

RESOLUTION NO. 26-36

A RESOLUTION AUTHORIZING THE PURCHASE AND IMPLEMENTATION OF AN ADDITIONAL ON-CALL PHONE FOR SPRING HILL WATER TO PROVIDE SEPARATE DEDICATED ON-CALL PHONES FOR WATER DISTRIBUTION AND SEWER COLLECTIONS

WHEREAS, the City of Spring Hill adopted the 2025–2026 fiscal year budget by Ordinance 25-13 in June 2025; and

WHEREAS, the Spring Hill Water Department is responsible for maintaining and operating the City’s water distribution system and wastewater collection system, including responding to after-hours emergencies and service interruptions; and

WHEREAS, the Water Department currently maintains an on-call phone to support after-hours response and operational coordination; and

WHEREAS, due to continued growth, increased service demand, and the need for efficient after-hours response, the Water Department has identified the need to add an additional on-call phone so that Water Distribution and Sewer Collections each have a dedicated on-call phone; and

WHEREAS, establishing separate dedicated on-call phones will improve communication efficiency, reduce response delays, and support continuity of operations when multiple incidents occur simultaneously; and

WHEREAS, City staff will purchase, activate, and maintain an additional on-call phone to support Water Distribution and Sewer Collections on an ongoing basis, subject to compliance with the City’s purchasing policy.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee, that the purchase, implementation, and ongoing use of an additional on-call phone is hereby authorized for Spring Hill Water to provide separate dedicated on-call phones for Water Distribution and Sewer Collections, subject to compliance with the City’s purchasing policy and available appropriations.

Passed and Adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee on the 2nd day of February 2026.


Matt Fitterer, Mayor

ATTEST:


April Goad, City Recorder

LEGAL FORM APPROVED:


Patrick Carter, City Attorney

STAFF MEMORANDUM

TO: Board of Mayor and Aldermen
FROM: Jeremy Vanderford – Spring Hill Water – AGM, Ryan LaMunyan – Spring Hill Water - AGM
DATE: 2/2/2026
SUBJECT: Resolution 26-36 | A Resolution Authorizing the Purchase and Implementation of an Additional On-Call Phone for Water Distribution and Sewer Collections

RECOMMENDATION: Staff recommend the approval of an additional on-call phone to provide separate dedicated on-call phones for Water Distribution and Sewer Collections within Spring Hill Water.

BACKGROUND: The City of Spring Hill Water Department is responsible for maintaining and operating the City's water distribution system and wastewater collection system, including responding to after-hours emergencies such as water main breaks, service interruptions, sanitary sewer overflows, and lift station alarms. Spring Hill Water currently utilizes an on-call phone to support after-hours response and coordination. As the City continues to grow and the volume of after-hours incidents increases, staff have identified the need for improved communication efficiency and quicker response coordination between operational areas. Staff is requesting approval to add an additional on-call phone so that Spring Hill Water will maintain two (2) dedicated on-call phones:

- on-call phone assigned to Water Distribution, and
- on-call phone assigned to Sewer Collections.

Establishing separate on-call phones will improve operational response by ensuring calls are routed directly to the appropriate team, reducing delays caused by multiple incident types being managed through a single device, and allowing simultaneous coordination when water and sewer incidents occur at the same time. The additional on-call phone will be used for after-hours operational purposes, including callouts, incident coordination, and emergency response communication. Staff will maintain on-call rotation and ensure proper documentation of after-hours callouts and response activity. Approval of this resolution will support continuity of operations and improve customer service response for both water distribution and sewer collections.

FINANCIAL IMPACT: Costs will be absorbed within the department's existing budget.

SUPPORTING DOCUMENTS: N/A



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