



**MSD**

Louisville and Jefferson County  
Metropolitan Sewer District

# Update

News about activities and developments at MSD

**April 24, 2002**

## Guthrie takes reins of KSPE



Director of Engineering Derek Guthrie was installed as president of the Kentucky Society of Professional Engineers (KSPE) at the

organization's annual convention at Jenny Wiley State Park in Prestonsburg April 20.

An affiliate of the National Society of Professional Engineers,



**Kentucky Society of Professional Engineers**

KSPE has 13 local and three student chapters throughout Kentucky. KSPE represents all engineering disciplines to influence public, legislative and educational issues affecting the profession. The organization works to promote the ethical, competent and licensed practice of engineering and enhance the professional, social, and economic well being of its members.

Guthrie has been active in KSPE throughout his career. A past KSPE treasurer, Guthrie procured MATHCOUNTS, NSPE's national math coaching and competition program sponsored, and helped with the renovation of the Kentucky Engineering Center building in Frankfort. Last year, Guthrie served on the Task Force for the Code of Professional Practice and Conduct.

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## Louisville hosting Five Cities Plus

When nearly 250 wastewater and environmental engineering specialists from around the region meet in Louisville this week, they'll learn from each other's experiences in wet weather overflows, construction management and plant operations.

MSD is hosting the 13th annual Five Cities Plus Conference April 23-25.

Tours will showcase MSD's award-winning Floyds Fork Wastewater Treatment Plant, the newest facility in the system, and the alternative solids process at

MSD's oldest and largest facility, the Morris Forman Wastewater Treatment Plant.

Among the 60 presentations planned throughout the conference are talks by James Horne, U.S.

EPA, Glenn Reinhardt, Water Environment Research Foundation executive director, and Alexandra Dunn, Association

of Metropolitan Sewerage Agencies general counsel.

Five Cities was formed in 1989,

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## Customers are focus of services

A year after MSD's Board adopted the Strategic Business Plan in August 2000, Board members agreed that the plan needed to sharpen its focus on improving service delivery to customers. A Customer Centered Culture methodology developed by a Minnesota consultant was adopted to apply to three services—sewer backup repairs, property damage claims and drainage programs.

"We always said it would be a dynamic plan, and it continues to grow as we include more outcome-based evaluation measures," says Director of Research and Productivity Assessment Mike Sweeney.

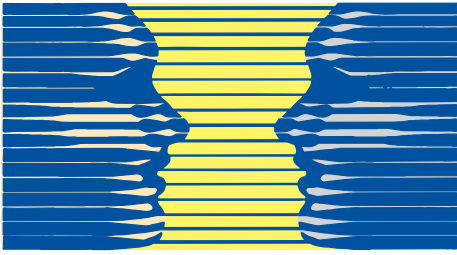
The three service areas were initially chosen, Sweeney says, because they are:

- Within MSD's control, and require no other oversight to change
- Able to be revised and rolled out within nine to 12 months
- Results would have the greatest impact

Since, four additional products have been selected to undergo the Customer Centered Culture application:

- Customer satisfaction survey
- Employee development plan
- Billing collection procedures
- Easement acquisition policy

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## Customer First at Work

*Editor's note: Following are excerpts of customer comments.*

**"Calvin Davis** and his crew (**Phil Bradley, Virgil Brown, Marcus McCampbell, Charles Woods, Ron Wordlow**) are doing a superb clean-up job in our subdivision! They're hard workers who don't waste any time."

—Cline Russell, Richmond Subdivision President, 40216

**"Denise Heacock** in Customer Service had all the information I needed right away and was very professional. Thanks!"

—Marion Wheaton, Highlands, 40205

"Thanks for a great second effort from **Donnie Riddle**. His successful location of a sewer blockage meant that my yard didn't have to be dug up."

—Sallie Levy, Louisville, 40222

"All the MSD people I have come in contact with are 'A-Number One.' Just thought you would like to know..."

—Tom Phillips, City of Green Spring, 40241

"Thanks to **Richard Young** and his friendly crew (**Greg Bissell, Dewayne Edwards, Gary Halsel and Otis Pope**) for their extra assistance in helping me get in and out of my driveway. I appreciate their courtesy."

—Janie Moore, Louisville, 40218

"It was a pleasant surprise to speak with such an efficient and happy person like **Co-op student Frank O'Keefe**. He also had all the information I needed about the flood zone."

