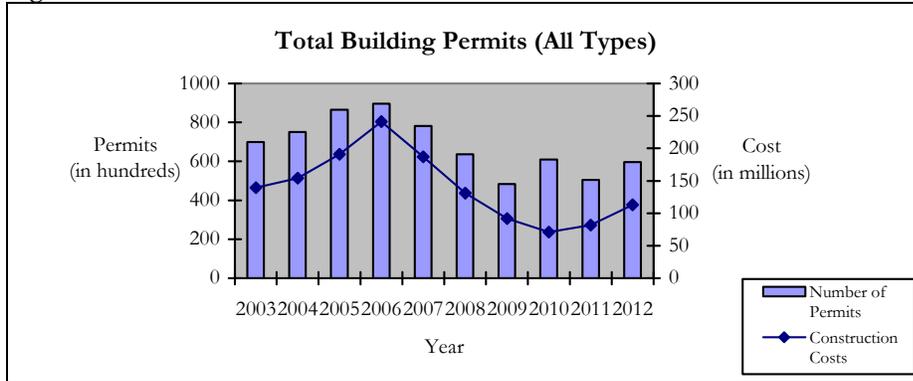
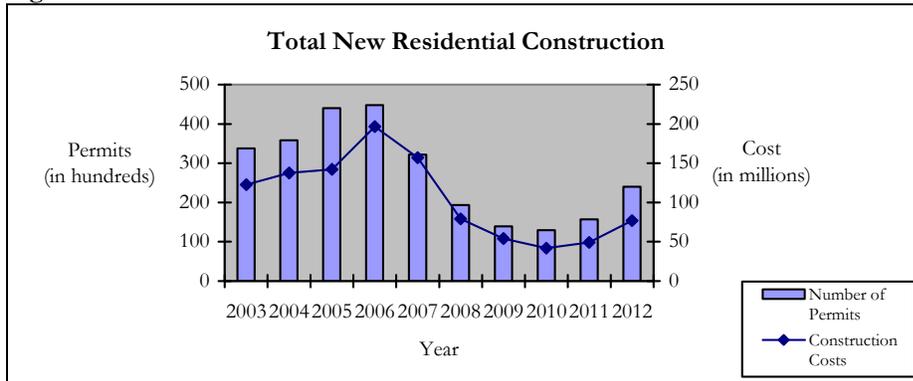


Figure 3



Adequate Facilities Tax

Officially referred to as Privilege Tax, this tax is assessed on new residential and commercial structures to offset the cost of growth on the County’s infrastructure. Building Codes has the responsibility of assessing and collecting this tax for both the unincorporated area of the county as well as for the cities of Brentwood, Franklin, Nolensville, and Spring Hill. These funds, once collected, are deposited with the County Trustee.

Effective July 1, 2007, the County Board of Commissioners enacted a new “Adequate Facilities Tax” (AFT) in schools. This additional \$1.00 per square foot is devoted solely to construction of new schools and is collected on new residential structures only.

All new County residential construction is assessed at \$2.00 per square foot, including areas that may be completed at a later date. Areas not included are unfinished basements, garages, carports, porches and accessory structures. All County commercial structures under roof are computed at \$0.34 per square foot. This includes areas such as bank drive thru, covered service station islands and material storage areas. City residential construction is also assessed

at \$2.00 per square foot. The distributions of residential and commercial revenues are listed in Table 9, and Figures 4 and 5 below.

Table 9

County Residential Revenue Distribution		Commercial Revenue Distribution		City Residential Revenue Distribution	
Purpose	Amount	Purpose	Amount	Purpose	Amount
Schools*	\$0.70	Roads	\$0.30	Schools*	\$0.92
Roads	\$0.20	Fire Protection	\$0.04	Parks/Rec	\$0.08
Parks/Rec	\$0.08				
Fire Protection	\$0.02				

*Does not include \$1.00 per square foot for the new Adequate Facilities Tax (AFT).

Figure 4

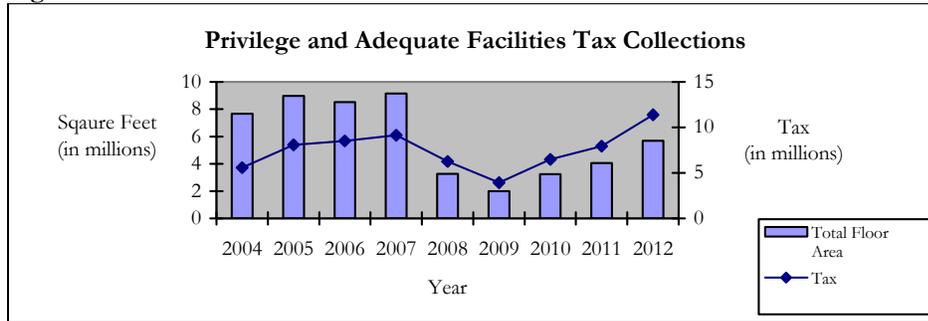
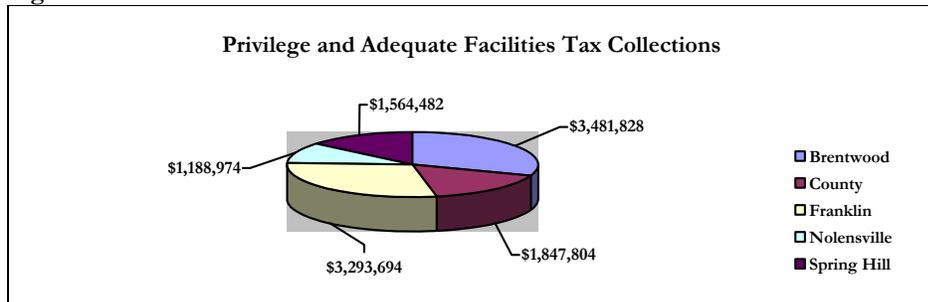


Figure 5



Electrical Permits

Beginning in December 2010, the Building Codes Department commenced the sale of electrical permits. These permits are valid for all jurisdictions within Williamson County except the City of Franklin. The electrical inspections themselves will continue to be conducted by contract employees of the Tennessee State Fire Marshall’s office. The addition of this service should offer further convenience to those seeking building permits within the unincorporated County. In addition to his liaison duties, Randy King is the lead

Staff member for the sale of electrical permits. These permits will be available from 8am-12pm Monday through Friday at the Building Codes Department.

Goals

At the end of 2012, we had a 29-year veteran, Alonzo Walker, retire and he will be missed. He was the first full-time building inspector ever hired by Williamson County.

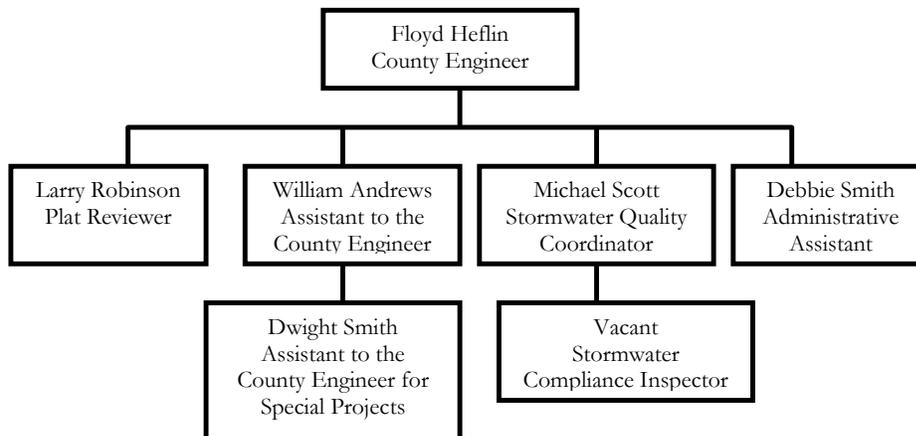
Construction of new homes county-wide has increased back to levels we saw in 2006, which is a great sign of recovery in economic stability for our County. In 2013, we will strive to continue a professional level of service to the building community while meeting Building Code requirements that are constantly changing due to Federal Government mandates, especially on the Energy Code. The State of Tennessee now mandates that all inspectors be certified in all areas of inspections performed. We strive to do more with less staff to save tax-payer dollars by having inspectors certified and licensed by the State in Building, Plumbing, Mechanical and Energy. Certification is renewable in 3-year periods by achieving 36 hours of State-approved continuing education in all areas of certification.

