



**MSD**

Louisville and Jefferson County  
Metropolitan Sewer District

# Update

News about activities and developments at MSD

**February 13, 2002**

## Key pump station to undergo upgrade

A \$7.7 million project will enhance a critical pump station's ability to move wastewater to treatment facilities and perform as part of the city's flood protection system.

From its location in Butchertown, the Buchanan



*The 50-year-old Buchanan Street Pump Station is critical to MSD's sewer and flood protection systems.*

Street Pump Station operates continuously, pumping wastewater to the Morris Forman Treatment Plant. When floodwaters threaten, it also is the first pumping station to go into operation.

As a wastewater pump station, Buchanan Street is the Spaghetti Junction of MSD's sanitary sewer system, the point where three major trunk lines carrying wastewater from most of the Beargrass Creek watershed area converge. During dry weather, that wastewater is pumped from Buchanan Street to the Ohio River Inceptor, which transports it to the Morris Forman plant.

During most heavy rains the wastewater is combined with stormwater and exceeds the pump station's capacity, according to Wet Weather/Water Quality Team Leader Angela Akridge. Then, untreated wastewater combined with stormwater overflows into the Ohio River.

When construction of the upgrades are completed at the Buchanan Street pump station, Akridge estimated the amount of untreated combined wastewater discharged into the river will decrease by about 70 million gallons per year.

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## Lab keeps customers first

To view a working example of how MSD works to provide better services with fewer employees, go directly to the laboratory at the Morris Forman Wastewater Treatment Plant.

With eight full-time employees—about half the employees working in the lab just three years ago—the lab handles more volume more rapidly than before. Automation has been incorporated into the lab's daily routine, keeping costs low and performance high.

A \$250,000 investment more than two years ago added a laboratory management information system and two new instruments. According to Laboratory Manager Zonetta English, metals analyses comprises 43 percent of the lab's business.

Nutrient analyses that once took three days to process are now done in 20 minutes. The lab that used to process 16 metals samples a day can now process 200. Lab services also are available 24 hours a day.



*Linda Wilson, Jimmy Senn and Zonetta English gather to discuss analytical results.*

The workload for lab employees has increased by about 30 percent.

"The lab is a success story in customer-oriented, efficient, technology-based service," says Director of

Research/Productivity Assessment Mike Sweeney. "Innovation and a high level of internal communication has made us more efficient with technology and better

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## Mill Creek

### Sewer expansion continues off Dixie Highway

Construction will soon begin to connect nearly 500 properties off Greenwood Road to sanitary sewer service.

About three miles of sanitary sewer will be constructed to provide service to properties between Daisy and Lucille avenues. Currently on-site septic systems are used in the area to treat wastewater.

The project will cost about \$1.8 million and take up about one year to complete.



## Customer First at Work

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

**“Robin Ferrell and Tony Clarkson** did everything possible to unstop my sewer lines, which turned out to be on my private property. But I wanted them to be recognized for an excellent job anyway. They went over and above their jobs to help and I was impressed by their show of teamwork. Good job!”

—Betsy Hand, Louisville, 40214

“I had just bought this property and already the sewer was backing up. Your customer service representative patiently explained how maple trees often affect sewer lines and that a pipe on my property had recently been replaced. The workers who assessed the problem in person also were helpful and knowledgeable. I am thankful for your assistance.”

—Charlotte Snider, Okolona, 40229

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## Area Team News

### Beargrass Creek

#### City, HUD contribute to drainage work

Construction will soon begin on drainage improvements in three neighborhoods in Louisville's Second Ward, thanks to a funding partnership with **Alderman Barbara Gregg**.

Gregg is funding 40 percent of each project's cost.

The Redbud/Maywood Drainage Maintenance project will provide positive roadside drainage along **Redbud Lane** and **Maywood Place**, serving 85 single-family residences and closing out seven customer service requests.

The project will cost \$154,477.

To improve roadside drainage along **Debera Way** and portions of **Pamela Way** and **McMahan Boulevard**, a \$119,934 drainage maintenance project is planned.

