



# DIVISION OF UNDERGROUND STORAGE TANKS

Operational Compliance Inspection Quality Assurance and Control Program

Annual Update

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February 2026

# QA/QC Program Background

- Developed in response to stakeholder and management needs for greater inspection consistency and accuracy.
- Built on existing statewide standardization tools:
  - Standardized Inspection Process (SIP)
  - Standardized inspection Manual (SIM)
  - Mobile Inspection Application (MIA)
- Supported implementation of the 2018 Federal UST Rule revisions
- Strengthened through tiered technical training for staff

# QA/QC Manager Role

- Position established in September 2021
- Focused on improving inspection consistency and accuracy statewide
- Conducts review of database metrics and staff correspondence to identify trends and data quality issues
- Performs in-person field audits to evaluate inspection techniques and documentation
- Develops and delivers in-person and virtual training for all staff
- Promotes long-term statewide consistency through standardized tools and continuous feedback

# 24-25 Internal Accomplishments

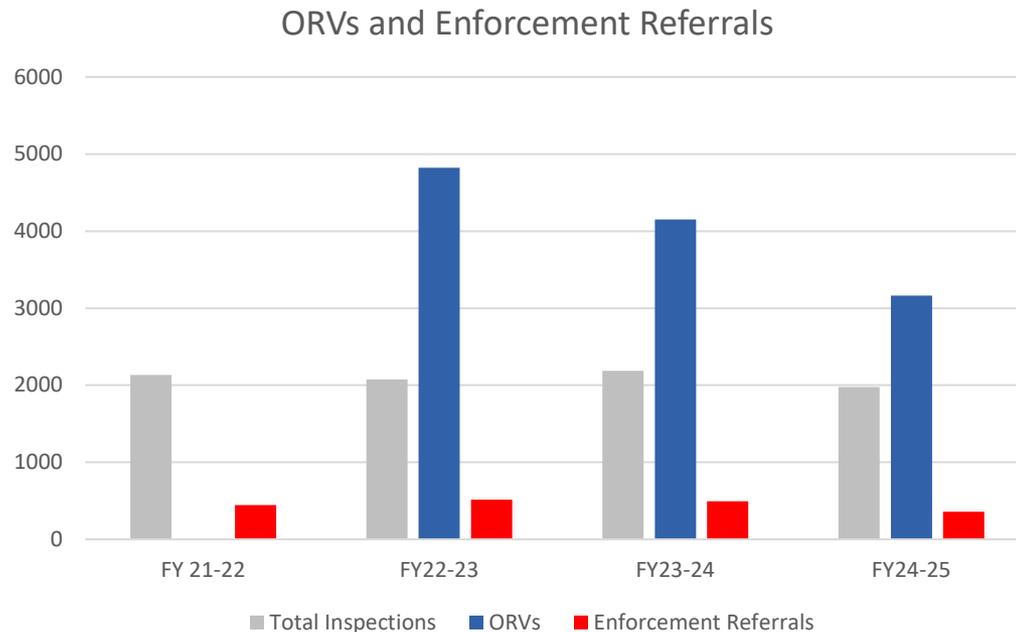
- Conducted field audit inspections with all compliance staff statewide
- Ensured 100% of new staff completed Level 1 and Level 2 Inspector Training
- Achieved API WorkSafe Contractor Safety Training certification for all compliance staff
- Completed ATG Operability Training at Montgomery Bell State Park
- Hosted targeted micro-trainings:
  - Instructed use of camera application for time/date/GPS-stamped photos
  - Standardized templates for photo logs and site maps
  - Provided updates on enforcement policies and 9(6) inspections

# Outreach through Scorecards

- Development of a Tank Owner Scorecards:
  - Violations trends
  - Facilities inspected over last 12 months
  - Facilities to be inspected over next 12 months
  - Recommendations to increase compliance rates
  - Opportunity to provide feedback to Division
- Continued metric review and field audit inspections with staff

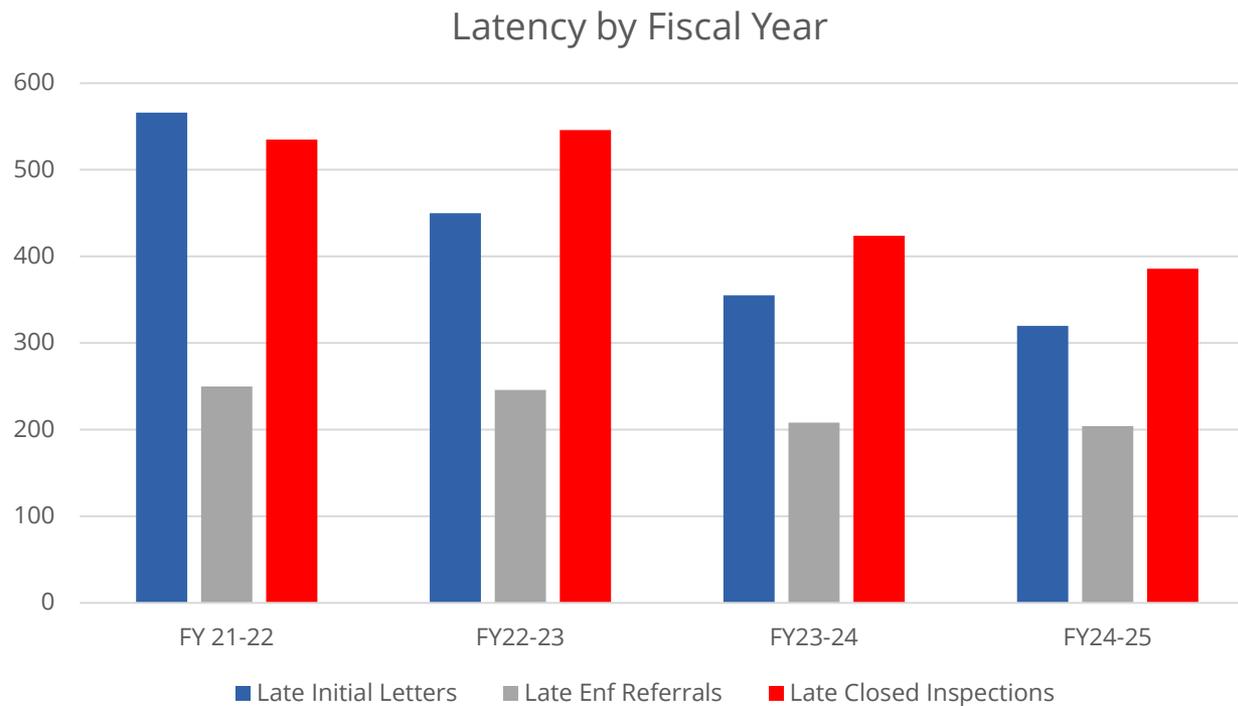
# Improving Timeliness and Consistency

- Enforcement referrals dropped by 30% since FY22-23
- Since implemented, Operator Retraining Violations (ORVs) declined
- More facilities are returning to compliance in allowable timeframes



# Improving Timeliness and Consistency

- Improved data entry latency
- Improved correspondence times
- Improved end-to-end inspection timelines



# Looking Forward

- Expand targeted training based on identified needs statewide
- Develop subject matter experts to support the Division's succession plan
- Continue onboarding and mentoring of new hires
- Create a structured curriculum for new inspector training



## QUESTIONS?

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