—Julia Popp, Jeffersontown, 40299

## Area Team News

### **Beargrass Creek** Aldermen help with drainage projects

Second Ward Alderman Barbara Gregg and Third Ward Alderman Bill Allison have teamed with MSD to fund a pair of drainage improvement projects in city neighborhoods.

Alderman Gregg is sharing 40 percent of a \$54,455 project to improve roadside drainage along the entire length of Woodsdale Avenue, located south of the Watterson Expressway and Browns Lane.

"It's a typical street without proper drainage," said Beargrass Area Team Leader Loyiso Melisizwe. Water remains standing in driveways and yards more than 48 hours after heavy rains, according to Melisizwe. "That's the length of time that defines the need for drainage improvements to resolve the situation."

Alderman Allison targeted drainage improvements for Gresham Road as a priority and is sharing 40 percent of the project's \$84,843 cost.

The project presents some challenges because of the hilly terrain in the area, between Bardstown and Newburg roads just north of the Watterson Expressway, Melisizwe said. "We have developed a system using curbs and a valley gutter to move water flowing down hill toward catch basins instead of downhill properties."

The drainage work in both neighborhoods is expected to be completed this summer.

### **Floyds Fork/North County Area**

#### **Birchwood treatment plant removed from service**

The problem-plagued Birchwood Wastewater Treatment Plant is finally off-line, ending a capital construction project that stretched over three years and cost nearly \$2.3 million.

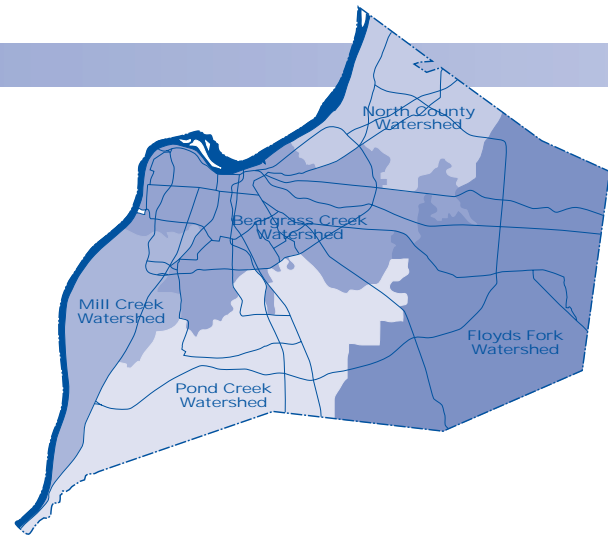
Already properties in the area that had been served by the Birchwood treatment plant have connected a new sewer interceptor that carries wastewater to MSD's Cedar Creek Wastewater Treatment Plant.

"The completion of the Birchwood project has been a long time coming and is tremendously satisfying," said MSD Executive Director Gordon Garner. "Not only did a troubled treatment plant go out of service, but we also were able to provide service to properties that did not have sewer connections and improve drainage in the area."

MSD's history with the Birchwood plant goes back to 1997 when the plant's Kentucky Pollutant Discharge Elimination System Permit (KPDES) renewal met with public and regulatory opposition for permit violations. Under an agreed order with the state and Birchwood plant owners, MSD initiated the Birchwood Interceptor project in August 1998 to accelerate the plant's retirement and extend MSD's sanitary sewer system to move wastewater from the neighborhood to the Cedar Creek plant.

In September 1999, MSD negotiated the purchase of the Birchwood plant for \$87,500.

The plant, located on Santon Lane near the intersection of Fern Creek and Beulah Church roads, has been demolished and the site has been converted into a stormwater detention basin.



## Projects recognized for pollution prevention

An MSD employee and a multi-agency team captured two of the three pollution prevention awards from the Kentucky and Tennessee Water Environment Association.

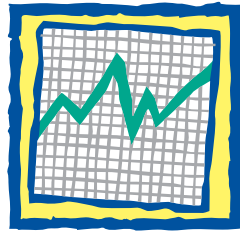
Wet Weather/Water Quality Area Team Leader Angela Akridge received the Outstanding Overflow Abatement Award for the Cave Hill Cemetery Inflow and Infiltration Remediation Project. That project located and repaired faults in sanitary sewer lines that allowed stormwater to enter sewers and cause overflows.



