



MSD

Louisville and Jefferson County
Metropolitan Sewer District

Update

News about activities and developments at MSD

December 11, 2002

24/7 Service

MSD keeps working during annual Cultural Extravaganza

Celebrating the season and the diverse heritages of its staff makes MSD's annual Cultural Extravaganza the event employees, retirees and their families don't want to miss.



Customer Service Representative Tammy Moore

During the Extravaganza, like every other day, MSD personnel must keep facilities and services working for its 200,000 customers. Each year, while hundreds of staff sample foods from a dozen countries, visit with returning retirees and enjoy live entertainment, scores of Customer Service, Maintenance and Operations employees stay on the job.



Utility Worker II Greg Thornton and his family

For managers and department heads, keeping positions staffed while encouraging employees to participate in the Extravaganza is just another scheduling challenge in their 24/7 shops.

"We encourage all of our employees to attend the Extravaganza and ask their supervisors to schedule them to go in small groups, a few at a time, throughout the day," says West Region Operations Manager David Carty.

Maintenance Supervisor Paula Byrd says the department's 160 employees plan around the Extravaganza, to ensure enough personnel remain on-the-job to dispatch service crews and respond to calls from external and internal customers.



Master Maintenance Electrician Rob Roy

The holiday spirit brings personnel in from other shifts to help with Extravaganza set up or fill in at work so fellow employees

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Wathen elected vice president of design-build organization chapter

Construction Team Leader Jim Wathen has been elected vice president of the Design Build Institute of America's Ohio Valley chapter, representing 155 members in Kentucky, Ohio and West Virginia.

"The Institute provides a voice for members, design-build project owners and practitioners," Wathen said. "It also disseminates educational information, providing advice and support to facility owners and users looking to incorporate design-build practices into their construction projects."

As vice president Wathen takes on a two-year commitment to



Jim Wathen

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Customer First at Work

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

"Thanks to **Jermaine Murphy, Steve Stewart and Christina Thomas** for taking care of the sewer backup and for a professional and timely performance."
—William Miller, Buechel

"Thanks to **Eva Barlow, Eric Blakey, Reginald Brown, Greg McCraney, Eugene Nowlin, Darrell Roof and Mike Young** for their hard work. Removing the obstruction from the drainage ditch makes a big difference. Great job!"
—Pat Logan, Lyndon

"I couldn't be more pleased by the help from **Tammy Graves** and the work performed by **Barry Bivin, Derrick Eddins and Alonzo Spencer** to repair the service line on my property. They treated my yard as if it were their own."
—Kathleen Talley, Okolona

"Recent improvements to the drainage facility at the rear of our property have reduced standing water and erosion. The crew who did the work—**J. Alexander, William Attebury, James Robinson, S. Sisk, E. Toller and C. Williams**—was polite, efficient and neat."
—Sheryl Kramer Smith, Middletown

"**Bernie Babcock** bent over backward to get the project properly completed in a timely manner. He has been very much a goodwill ambassador for MSD."
—Richard Bernard, Hurstbourne

Area Team News

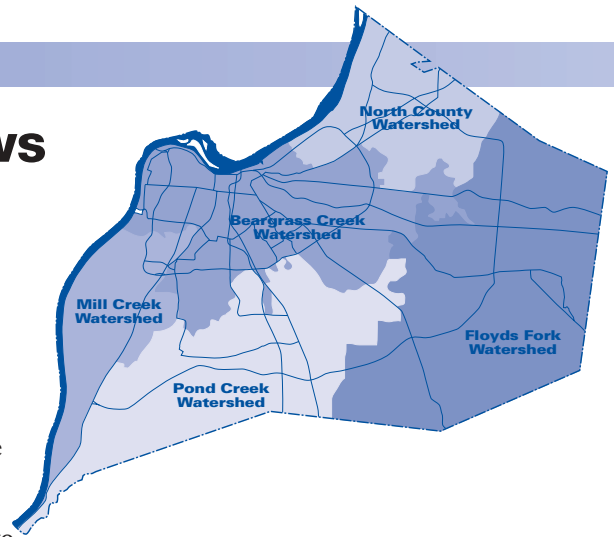
Beargrass Creek

Eroding creek banks and inadequate drainage in Buechel Terrace will be corrected by a drainage improvement project planned for the neighborhood.

The Beargrass Creek tributary that flows through the neighborhood will be stabilized, regraded and realigned, and a box culvert under Valdosta Drive will be replaced.

"The severity of the bank erosion has threatened properties that border the tributary," said Beargrass Area Team Leader Loyiso Melisizwe. "This project should correct those problems as well as other drainage issues in the area."

The project will cost \$104,762 to construct.



Good idea pays off

Tim Johnson's simple idea will help MSD save more than \$97,000 in construction costs at the Cedar Creek Wastewater Treatment Plant.

The contractor's plan to remove and replace six large influent pumps as part of the plant's expansion called for installing a system of cranes. To put in the cranes, a temporary access ramp was built.

Johnson suggested that MSD boom trucks could use the access ramp to reach and remove the pumps. A test by Operations staff confirmed that Johnson's suggestion would work. Now construction plans call for building a permanent access ramp instead of a crane system.