Department of Engineering

Introduction

County Engineering works to maintain the quality of development in Williamson County while assisting developers and the general public in interpreting development regulations and implementing associated requirements. This Department is responsible for support to the County Commission, Storm Water Appeals Board, Highway Commission, Planning Commission, and other boards for the routine processes of administering and interpreting the Storm Water Management Regulations, Subdivision Regulations, Zoning Ordinance, FEMA (Federal Emergency Management Agency) Regulations, engineering practices, and for specific research as the need arises.

County Engineering is located in Community Development along with Building Codes, Codes Compliance, Sewage Disposal Management, and County Planning. Engineering activities are directed by Floyd Heflin, P.E., County Engineer, who is assisted by William Andrews, Dwight Smith, Michael Scott, Larry Robinson, and Debbie Smith.



Overview

The Engineering Department is an essential part of the Community Development team. One of the main duties of the Department is to review and approve all construction plans for new development. This review now includes storm water quality requirements imposed by our Municipal Separate Storm Sewer System (MS4) permit with the Tennessee Department of Environment and Conservation (TDEC), Division of Water Pollution Control. Delineation and platting of areas required for on-site sewage systems is also coordinated with Sewage Disposal Management. Letters of credit for approved construction projects are estimated and established. When on-site storm water detention is neither possible nor practical for these developments, funds in-lieu-of detention are estimated, levied, and placed in an account for use on community storm water management projects of

greater magnitude. Surety for public improvements is reviewed and field inspections are performed on work in progress to assess compliance.

Other responsibilities vary from coordination of infrastructure testing and outside consultants, to assisting County residents with drainage and erosion control issues. Additionally, traffic and roadway issues, floodplain management, storm water enforcement, and various engineering-related concerns are addressed daily. The Engineering Department coordinates with the Highway Department, as required, concerning new development affecting County maintained roadways. Land Disturbance permits are also issued from the Engineering Department after review and approval of grading, drainage, and erosion control plans.

Surety

The Engineering Department establishes surety amounts for roads, drainage, and erosion control. Letters of credit for new development are received at the final plat stage as required by the Planning Commission. Letters of credit help insure proper performance during construction, and high infrastructure quality upon completion. Currently, the Engineering Department administers letters of credit totaling **\$7,650,000** for roads, drainage and erosion control, and \$5,746,025 for other purposes. In 2012, **1,448** miles of roadway were released from surety and accepted by the Highway Commission and County Commission for addition to the County road system. William Andrews coordinates the assessment and review of infrastructure surety.

Land Disturbance Permits

2012 was the seventh full year of fee collection under the Storm Water Management Regulations that went into effect 01/01/05. Any activity disturbing more than one acre of land must provide a site specific erosion control plan and obtain a land disturbance permit. Additionally, individual lots less than one (1) acre in size, which are part of a larger plan of development, are also regulated if the entire development disturbs more than one (1) acre of land. During 2012, 183 permits were issued for individual lots at a cost of \$150 per permit, while twelve (12) permits were issued for subdivisions or non-residential site plans at a cost of \$300 per permit. Total Land Disturbance Permit fees equaled **\$31,050**.

Blasting Information

Although no permit is issued by the County, applicants are required to disclose the purpose and extent of blasting activity, when the blasting will occur, and how the blasting will be supervised. Relevant safety measures required to protect the surrounding property owners from sustaining damages should also be discussed. The applicant is also required to provide this office with a certificate of insurance stating the extent of their coverage. Blasting is regulated by the State Fire Marshall's Office.

Floodplain Management

In 2012, the Engineering Department continued to administer Phase III of the FEMA Hazard Mitigation Grant Program (HMGP) grant allowing the purchase of three flood prone properties. Funds for this grant were made available after the May 2010 floods, and properties in this phase have experienced repetitive flood losses and meet certain benefit/cost criteria established by the Federal Emergency Management Agency (FEMA).

As with the previous grant, Phase III provides an 87.5% match while the Counties portion would be 12.5%. Structures acquired are demolished, and the property will be owned in perpetuity by the County as open space. Certified Floodplain Managers (CFMs) on staff continue to assist the public on a daily basis and determine the conditions under which proposed improvements may occur in our Special Flood Hazard Areas.

2012 brought the adoption of revised flood studies for Cartwright Creek and Lynnwood Branch. These studies were conducted by the County's consultant, AMEC Earth and Environmental, and approved by FEMA after thorough review and public involvement. The County is also pursuing a Harpeth Basin Feasibility Study with the Army Corps of Engineers. The Corps approached the County and other potential local sponsors after the May 2010 flooding with the goal of updating hydraulics and hydrology for the entire Harpeth Basin. This information would be used to identify potential opportunities to reduce flood risk, improve floodplain management, and benefit the ecosystem. Currently, the County is working toward a local sponsor partnership with the City of Franklin, the City of Brentwood, and Metro Nashville, Davidson County.

The County continues to qualify and be re-certified as a Class 9 community under the Community Rating System (CRS). The County's participation in this program allows a **5% discount** on flood insurance premiums paid after October 1, 2008. The Engineering Department is currently exploring opportunities to further improve our status to Class 8 allowing premium discounts of 10%. The County receives CRS credit for maintaining a Multi-Hazard Mitigation Plan. The Engineering Department continues to work with Emergency Management to maintain a current plan so we will continue to be eligible for future grant opportunities.

Storm Water Quantity and Watershed Protection

The Zoning Ordinance and Storm Water Management Regulations require the identification and evaluation of potential storm water impacts from increased run-off associated with new development. It is often necessary for the designer to incorporate facilities that provide for the attenuation of storm water discharges to pre-development levels. Detention facilities are engineered devices that insure that the rate (and to some extent the volume) of storm water run-off is no greater after development than it was prior to proposed construction. There are occasions where detention is not advantageous at a particular site within a drainage basin. When it is determined that detention at the project site is not a suitable Best Management Practice (BMP), funds in-lieu-of detention are levied against the development, or in-kind storm water improvements are provided. When funds are collected, they are placed into an escrow account to be used on regional projects that benefit the County as a whole. Examples of areas where these funds could be utilized are summarized as follows:

- Federal cost sharing programs with the Corps of Engineers to study potential locations for regional detention facilities, flood gages, or other storm water management facilities.
- Professional fees for verifying data, establishing floodplain information, and developing storm water management programs.

- GIS and watershed modeling
- Maintenance of existing regional storm water facilities.

In 2012, the Department of Community Development continued work with AMEC, funded through “in-lieu-of” funds, to update watershed models and establish a framework for reviewing the impacts of future development scenarios. It is also proposed to use “in-lieu-of” funds as a local match for the Harpeth River Feasibility Study.

Storm Water Quality and Erosion Control

Williamson County is required by the Tennessee Department of Environment and Conservation to have a Phase II National Pollutant Discharge Elimination System (NPDES) MS4 permit for storm water. Requirements of the permit include controlling construction site runoff and illicit discharges, and include an annual permit fee of \$3,460. Other components involve public education, community involvement, and enforcement. While compliance is the goal of the program, **\$7,750** in storm water penalties were collected during 2012.

Permit compliance is managed by Michael Scott who also coordinates the agenda of the Storm Water Appeals Board. This Board meets monthly as needed to hear appeals of the Storm Water Management Regulations. Eleven (**11**) appeals were heard in 2012 representing **\$1100** in application fees. One additional appeals was processed by the County Engineer.

Department Goals for 2013

It is the desire of the Engineering Department to work in a cooperative effort with other Departments, elected officials, and County residents to continue to promote and protect the health, safety, and welfare of all citizens and to enhance the environment and infrastructure of Williamson County. Specifically, we will continue to improve our Water Quality program by increasing our utilization of GIS for inspection and compliance. We hope to seek additional premium discounts for the residents of Williamson County under the Community Rating System by continued application of our flood plain requirements. Finally, we will complete the acquisition and removal of our Phase III HMGP grant properties to allow removal of the associated flood risks.