A drainage maintenance project will improve drainage along **Sudbury Lane**, **Layside Drive** and **Woodgate Lane** roadsides, and in rear and side yards along **Wimpole Court**. The work will reduce standing water and improve stormwater runoff movement for 55 single-family residences while closing out 11 customer service requests.

The project will cost \$112,000.

The **Elderwood Way Drainage Improvement Project** will provide a roadside swale and rear yard channel system to alleviate standing water problems in the area. The \$87,377 project's cost will be totally reimbursed by grant funds from the federal Housing and Urban Development agency.

### Morris Forman Wastewater Treatment Plant

#### Odor reduction plan OK'ed for West County Plant

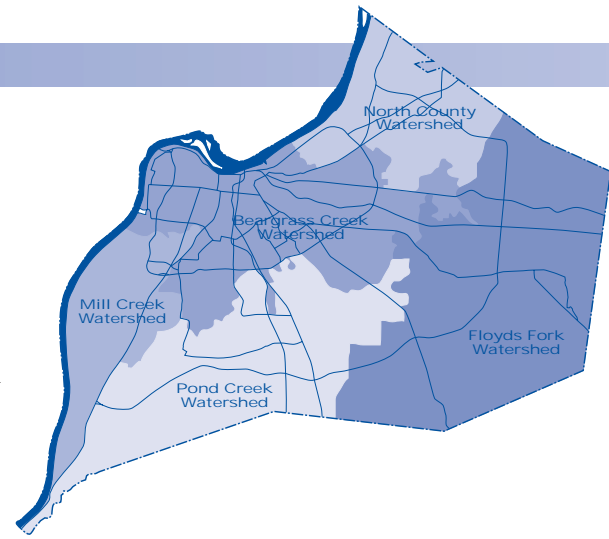
A \$2.4 million project aims to minimize odor from the processes at MSD's West County Wastewater Treatment Plant.

When completed in mid-2003, odors from the plant should be reduced by 96 percent, according to Morris Forman Area Team Leader Saeed Assef.

The project will tackle the plant's worst odor sources—the screening building, grit facilities and aeration basins. Ventilation upgrades and odor control mechanisms will be added at the screening building. Odor emission controls will be added to the grit facilities, scrubbing the emissions before they are released.

Aluminum covers will be built over aeration basins to capture odors and prevent them from migrating. In addition, the basins will be equipped with a fine bubble air diffusion system that will reduce odor and noise while improving process efficiency.

Assef said the odor reduction plan resulted from air monitoring studies at the plant and surrounding area, and public meetings with plant neighbors.



## Key pump station

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Among the planned upgrades is replacing two existing pumps with four 24,000 gallons per minute submersible pumps. "That will increase the station's capacity from 120 million gallons a day to 140 million gallons per day," Akridge said.

Also, the wet well at the pump station will be lowered, allowing

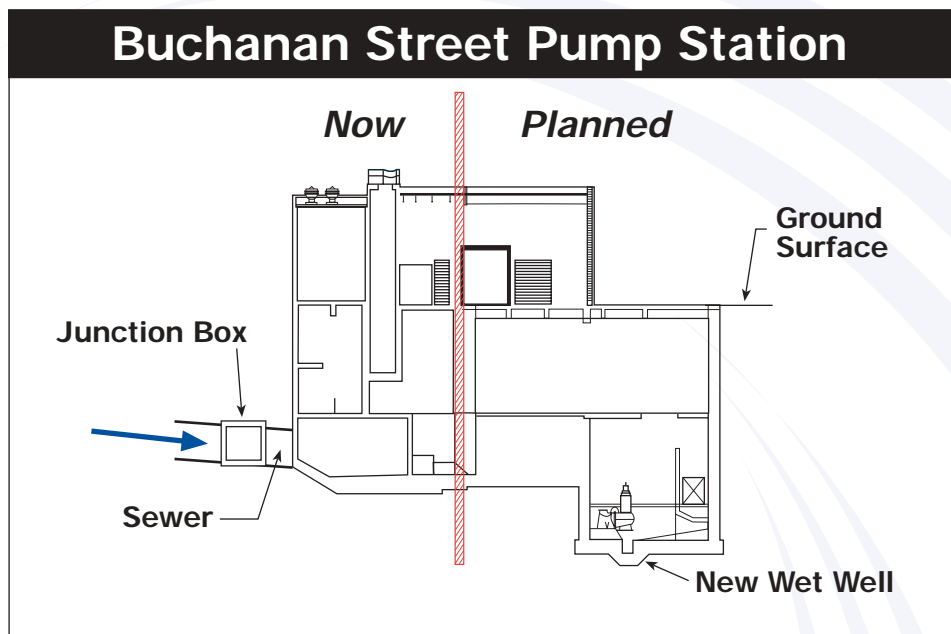
*Upgrades will increase the station's capacity and efficiency.*

