



MSD

Louisville and Jefferson County
Metropolitan Sewer District

Update

News about activities and developments at MSD

February 27, 2002

Strategic plan to sharpen focus on Customer First

MSD's strategic business plan is sharpening its focus on customers by incorporating outcome-based measurements and refined strategy statements.

"We've been saying MSD puts customers first, but our business plan needed to more accurately reflect how we hope to do that," said Director of Research and Productivity Assessment Mike Sweeney. "Recent dialogue with our customers indicates that we're on the right track, but our business plan may not be as focused as it needed to be."

MSD's Vision:

Customer First

- clean water
- green environment
- growing community

Since last summer, teams of MSD personnel have worked with a customer-care specialist reviewing three service products on a pilot basis: sewer backup repairs, property damage claims and drainage programs. Each of the three pilot teams will present revised business strategies, along with measures to gauge customer satisfaction, to the Executive Team by April 12. With E-Team approval, those recommendations may be included in MSD's budget for the fiscal year beginning July 1.

Sweeney said the pilot's results were promising midway in the process. "We learned that this

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Union employees approve five-year contract



Union employees representing MSD's treatment plant operators, mechanics and sewer maintenance workers voted February 20 to approve a five-year contract with MSD. The new contract provides annual wage increases through 2006, defines health and dental benefits, and outlines a training program that ensures that skilled and experienced workers are present on all shifts.

Contract negotiations lasted

three months. Because both MSD and the union sought a long-term pact, more issues were addressed, according to Executive Director Gordon Garner. Union members, representing National Association of Government Employees' locals R5-189 and R5-191, ratified the contract by a 65 percent majority. The contract became effective February 25 with approval by MSD's Board.

The contract increases annual wages by three percent through 2005, rising to 3.5 percent in 2006, impacting every union worker. Under the new contract, MSD will pay 80 percent of each employee's monthly medical and dental insurance

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Students see environment's bright side

It's a mix of performance and pollution prevention.

MSD and the City of Louisville's Brightside program have partnered with Stage One to provide children a hands-on approach to exploring environmental issues. The result is an interactive drama-based instructional strategy called **Eco-Drama: InterACT with Your Environment**.

"The goal of Brightside's school program is to bring about positive and lasting changes in our environ-



ment, so that the next generation of children can enjoy it," said Mayor Dave Armstrong. "This program does just that."

Students of Kennedy Montessori Elementary School were the first to participate in the new program.

Like MSD's **After We Flush** program aimed at teaching fifth-

graders communication, problem-solving and other skills as they learn about wastewater treatment, Eco-Drama also is founded on the

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Customer First at Work

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

"Thanks to **Kim Hill** and **Ron Lockridge** for their quick response in inspecting our back up. They provided detailed information about what the inspection involved and were very helpful."

—Beverly Zwiker, Jeffersontown, 40299

"Your crew that is working to resolve the back up is doing a great job. I've been at home while they've been here and they are busy, but professional and friendly when talking with the neighbors and me. I want the management to know that **Ron Harris**, **Walter Jackson**, **George Moore** and **Jerry Trammel** do fine work."

—Linda Kirchner, Louisville, 40215

"**Jill Allen** of the Pond Creek Team was able to answer all my questions, but special thanks to Public Affairs Assistant **Bolden Rose**, who stayed with me until my issues were resolved."

—Gary Lawrence, Valley Station, 40272

"Thanks to **Ms. Julie Buckler** for the tour of MSD and showing us how geographic information systems are used in real life situations. The maps you gave our class are awesome. Thank you again for showing us around."

—Doss Magnet School, Louisville, 40214

MSD Milestones

Thanks to this departing employee:

- Elizabeth Mitchell, Human Resources Department, retiring Feb. 28

Area Team News

Floyds Fork

Pope Lick Interceptor finished, with extras

Construction of a major sewer interceptor flowing to the Floyds Fork Wastewater Treatment Plant is completed, along with additional work to improve drainage and enhance sites of two treatment plants removed from service.