Department of Sewage Disposal Management

Introduction

The Department of Sewage Disposal Management is charged with the task of ensuring that the laws of Williamson County regarding the use and placement of individual, on-site subsurface sewage disposal systems (i.e., septic systems), are fairly implemented and enforced so as to protect:

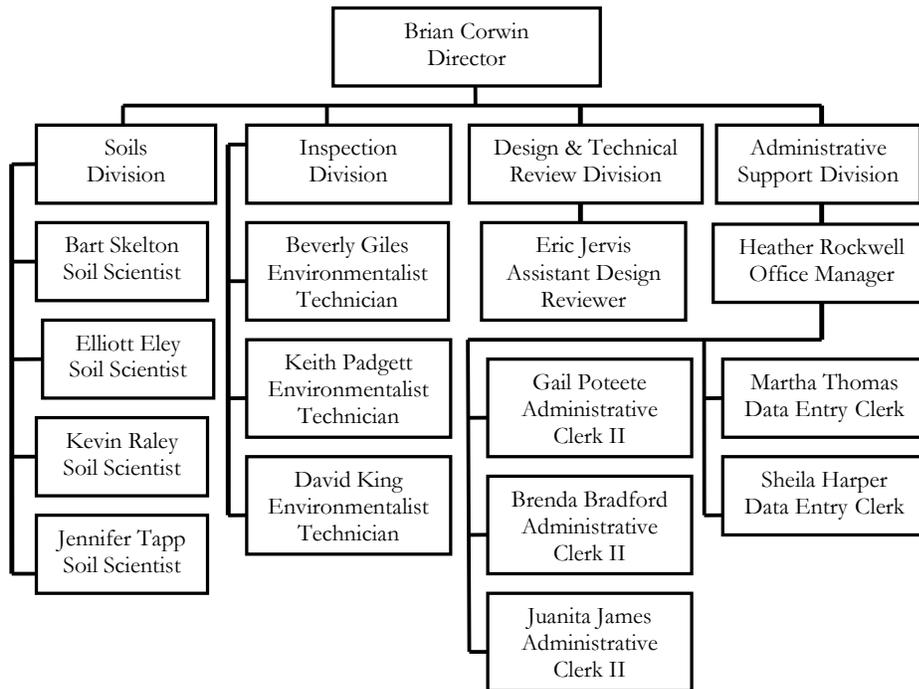
- the health and well-being of the general public;
- the irreplaceable groundwater and surface water resources of the County; and
- the quality of the environment which the citizens of the County enjoy.

The Department is empowered to regulate subsurface sewage disposal in accordance with Tennessee Code Annotated Title Sixty-Eight (68), Chapter Two Hundred Twenty One (221), Part Four (IV). In January of 1993, pursuant to provisions outlined in said code, Williamson County chose to enter into and executed an agreement (i.e., contract) with the Tennessee Department of Environment and Conservation (TDEC) to implement the provisions of this part of the state code in its area of jurisdiction. Additionally, the Department is governed by the Board of Health of Williamson County. The ten members of the Board of Health have the power to promulgate all regulations, rules and policies of the Department, and grant variances of such rules when deemed appropriate and necessary.

Williamson County Government has jurisdiction over all proposed or existing septic system installations within the boundaries of Williamson County. In addition to the lands governed by the County, this jurisdiction also includes all land areas contained within the boundaries of the incorporated cities and towns, which lie within the County. Thus, the Department of Sewage Disposal Management is the agency charged with the implementation, interpretation, and enforcement of the regulations. In addition to the State of Tennessee's *Rules of the Department of Environment and Conservation, Division of Groundwater Protection (TDEC-GWP); Chapter 1200-1-6: Regulations to Govern Subsurface Sewage Disposal Systems*, the County adopted its own set of rules in May 2000. Effective in October of the same year, the *Regulations Governing On-Site Sewage Disposal Systems of the Williamson County Department of Sewage Disposal Management* are no less stringent, and in many respects are more stringent, than the state regulations.

Our office is located on the fourth floor of the Williamson County Administrative Complex in Suite 411. Brian K. Corwin is the Director and is assisted by Office Manager, Heather Rockwell. The Department staff is divided into four groups: Soil Scientists, Inspectors, Design Review, and Administrative Support.

Department Organizational Chart



Board of Health Members

The Williamson County Board of Health is composed of ten members including Chairman and County Mayor Rogers Anderson, Dr. Charlie Beauchamp, Becky Brumley, Cyndy Howes, Martin Myers, III, Dr. Gary Owen, Jeanna Roush, Dr. C.A. Stillwell, Jorja Trocino, and Dr. Joseph Willoughby.

Department Overview & Quantitative Data

In order to carry out our mission, the Department is directly involved and oversees every aspect associated with on-site subsurface sewage disposal within the County limits. This “cradle-to-grave” approach begins with the earliest phases of property development, continues through final system installation and on throughout the life of the system. The implementation of this process encompasses much more than simply permitting systems. It involves every aspect associated with the permitting process and in essence has evolved into a form of quality control to ensure the protection of public health and the environment with regard to sewage disposal. These Departmental responsibilities and processes, and their statistics, are further explored in the following paragraphs.

Soil Assessment

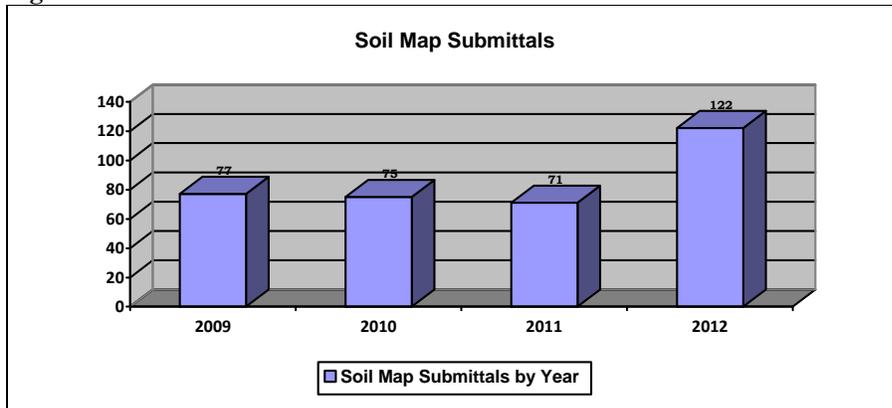
Soil assessment involves the processes, practices and techniques utilized to evaluate the soils on a parcel of land to determine whether or not those soils will support the installation of a subsurface sewage disposal system. These soil assessment methodologies include soil mapping, percolation tests and general soil surveys. The Department's soil scientist staff manages this aspect of the program. Part of this responsibility includes the review and approval of all soil maps and percolation tests submitted by independent consultants for conformance with the regulations, as well as with accepted soil science standards.

Soil Maps

In 2012, the Department received one (1) application for a preliminary soil investigation as compared to four (4) in 2011, one (1) in 2010, and four (4) 2009. According to fees collected, the soils division completed four (4) soil maps in 2012 covering four (4) acres. The Department completed six (6) soil maps in 2011 covering seven (7) acres, three (3) soil maps in 2010 covering three (3) acres, seven (7) soil maps totaling 5.25 acres in 2009, and seven (7) in 2008.

Responsibilities of Department Soil Scientists also include on-site verification of soil maps submitted by private soil consultants. In 2012, one hundred twenty-two (122) soil maps were verified by Department staff, a 71.8% increase over the previous year. The Department reviewed seventy-one (71) soil maps in 2011, seventy-five (75) in 2010 and seventy-seven (77) in 2009.

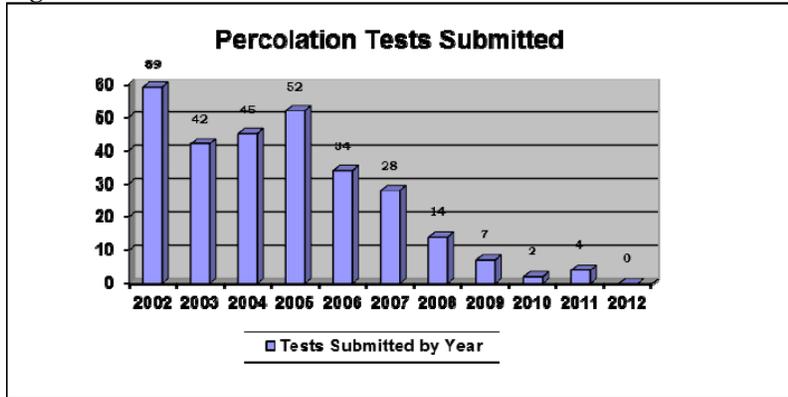
Figure 6



Percolation Tests

Although much more sophisticated and accurate methodology is available for soil evaluation, percolation tests are still accepted in limited situations for property development. In 2011, only four (4) percolation tests were received for evaluation by the Department versus two (2) in 2010 and seven (7) in 2009. In 2012, no percolation tests were submitted to the Department, as noted in Figure 7.