incoming wastewater to drain better, reducing the amount of sediment that settles in the sewer and increasing the pump station's capacity to handle incoming wastewater. The station's sluice gates

will be fitted with hydroelectric actuators, enabling them to be operated remotely and improving wet weather response.

The new station will be built next to the existing station, incorporating it into the new station when construction is complete. The existing station will continue

to operate during construction. "Early on a Sunday morning about two years from now, when most customers are asleep and not taking showers or doing laundry, we will change the inflow pipe to the new station with no disruption," Akridge said.



## Lab keeps customers

(continued from front page)

trained personnel."

English attributes much of the lab's success to cross-training, enabling lab staff to become more competent and capable of moving into areas that had been beyond their expertise. "As each employee's knowledge base grows, they move confidently into new areas where they can be productive," she said.

The lab uses available resources to perform services benefiting MSD as well as external customers. Stream monitoring, industrial waste monitoring and special process testing are among the lab's daily work. Lab personnel also have performed microbiologic tests as part of the Ohio River Valley Water Sanitation Commission's Louisville Wet



Linda Wilson works at an instrument that processes 200 samples per day at MSD's laboratory.

Weather Study and tested samples for the Friends of Beargrass Creek. Sweeney said the lab demon-

strates the benefits of cross-training and working across department lines to best provide services. "Lab personnel are thinking globally instead of departmentally, migrating away from being specialists toward becoming generalists," he said. "It's one way MSD can achieve a right-sized workforce capable of providing more services."

"Also," English adds, "the lab's staff works well as a team. They have embraced the Customer First concept that is the cornerstone for MSD."



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

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## Inside Update

- Upgrades to improve pump station efficiency
- Odor reduction planned for West County Plant
- Technology, training enhance laboratory's services
- Drainage improvements ahead for 2nd Ward

## Upcoming Events

### Feb. 18

*Presidents Day holiday*, MSD offices are open

### Feb. 21

*Public meeting*, Fairview/Wildwood Sewer Project, 7 p.m., Wildwood Country Club, 5000 Bardstown Rd.

### Feb. 25

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

### March 11

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

### March 18

*Public meeting*, Shively Sewer Collectors, 7 p.m., Shively Heights Baptist Church meeting room, 2627 Crums Ln.

## Customer First

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"Your crew of **Lee Hatchett**, **Steve Jones** and **Alonzo Spencer** that promptly responded to my situation, along with the office folks, were respectful and professional. I hope I never have reason to call MSD again, but if I do I know my request will be handled professionally."

—Vince Senior, Prospect, 40059

"I commend **Don Riddle** for his help in resolving my sewer back up. He was able to pinpoint that the problem was on private property and was very helpful. Even though he couldn't fix it, we appreciate the work Mr. Riddle did for us."

—Leslie Kellems, Louisville, 40217

"The crew that responded to my request to unplug a catch basin, headed by **Eva Barlow**, responded quickly and did an excellent job."

—Eddie Redmon, G&R Carwash, 40272

## MSD Milestones

Thanks to this departing employee:

- Derwin L. Webb, DiverseWorks, resigned Feb. 8

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