The Outstanding Watershed Management Award will be presented to the Regional Airport Authority. The Authority was nominated by MSD's Industrial Compliance & Monitoring Department. The award is the result of work performed by the Airport Pollution Prevention Team that includes United Parcel Service, Kentucky Air National Guard, Fixed Base Operations AvCenter, Commonwealth Technology, MSD and the Regional Airport Authority. The team reduced de-icer and fuel runoff that caused stream pollution near the airport.

The Kentucky and Tennessee Water Environment Association is a local affiliate of the Water Environment Federation. The organization promotes and advances the water quality industry, benefits society through protection and enhancement of the global water environment and delivers quality products and services to members and stakeholders.

## Financial reporting excellence noted



For the 12th consecutive year, MSD will receive a Certificate of Achievement for Excellence in Financial

Reporting from the Government Finance Officers Association. The award recognizes MSD's comprehensive annual financial report for the

2001 fiscal year.

"Finance Director Marion Gee and Finance Division staff should be commended for the outstanding work they continue to do, earning this award year after year," said Executive Director Gordon Garner.

Only 19 of all government entities throughout Kentucky have received the certificate of achievement from the Government Finance Officers Association.

### Five Cities Plus

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beginning as an informal gathering of wastewater utility personnel from Cincinnati, Columbus, Indianapolis, Louisville and St. Louis to discuss combined sewer overflow abatement strategies.

The group now includes 10 additional municipalities and agencies: Northern Kentucky; Butler County, Ohio; Lexington; Evansville;

*Each city takes a turn hosting this annual event.*

Bloomington; Ft. Wayne; Pittsburgh; Nashville; Wheeling, West Virginia; and the Ohio River Valley Water Sanitation Commission.

The annual conference is municipally led and hosted by a different city. "It operates without a professional association or dues-paying organization running the conference," says MSD's Mike Sweeney, coordinator of this year's event. "Each host city crafts the program however it chooses with the sole purpose of sharing expertise and experiences."

### Customers are focus

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A plan drafted by the Property Damage Claims Policy Team shows that applying a customer focus to existing practices will favorably impact MSD's organization as well as customers, according to Sweeney. "By looking at services from the customer perspective, we can create an innovative plan that saves our staff time and money while improving customer satisfaction."

### Guthrie takes reins

*(continued from front page)*

MSD's Chief Engineer and Director of Engineering since 1999, Guthrie manages the Engineering Division and co-manages Area Teams. Guthrie joined MSD as Stormwater Manager and Infrastructure Engineer in 1986.

Guthrie was recognized as KSPE's Young Engineer of the Year in 1991 and received the D.V. Terrell Special Services Award in 2001.





# MSD

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Metropolitan Sewer District

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## Inside Update

- Derek Guthrie installed as KSPE president
- Louisville hosting Five Cities Plus
- Troubled Birchwood plant removed from service
- Employees take honors for pollution prevention

## Upcoming Events

### April 27

*Watershed Watch volunteer training*, 9 a.m. to 3 p.m.,  
Floyds Fork Wastewater Treatment Plant, U.S. 60 east of I-264 interchange

### May 13

*MSD Board meeting*, 10 a.m.,  
700 W. Liberty, first floor

### May 27

*Memorial Day holiday*. MSD offices are closed. For 24-hour customer service phone 587-0603

### May 28

*MSD Board meeting*, 10 a.m.,  
700 W. Liberty, first floor

### June 15

*Ohio River Sweep 2002*,  
phone Janice Lewis at 540-6319 to volunteer

## Coalition presents MSD first-ever Clean Air Award

The Kentuckiana Ozone Prevention Coalition has recognized MSD for innovation in clean air technology with the Coalition's 2002 Clean Air Award.

It's the first such award presented by the Coalition, according to Cynthia Lee of the Air Pollution Control District of Jefferson County where the Coalition is housed. "It is a distinction for a Coalition member organization, company or individual that has gone above and beyond in environmental stewardship, especially with clean air in mind," she said.

MSD seeks opportunities to promote clean air technology, according to Executive Gordon

Garner. Accomplishments include an ongoing process to convert MSD vehicles to burn compressed natural gas, replacing grass lawns at facilities with native plants to reduce mowing, employee incentive to ride TARC, and using environmentally friendly heating and cooling technologies at new or renovated buildings.

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