Figure 7



Property Development

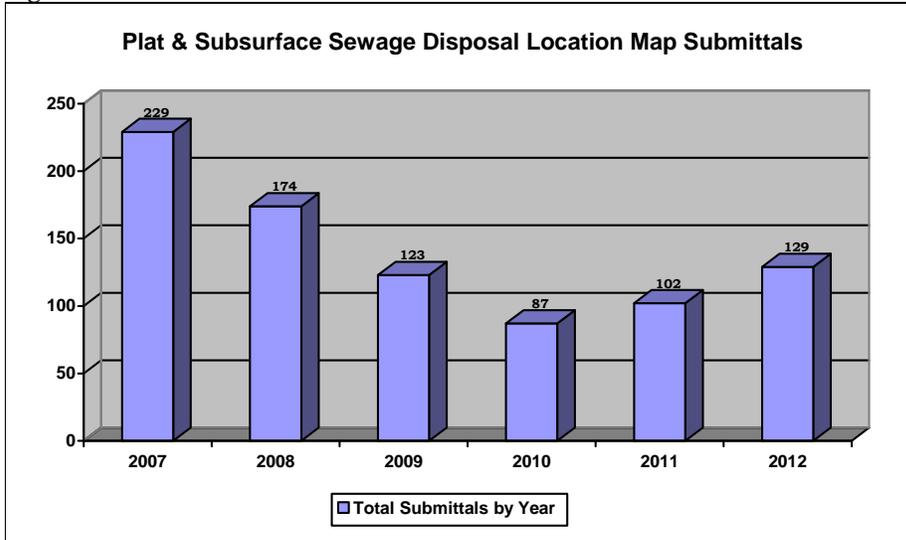
Utilizing the soil assessment information, a land parcel can then be evaluated for suitability for the use of subsurface sewage disposal systems. Department staff oversees this process for both platted and un-platted parcels of land. This involves working with independent consultants (e.g., surveyors, engineers, etc.) on everything from lot configuration, to the determination of system type, to area sizing and setback requirements, among a multitude of other things. These responsibilities include the review and approval of subdivision plats (and their revisions) for adherence to all applicable laws and regulations.

Subdivisions and SSDS Location Maps

Any proposed subdivision of land which requires the use of subsurface sewage disposal systems, or any individual lot of any size which requires location of suitable septic areas in order to be deemed build-able, must be reviewed and approved by the Department. The resulting Subdivision Plat (which also requires concurrent review and approval by the Planning Department) or Subsurface Sewage Disposal System Location Map must be recorded in the Register of Deeds Office before septic system *Construction Permits* can be issued.

In 2012, the Department collected \$20,875 in review fees representing one hundred twenty-nine (129) Final Plat and Subsurface Sewage Disposal System Location Map submittals containing one hundred sixty-seven (167) individual lots, a 26.5% increase over 2011 submittals, and a 7.7% increase in individual lots reviewed. The Department collected \$19,375.00 in review fees in 2011, representing one hundred two (102) submittals containing one hundred fifty-five (155) individual lots. In 2010, \$14,750.00 in review fees was collected for eighty-seven (87) submittals and one hundred eighteen (118) lots. \$23,750.00 in review fees was received by the Department in 2009 to review one-hundred twenty-three (123) submittals and one hundred ninety (109) lots. These statistics do not include Preliminary Plat reviews, Sketch Plan reviews, or reviews of re-submittals required to rectify errors and omissions. See Figure 8 on the following page.

Figure 8



Alternative & Experimental System Designs

All alternative and experimental on-site wastewater systems are required to be designed by a licensed engineer. The Department's design review staff oversees the review and approval of all system design plans for conformance with the regulations, as well as with accepted engineering practices and standards.

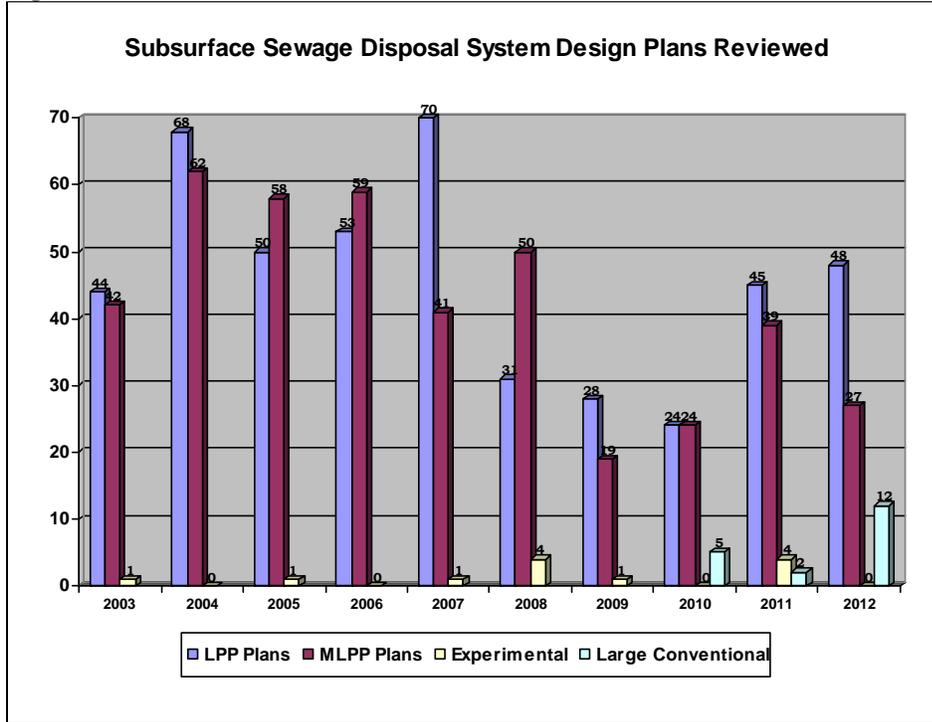
Three types of alternative systems are utilized in Williamson County; standard Low Pressure Pipe (LPP) systems not requiring soil modification; Modified Low Pressure Pipe (MLPP) systems requiring soil modification; and Mound systems. The use of experimental systems is rare and restricted to repair purposes only, where proper soil conditions do not exist for installation of a code compliant system. In addition, conventional systems serving structures with a wastewater flow in excess of 750-gpd are considered "large" conventional systems, and must be designed by a licensed engineer.

The total number of system design plans reviewed by the Department in 2012 was 3% less than the previous year. A total of eighty-seven (87) plans were reviewed, with forty-eight (48) being low pressure pipe systems, twenty-seven (27) modified low pressure pipe, and twelve (12) large conventional. No experimental design plans were submitted. In 2011, ninety (90) plans were reviewed, a 70% increase over the fifty-three (53) reviewed in 2010. Twelve (12) large conventional plans were reviewed in 2012, compared to four (4) in 2011, and five (5) in 2010. See Figure 9 below.

Although 86% of the plans reviewed in 2012 required revisions, only fifteen (15), or 17%, required a second round of revisions, illustrating the conscious efforts of the Department to increase efficiency by improving communication with engineering consultants. In 2011, eighty-one (81) plans (approximately 90%) required revisions, compared to forty-five (45)

plans (approximately 85%) in 2010 with 47% of those requiring at least a second round of revisions.