The additional work, costing about \$50,624, enhanced drainage along Wooded Falls Road and relocated a water line, removed a tank and added replacement plantings across from the Kirkham Trace Wastewater Treatment Plant. The Kirkham Trace and Cross Creek wastewater treatment plants were removed from service when the interceptor was completed. The Wooded Falls Pump Station also was removed from service as part of the interceptor project.

Completed in early February, the Pope Lick Interceptor is about one and one-third miles long and serves much of the southern part of Middletown. The entire project cost about \$1.7 million.

Mill Creek

Sewer project to serve 125 properties

More than one mile of sewer will be constructed as part of the Black Pond project, connecting a residential area west of Terry Road to sanitary sewer service.

When completed about 125 properties that have relied on septic systems will be connected to MSD's sewer system.

The project, including more than a mile of sewer, 29 manholes and resurfacing, is expected to cost \$488,425.

Akridge recognized by KSPE for service

The Kentucky Society of Professional Engineers' Louisville Chapter presented its annual Achievement in Government Award to MSD's Wet Weather/Water Quality Team Leader

Angela Akridge. The award was pre-

sented at the chapter's Engineers' Week Banquet February 22.

"Angela was selected for the award because she expects 110 percent but gives 150," said Christopher Crumpton, coordinator of the awards program. "She serves

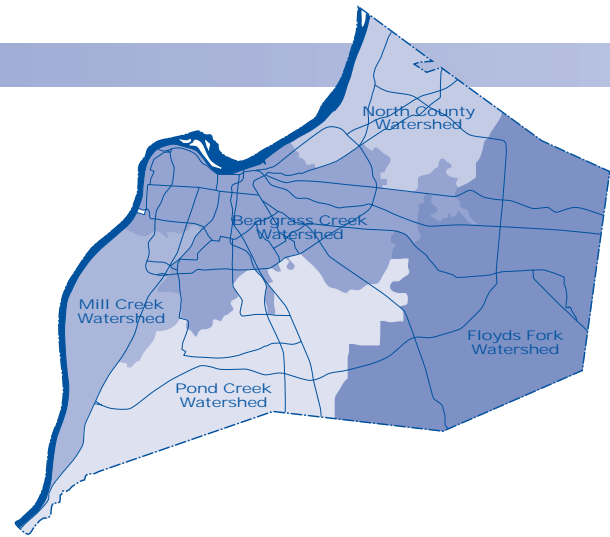
as our chapter treasurer, was instrumental in developing the Erosion Prevention and Sediment Control Ordinance, and has held several committee positions for our

chapter and statewide organization," Crumpton

noted.

Akridge began her MSD career in a co-op position 10 years ago while pursuing a bachelor's degree in civil engineering. She was

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Kentucky Society of Professional Engineers

Union employees approve

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premium, with employees paying 20 percent a month. In 2005 the ratio changes to 23 percent for the employee and 77 percent for MSD and, in 2006, 25 percent for the employee and 75 percent for MSD.

One of the new contract's most significant provisions is employee cross training by skills and by geographic areas for plant operators and technical personnel, according to Garner. "This will ensure flexibility in the event of a service outage in a particular area and make sure that we have experienced personnel at all skill levels available on all work shifts," he said. MSD and the unions negotiated

the utility worker's training classes as part of the previous contract as an incentive for raising skill levels for each employee, Garner said.

Increasing each employee's individual capabilities has enabled MSD to place smaller crews in the field, raising the total number of crews at work without increasing workforce. "This is one of our strategic business objectives—providing better customer service with a smaller, versatile workforce," Garner said, noting that MSD's total workforce decreased by 25 percent during the past five years. "Our union employees are demonstrating their commitment as well both on the job and by supporting this contract."