"As a result, MSD will save \$97,580 in construction costs as well as future savings in operations and maintenance costs," said Suggestion Committee Chair Vince Bowlin. "This suggestion had merit because it caused MSD to consider an alternative that proved to be effective and less expensive."

Because his idea was put into action, Johnson will receive \$5,000, Bowlin said.

The Suggestion Committee was created in 1988 to encourage employees to develop cost-saving ideas that make day-to-day operations more efficient. Once money-saving ideas are implemented, employees can be rewarded as much as 10 percent of the savings up to \$5,000.



MSD named to Million Dollar Club

For the 15th year, the Kentuckiana Minority Supplier Development Council has named MSD to the Million Dollar Club. The designation is given to companies posting more than \$1 million in minority business expenditures annually.

"Our staff continually makes conscious purchasing decisions that support our diversity initiative," said DiverseWorks Program Specialist René Patterson. "This recognition is a result of those efforts."

KMSDC is a non-profit organization whose mission is to grow minority business enterprises through corporate purchasing connections.

24/7 service

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Area Team Customer Specialists Carolyn Williams and Tony State with some of MSD's family and friends

can enjoy the celebration. "It's not uncommon for Customer Service staff from other shifts to graciously work part of their off days to provide coverage when phones are very busy or during events such as the Extravaganza," according to Customer Service Manager Allison



Control System Specialist Ben Alclair

Sheppard. "If it is impossible to get everyone to an event, someone will invariably volunteer to stay behind to provide coverage."

While Sheppard staggers employee attendance to the Extravaganza, personnel from other MSD departments also help staff the Call Center and Main Office reception desk, allowing most Customer Service employees to participate. "Borrowed staff are a great help to us during the Extravaganza," Sheppard says.

In addition to filling in during special events, trained employees from other departments also enable Customer Service staff to attend

training and work on special assignments like Product Teams. "Plus, having a larger pool of trained people in the wings who can help out better prepares us for a large storm or other times customers really need assistance," Sheppard said.

Some jobs require highly specialized skills, including the 85 treatment plant operators, mechanics and electricians. Carty said West Region's distinguished support staff also helps keep plants running smoothly. "We've had good



Public Affairs Coordinator Robin Bowling

turnout from employees at the Extravaganza, as well as our extended family of retirees who return each year." He credits the department's participation to the Morris Forman and West County plant supervisors "who have been scheduling wizards for a long time."

Even with fancy scheduling and help from other personnel, not all Maintenance personnel get to go to the Extravaganza, according to Byrd. One year Sewer Inspector Melvin Benford worked the entire first shift because there wasn't



Laborer Eddie McAfee



Engineering Director Derek Guthrie and Maintenance Manager Tom Middeler

another inspector on duty. He didn't complete the work until 7:30 p.m., long after his regular shift and the Extravaganza ended.

Despite the tricky scheduling and individual heroism, Byrd says Maintenance employees look forward to the Extravaganza. "There is so much love and fun throughout the day."



AFTER WORK

MSD Retirees Club News

By DOTTIE METCALFE
Past President and Charter Member

It's good to know that some read and look forward to retiree news. My intentions have been good, but the week I spent in the hospital after suffering a stroke slowed me down.

Jim Dollar is doing better and ready for visitors and cards. He's at Britthaven of South Louisville, 9600 Lamborne Blvd.

Reminder notices are in the mail about the Club holiday luncheon on December 20. Please plan to celebrate the season with old friends.

All MSD Retirees wish everyone a safe, happy holiday season. May we all enjoy good health, happiness and peace in 2003.



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911
502-540-6000
www.msdlouky.org

Connect with MSD:

24-hour Customer Service: **587-0602**
Customer Service Online: www.msdlouky.org/customer
Speech- and hearing-impaired customers call: **540-6233**
Para hablar en espanol: **540-6423**
Entre 8 manana y 5 p.m. lunes a viernes

Inside Update

- MSD keeps working during holiday celebration
- Jim Wathen elected to DBIA chapter post
- Good idea pays off for Tim Johnson
- Shoring up creek to improve drainage

Wathen elected

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develop and manage chapter committees, act as liaison between the Ohio Valley chapter and local and state officials, perform the duties of president in his absence, and recruit new members. He will also bring the newest design-build technologies to MSD, where eight other employees are members.

Wathen holds a bachelor's degree in civil engineering from the University of Kentucky and professional engineering and

professional land surveyor licenses in Kentucky. His service with other professional organizations includes chair-elect of professional engineers in construction practice division of National Society of Professional Engineers, past president of Kentucky Society of Professional Engineers, founding board member of Midwest Society of Trenchless Technology, and past chairman and board member for the Kentuckiana Construction Users Council.

Upcoming Events

December 12

West Louisville Community Public Meeting, 7 p.m., Shawnee High School, 4018 W. Market St.

December 20

MSD Retirees Club Holiday Luncheon, 11 a.m., Masterson's Nicolas Room, 1830 S. Third

December 24 & 25

Christmas holidays. MSD offices are closed. For 24-hour service phone 587-0603

January 1

New Year holiday. MSD offices are closed. For 24-hour service phone 587-0603

January 13

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

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