Figure 9

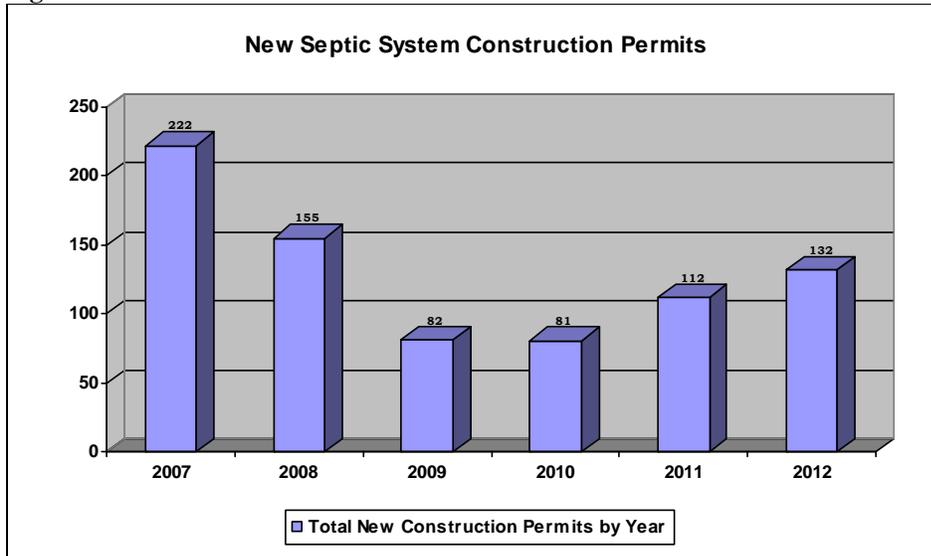


Construction Permits

The Department not only issues permits for the construction of new subsurface sewage disposal systems but, also for the upgrade or enlargement of existing systems, and the repair and/or replacement of malfunctioning and failing systems. In addition to the above-noted processes associated with permitting new systems, Department personnel are also involved with the evaluation of individual site plans and building floor plans to ensure that a proposed structure is in compliance with applicable rules, regulations and approvals. For existing systems that are failing and malfunctioning, Department personnel are charged with investigating, evaluating and prescribing remedies to fix those problems.

Anyone constructing, altering, extending, modifying, or repairing, either alternative or conventional subsurface sewage disposal systems within Williamson County, must hold a valid *Construction Permit* issued by the Department. The recipient of a permit for construction of a system (i.e., the property owner or builder) is held responsible for adhering to the construction requirements of the *Regulations*. In 2012, new construction permit activity increased by 17.9% to one hundred thirty-two (132), versus one hundred twelve (112) and eighty-one (81) issued in 2011 and 2010 respectively. See Figure 10 below.

Figure 10



Through a series of steps, the Department determines the type of septic system that is appropriate for use with the construction of a new structure, and for expansion or modification of an existing structure. System type is determined by the soil conditions of the property, number of bedrooms in the structure, and whether or not oversized bathing fixtures will be included in residential construction; commercial structures are evaluated by proposed use and other factors. In 2012, alternative septic systems continued to gain a larger share of new construction permits with conventional permits representing only 50.8% of all new septic system construction, versus 52% in 2011, 59% in 2010, and 61% in 2009.

The majority (62.1%) of new construction permits issued in 2012 included oversized Jacuzzi or garden tubs. Bathing fixtures with water capacities in excess of thirty (30) gallons have been trending up since 2009 when new construction permits with standard tubs (56%) surpassed permits with oversized tubs (44%). New construction with standard size tubs represented 44% in 2011, 49% in 2010, 56% in 2009, 48% in 2008, and 31.5% in 2007.

See Figures 11 and 12 following.

Figure 11

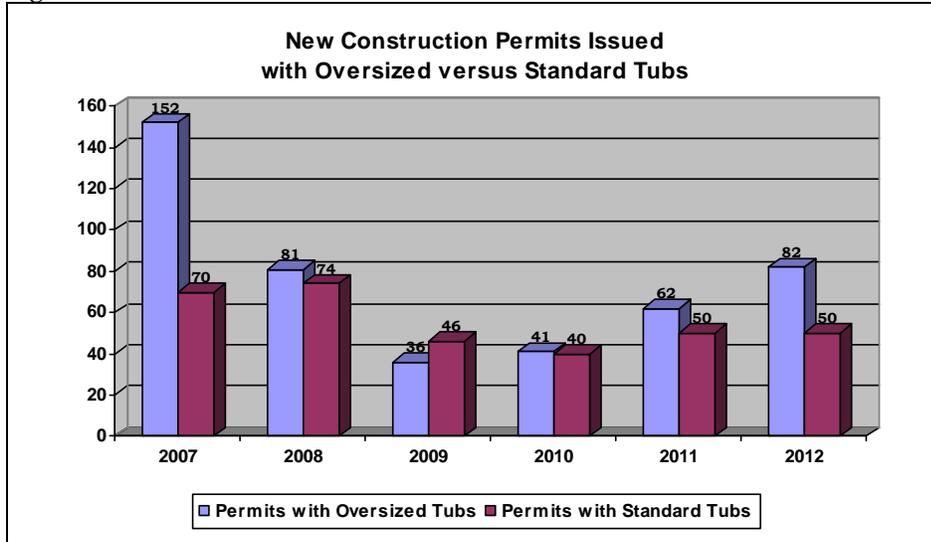
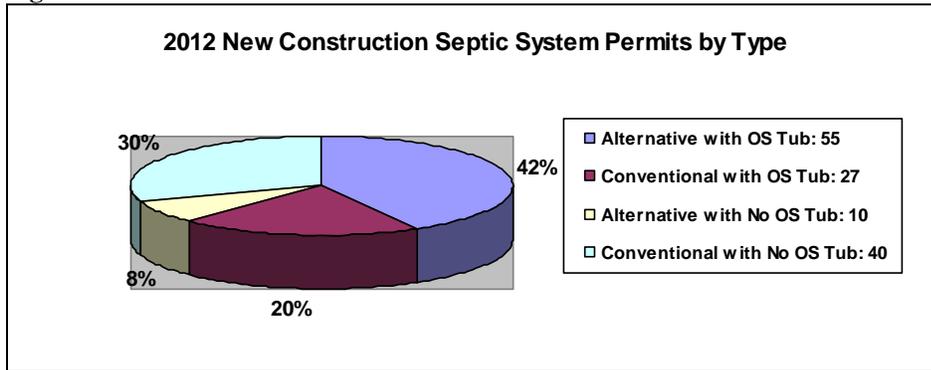


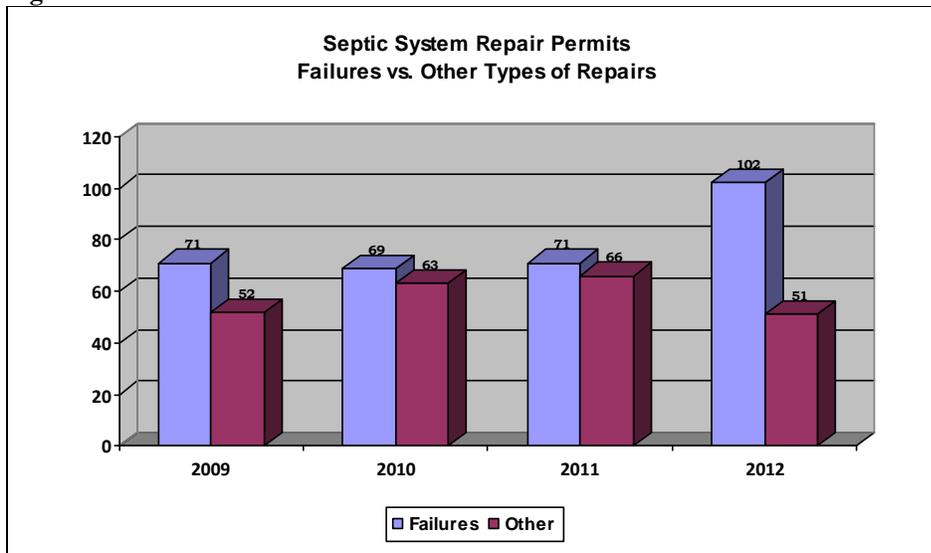
Figure 12



The Department has equal authority over the repair of existing systems, which may be required for a variety of reasons including upgrading non-conforming systems due to remodels and expansions of structures, and repairing failing systems, which may be a threat to public health and/or the environment. In 2012, one hundred fifty-three (153) repair permits were issued. One hundred two (102) or 67% of those permits were issued to repair failing systems; and fifty-one (51) or 33% were issued for other reasons. Of the permits issued for failures in 2012, sixty-one (61) or 59.8% were conventional, twenty-five (25) or 24.5% were LPP, and sixteen (16) or 15.7% were MLPP. In 2011, one hundred thirty-seven (137) repair permits were issued. Seventy-one (71), or 52% of those permits were issued to repair failing systems; and sixty-six (66), 48% were issued for other reasons. In 2010, one hundred thirty-two (132) repair permits were issued. Sixty-nine (69) or 52% of those permits were issued to repair failing systems, and sixty-three (63) or 48% of permits were issued for

other reasons. In 2009, seventy-one (71) or 58% of repair permits were written for failures and fifty-two (52) or 42% for other reasons, totaling one hundred twenty-three (123) repair permits. In 2007 and 2008, repair permits issued numbered one hundred ninety-two (192) and one hundred seventy-eight (178) respectively. See Figure 13 below.