Strategic plan

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approach shores up our Customer First philosophy and that the strategic business plan can be reorganized into an outcome-based format," Sweeney said. "That's a shift for us in an engineering environment, where the process tends to be highly emphasized, but a step we needed to take to achieve our Customer First vision."

To keep the process moving, the products in line to undergo the Customer Centered Culture methodology, and their sponsors, have been identified:

- Five-year capital plan, detailing major construction projects and expenditures (Derek Guthrie, sponsor)
- Customer satisfaction survey (Trish Burke, sponsor)
- Employee development plan (sponsor to be named)
- Billing procedures (Marion Gee, sponsor)
- Product portfolio (Gee and Mitch Witten, sponsors)

"These were selected from MSD's budget as customer products with the greatest impact in our organization and, with improvement, should

also have outcome impact," according to Sweeney. While sewer and drainage service are MSD's mainstay products, the E-Team has listed 63 products. "That's significant as we transform from a planning and budgeting process based on activities and functions to one based on products," he said.

Sponsors of the five targeted products, as well as teams working on other products, are charged with developing performance measures for them by April 30. Then, with employee input, they'll create strategies to improve the products.

"Using this balanced scorecard approach more clearly defines the outcome, making it easier to measure and evaluate," Sweeney said.

Refining the business plan by identifying service products and defining desired outcomes and measures continues to give MSD employees opportunities for innovation and creativity. "We hope to sharpen our organizational focus on customer-based outcomes," Sweeney said. "Continuing to refine our business plan is necessary to achieve our vision and our goals cost-effectively. If we stay truly focused on our customers, efficiencies and innovation will result."

Third-graders

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Kentucky Department of Education's Core Content for Assessment. Third-grade students act out instructional activities based on lesson plans available to



classroom teachers. Thanks to MSD's sponsorship, third-grade teachers in Jefferson County Public Schools can work in their classroom with Stage One personnel for four days at no charge.

"Hands-on programs such as **Eco-Drama** and **After We Flush** open up new ways of learning," says MSD's CERES Principles Engineer Sarah Lynn Cunningham. "Using performance and interaction increases student enjoyment and makes the lessons more memorable. In short, these programs make learning more fun and effective."

Upcoming Events

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.

March 19

Public meeting, Valley Trunk (VT 12-C & 15-C) Sewer Project, 7 p.m., Southwest Government Center, 7219 Dixie Hwy.



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Inside Update

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- Strategic plan sharpens Customer First focus
- Akridge recognized by KSPE for service
- Brightside, MSD partner on educational program



AFTER WORK

MSD Retirees Club News

By DOTTIE METCALFE
Past President & Charter Member

MSD retiree **Ron Shartzner** has retired again, this time after 28 years as athletic director at Our Mother of Sorrows School. His accomplishments in this career were detailed in a recent *Courier-Journal* article.

Other MSD retirees are devoted volunteers for organizations and churches. **Gordon Berry, Carolyn and Joe Harrett, Mickey Kahlbin, Jim Kratt, Dorothy Milner, Bernie Neaglie, Junie Roehrig, Beverly Truitt, Roy White** and others give freely of their time and energy.

Since our last column, **Regina Ehrmann** made her self at home at Twinbrook Nursing Home and **Trish Moynagh** celebrated a milestone birthday.

Our dedicated charter member **Kenneth Gravette** recently passed, and deepest sympathy goes to his family and friends.

Please keep **Paul Bowling, Melvin Fritsch's** wife Susan and **Bob Watkins** in you thoughts as they recover from surgery or illness.

To submit news for this column, please contact me (phone: 239-1351, e-mail: DottieMDog@cs.com).

Akridge recognized by KSPE *(continued from page 2)*

Combined Sewer Overflow Manager from 2000 until her appointment as Wet Weather/Water Quality Team Leader in October 2001. Akridge also holds a master's degree in civil engineering and received this same award in 2000.

MSD's Tony State co-chaired the Louisville KSPE chapter's banquet planning committee, which hosted the event.

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