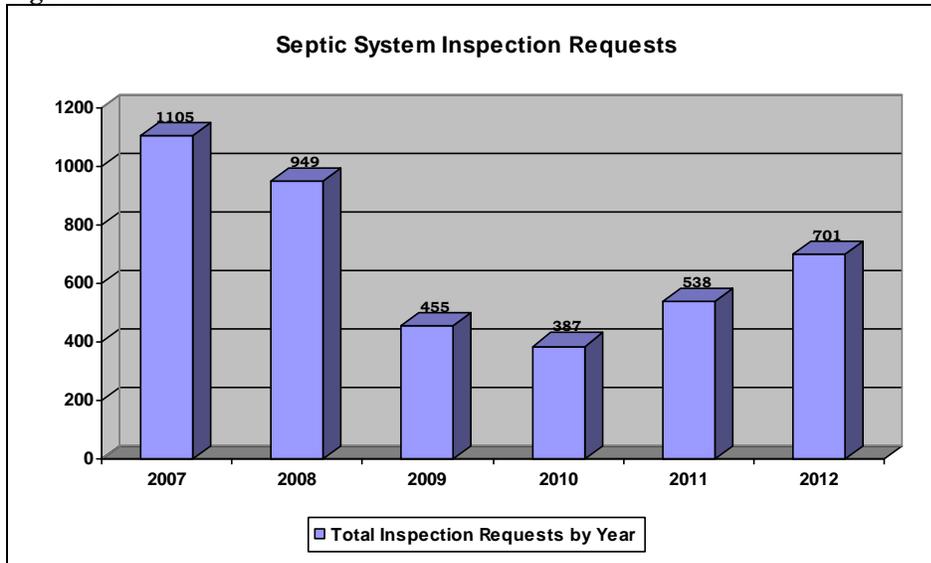
Figure 13



System Inspections

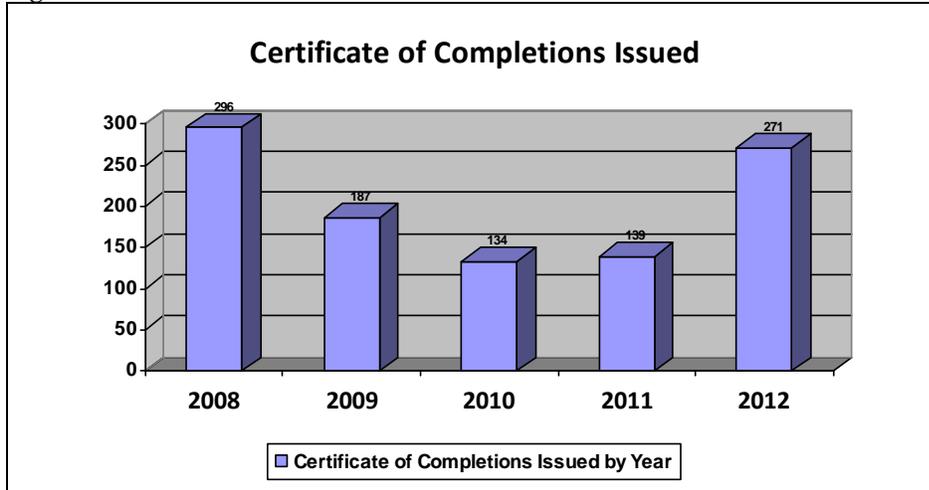
During the actual installation of new systems and the repair, modification or upgrade of existing systems, the Department’s inspection personnel oversee all construction related activities. System installations must be supervised from start to finish and the County *Regulations* detail a very rigorous inspection process at various stages throughout the installation to ensure adherence to all applicable regulations, permit details and construction standards. The number of inspections required depends upon the complexity of the system or repair. In 2012, seven hundred one (701) inspections were formally requested versus five hundred thirty-eight (538) in 2011, a 30.3% increase over the prior year. Three hundred eighty-seven (387) inspections were requested in 2010, four hundred fifty-five (455) inspections in 2009, nine hundred forty-nine (949) in 2008, and one thousand one hundred five (1,105) in 2007. In 2012, an average of 2.8 inspections were formally requested per day. These figures do not include inspections not called in to the Department’s inspection coordinator, and repeat inspections. They also do not include inspections of septic tank abandonments for properties hooking to sewer. See Figure 14 below.

Figure 14



After all inspections are completed and final approval is granted to a system installation, whether new or repaired, the Department will issue a *Certificate of Completion*. In 2012, approximately two hundred seventy-one (271) *Certificate of Completions* were issued by the Department, versus approximately one hundred thirty-nine (139) in 2011, one hundred thirty-four (134) in 2010, one hundred eighty-seven (187) in 2009, and two hundred ninety-six (296) in 2008. Only after issuance of such certificate may a property owner receive a *Certificate of Occupancy* for that structure from the Building Codes Department. See Figure 15 below.

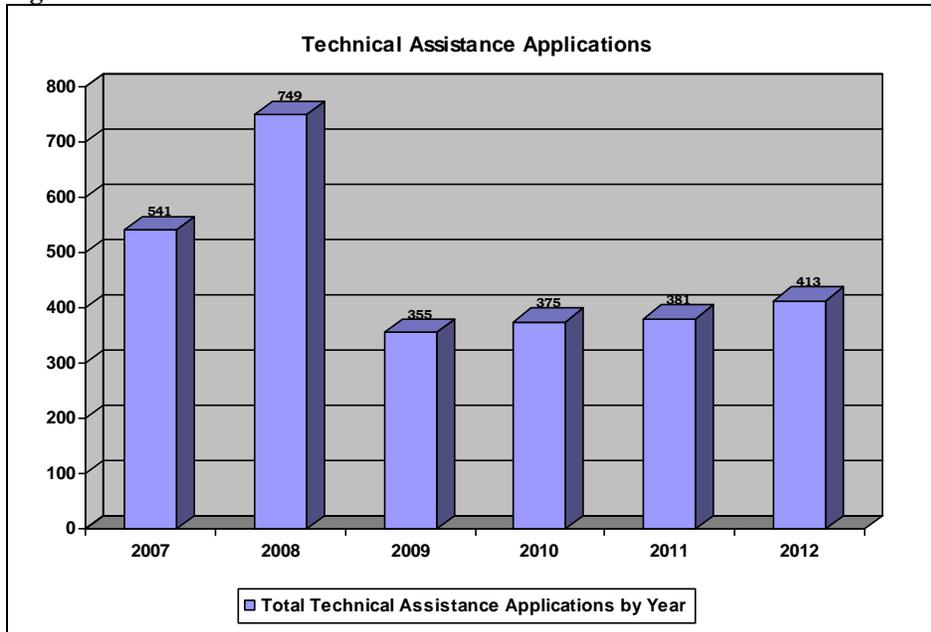
Figure 15



Other Department Services

Any modification to a property serviced by a subsurface sewage disposal system in Williamson County automatically triggers the completion of a *Technical Assistance Application* with the Department, an on-site inspection by a Department staff member, review of pertinent documentation, and approval by the Department, whether or not an actual septic permit is required. Typical modifications include projects such as swimming pools, attached or detached garages, out buildings (e.g., sheds, barns, etc.), sunrooms, patios, decks, porches, and other minor external or internal remodeling or cosmetic improvements. In 2012, according to fees collected, the number of *Technical Assistance Applications* processed by the Department rose by 8.4% to four hundred thirteen (413), after remaining relatively stable for three years in a row. Three hundred eighty-one (381) applications were processed in 2011, three hundred seventy-five (375) in 2010, and three hundred fifty-five (355) in 2009. This stability is in sharp contrast to the dramatic drop of 53% from the seven hundred forty-nine (749) applications processed in 2008. Five hundred forty-one (541) applications were received in 2007. Refer to Figure 16 below.

Figure 16



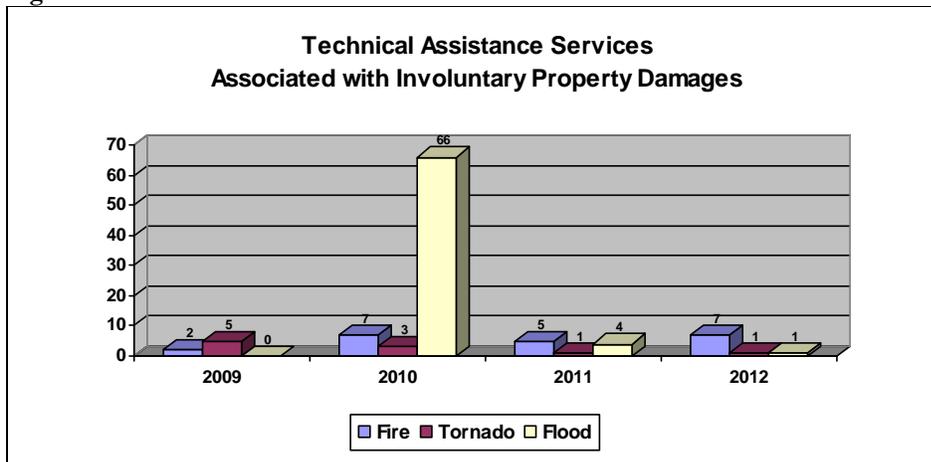
Included in the Technical Assistance group are two community services the Department provides for the convenience of the public. One of these, system recertification, has become increasingly important in the past few years because of recent state legislation placing liability on realtors, or sellers of real estate, for the misrepresentation of compatibility of a home's size (i.e. number of bedrooms) with its septic system permit restrictions. In 2012, the Department received eighteen (18) *Recertification Applications* versus twenty-five (25) in 2011, a decrease of 28%. The Department processed thirty-four (34) in 2010, forty (40) in 2009, and thirty (30) in 2008.

The second service, collecting and processing water samples for the purpose of identifying various contaminants in wells, springs and other private drinking water sources, requires the on-site collection of a sample by a Department Inspector. Processing of the specimen is completed by a state laboratory within seven to ten days, which is followed by written notification of the results to the applicant. Only one (1) water sample was gathered by the Department for analysis in 2012, versus seven (7) in 2011, six (6) in 2010, and three (3) in both 2009 and 2008.

The Department provides a number of services that do not have fees directly associated with them. Sometimes these services are requested as a result of natural phenomena. Homeowners who have suffered losses due to fires, floods, or tornadoes are not charged fees to process permits to repair or rebuild their homes. Since the February 2008 tornado, the number of applications for reconstruction due to storm damage has steadily decreased each year. The Department processed five (5) applications in 2009, three (3) in 2010, one (1) in 2011, and one (1) in 2012. Likewise, construction due to flood damage has been minimal

since the devastating flood of 2010. The Department processed sixty-six (66) applications for construction due to flood damage in 2010, four (4) in 2011, and one (1) in 2012. The Department processed two (2) applications in 2009, seven (7) in 2010, five (5) in 2011, and seven (7) in 2012 for construction due to fire damage. See Figure 17 below.

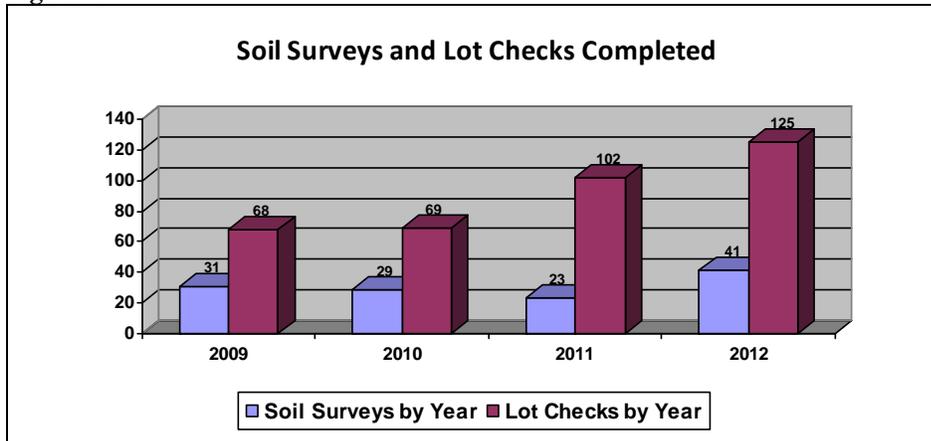
Figure 17



Additionally, homeowners hooking to sewer and abandoning their septic systems must comply with County Regulations specifying the manner in which the tank is rendered unusable, in order to address public health concerns. Although verification of proper abandonment procedures is required, no fees are assessed to homeowners for inspections of abandoned tanks. Forty-eight (48) tank abandonments were inspected in 2012. Of those, thirty-six (36) were part of the joint Williamson County/City of Franklin project begun in 2009 to extend sewer to the Grassland and Meadowgreen areas. The remaining twelve (12) inspections can be attributed to other subdivisions (e.g., Monticello) annexed into the City of Franklin. In 2011, because of the Grassland/Meadowgreen sewer project, eighty-one (81) tank abandonment inspections were done by Department staff, a drastic increase from 2010's eleven (11) tank abandonment inspections.

Finally, lot checks, flagging of existing systems, field sketches of sites, etc., are services often required during the review of Plats or SSDS Location Maps; and, soil surveys are performed by the Department for landowners who meet certain criteria and want to build residences for themselves on their own properties. Fees for these services are not charged individually, but rather are included as a portion of permit or plat review fees. Increasing by 22.5% in 2012, the Department completed approximately one hundred twenty-five (125) lot checks versus one hundred two (102) in 2011, sixty-nine (69) in 2010 and sixty-eight (68) in 2009. Department staff completed forty-one (41) soil surveys in 2012, versus twenty-three (23) in 2011, twenty-nine (29) in 2010, and thirty-one (31) in 2009. See Figure 18 below.

Figure 18



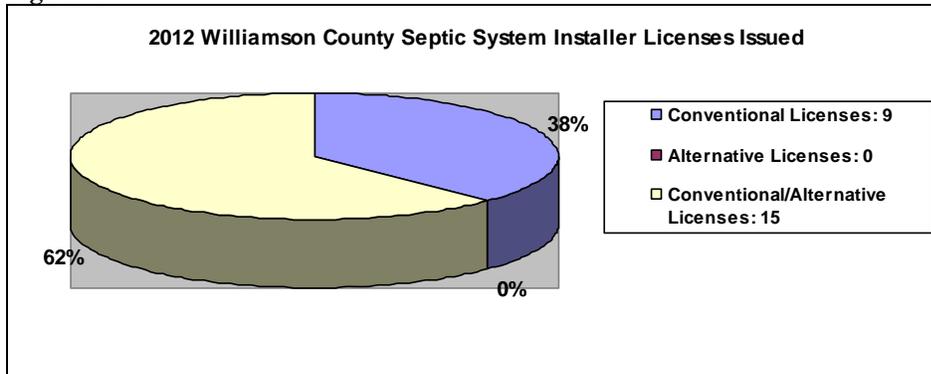
Licensing of Septic System Installers

Construction, modification, or repairs of subsurface sewage disposal systems within Williamson County may only be conducted by persons holding valid installers' licenses and identification cards issued by the Department of Sewage Disposal Management. The Department issues three (3) types of installer licenses: Conventional, Alternative, and Conventional and Alternative. Persons wishing to be licensed in Williamson County must:

- Obtain the corresponding licenses through the Tennessee Department of Environment and Conservation, Division of Water Resources (TDEC-WR);
- Provide a Letter of Credit or Surety Bond;
- Pay an annual license fee;
- Demonstrate thorough knowledge and understanding of the Department's *Regulations Governing On-Site Sewage Disposal Systems*; and
- Successfully complete a probationary period under the direct supervision of the Department.

Installers must renew their licenses with TDEC-WR and the Department annually. In 2012, twenty-four (24) installer licenses were issued, of which nine (9) were Conventional only, and fifteen (15) were Conventional and Alternative combined. In 2011, the Department issued twenty-two (22) installer licenses, of which six (6) were Conventional only, two (2) were Alternative only, and fourteen (14) were Conventional and Alternative combined. Nineteen (19) installer licenses were issued in 2010 and 2009. Twenty-seven (27) installer licenses were issued in 2008. Please see Figure 19 below.

Figure 19



Pumpers

The Department has regulatory authority over all septic tank pumping contractors conducting business in Williamson County. This includes the permitting of individuals allowed to conduct such operations as well as oversight to ensure the proper disposal of all collected septage. Although the Department does not require a separate County license for pumping contractors to operate in Williamson County, they are required to provide the Department with a valid copy of their state *Septic Tank Pumper Permit* issued by the Tennessee Department of Environment and Conservation, Division of Water Resources (TDEC-WR). Additionally, they are required to file with the Department a valid copy of their *Wastewater Discharge Permit for Wastewater Haulers* with a wastewater treatment facility approved by TDEC-WR.

Miscellaneous

The Department also has regulatory authority over all product and technology approvals proposed for use in conjunction with on-site wastewater systems in Williamson County. Department staff reviews such proposals on an individual, case-by-case basis.

Meadowgreen/Grassland Area Sanitary Sewer Construction Project

In April 2009, the County partnered with the City of Franklin to coordinate the Meadowgreen/Grassland Area Sanitary Sewer Construction Project. This project was begun earnestly to provide relief to neighborhoods sustaining historical septic system failures. The subdivisions designated in the sewer project include Farmington, Hillsboro Acres, East Side of Berry's Chapel Road, and Meadowgreen in Franklin. Coordinated by Smith Seckman Reid, Inc. consulting firm (SSR), the public infrastructure construction started in July 2009 was complete and available for connection in August 2011. Homeowners connecting to sewer are required to properly abandon their existing subsurface sewage disposal systems according to Williamson County Regulations. Proper abandonment requires a final inspection by the Williamson County Department of Sewage Disposal Management to ensure all conditions are met. During 2012, the Department of Sewage Disposal Management continued to work with all parties involved with the sewer construction project to ensure a smooth transition from septic to sewer.

Disposition of Public Records

On March 3, 2009, the Williamson County Public Records Commission adopted the *Policy for the Disposal of Temporary Records and Working Papers*, which established rules, guidelines, and procedures required for the disposition of records that are obsolete and without value. The policy sought to balance the County's need to function efficiently and to maintain the integrity of public records with a Tennessee citizen's right to access them. In 2011, an internal Department committee began the tedious work of developing a Records Retention Policy in accordance with Williamson County Public Records Commission guidelines. A comprehensive list of document types was compiled and categorized with the goal of identifying documents, which were no longer of value to the Department and expendable.

During 2012, the committee identified several document types present in property files that were obsolete and without value to the Department. On June 26, 2012, with the help of County Attorney for Planning and Environment, Kristi Ransom, the Department submitted its first Records Disposition Requests to the Public Records Commission for the obsolete records. The requests specifically sought permission to destroy *Voided Alternative Septic System Design Plans* and *Voided Experimental Septic System Design Plans* for subsurface sewage disposal systems installed, inspected and approved, with a *Certificate of Completion* issued prior to January 1, 2008. The Public Records Commission granted both one-time and continuing authority to the Department to destroy the records named. The tedious process of removing the documents from the property files was accomplished by Department staff, and the records were shredded on August 29, 2012.

Commendations

In 2012, several Department employees reached goals, participated in activities, and received industry recognition worthy of acknowledgement.

Soil scientists Elliott Eley, Bart Skelton, Kevin Raley, and Jennifer Tapp maintained their Licensed Professional Soil Scientist statuses through the Tennessee Department of Commerce and Insurance.

Mr. Raley was appointed to the Soil Scientist Advisory Committee for the state soil scientist licensing program by the Commissioner of the Tennessee Department of Commerce and Insurance. In 2012, Mr. Raley renewed his status as Registered Professional Soil Scientist through the National Society of Consulting Soil Scientists, and as Certified Professional Soil Scientist and Certified Professional Soil Classifier through ARCPACS/ASA. He completed his final year of a 4-year term on the Council of Soil Science Examiners (CSSE) for the development of the ARCPACS Fundamentals & Professional Practice Examinations required for certification and licensure of soil scientists. Mr. Raley continued to fulfill his responsibilities as Secretary/Treasurer of the Soil Scientists' Association of Tennessee (SSAT), and completed his third year of a three-year term as Director Representing Soil Scientists to the Tennessee On-site Wastewater Association (TOWA). He continues to be licensed as a Professional Geologist through the Tennessee Department of Commerce & Insurance.

Department Director Brian K. Corwin, completed his three year term representing the Middle Tennessee area on the Tennessee On-Site Wastewater Association (TOWA) Board of Directors. This is his thirteenth consecutive year serving on the TOWA board, with past positions including Secretary, President, Treasurer and Regulator Representative. Mr. Corwin remained the Secretary and Treasurer for The Tennessee Section of the American Society of Agricultural and Biological Engineers, a position he has held since 1999. He returned as guest lecturer for the Career Opportunities Class at the University of Tennessee Department of Biosystems Engineering and Soil Science, a class he has taught every fall since 1998.

Office Manager Heather Rockwell maintained her Certified Public Administrator designation by completing required continuing education credits. The County Officials Certificate Training Program administered by the University of Tennessee County Technical Assistance Service offers comprehensive knowledge of the inner workings of county government to afford graduates a better understanding of the county as an entity, and provides specialized administrative, management and leadership training to help them run their offices more effectively.

Department Goals for 2013

The Department of Sewage Disposal Management has established a number of goals for the upcoming year. Department management and staff will continue to evaluate the Department's internal organizational structure and to improve utilization of the technology initiatives begun previously. In addition, the Department will maintain its focus on providing friendly, efficient and effective customer service and transparency of Department work flow.

Although the Department's goals for the *Laserfiche* project (a work-flow and document storage software program initiated in 2007) have not been achieved, Sewage Disposal Management remains hopeful that 2013 will see a new and earnest emphasis on development of the software which will encompass the following objectives:

- Designing electronic forms, which would allow information about a parcel to be keyed at the time of collection into a shared database electronically, improving clerical efficiency and allowing instant interdepartmental access.
- Converting and transferring existing electronic database information into *Laserfiche* to preserve historical data on parcels.
- Developing procedures to begin scanning and electronically archiving newly created and existing property information into the *Laserfiche* system to reduce physical storage requirements and improve records retention and retrieve-ability.
- Developing the Department's own workflow tracking unit to track projects through its unique processes and services.

High speed, sophisticated *Laserfiche* compatible scanning equipment, which will accommodate various paper formats, is already in place in anticipation of implementing the above electronic filing, archiving, and records retention goals.

In 2013, the committee formed to develop the Department's Records Retention Policy will continue to identify documents that are obsolete and no longer of value to the Department or the public, and follow the procedures defined by the Williamson County Public Records Commission to request authority for disposition of the records, and to properly dispose of them.

In February 2012, during the 2012-2013 Budget planning process, the County Budget Committee asked the Department to review its current revenue/fee structure and make recommendations for various adjustments/revisions. It was concluded that the current Department fee structure needs to be revised because:

- The Department's fee structure has only been changed once since 1990, and the current fee structure has been in place since 1996.
- Although the costs of providing services to the public have risen significantly due to annual inflation, fees have not been adjusted to compensate.
- The complexity of services provided to the community by the Department and their associated costs have notably changed, yet fees have not been increased to cover the additional expenses incurred.
- Many services provided by the Department have no associated fees at all; and, some fees are simply not paid by the applicants even though Department staff has completed the requested work.

In 2013, this topic will continue to be discussed with the intent to make reasonable adjustments where needed.

The *Regulations Governing On-Site Sewage Disposal Systems of the Williamson County Department of Sewage Disposal Management* (Regulations) were adopted by its governing body, the Williamson County Board of Health on May 16, 2000. Since then, the Regulations have been considered a working document, having had 24 amendments adopted and implemented as needed to address new challenges, methodologies, procedures, technological developments, etc. In 2013, the Department will continue to review and evaluate the Regulations, and anticipates a number of additional proposed amendments including but not limited to:

- Various setback clarifications.
- Revisions to the pump & haul provisions.
- Establishing a large lot subdivision date exception.
- Incorporating the current remodel/rebuild policy into a new section of the Regulations.
- Establishment of high strength wastewater provisions.
- Updating and reviewing the installer licensing provisions.
- Evaluating the feasibility of effluent filter requirements.

Finally, in the upcoming year, the Department pledges to continue its core work of administering the County's *Regulations Governing On-Site Sewage Disposal Systems* in a thorough and equitable manner in order to protect the health and well-being of the public, the groundwater and surface water resources, and the quality of the environment of Williamson County. Additionally, the Department staff will strive to improve technology, procedures, and services, to ensure processing of septic system related projects is a timely and pleasant experience for its customers.