



MSD

Louisville and Jefferson County
Metropolitan Sewer District

Update

News about activities and developments at MSD

June 12, 2002

Schardein steps up as Acting Executive Director

Community Relations and Emergency Response Director Bud Schardein has taken on Acting Executive Director duties, beginning June 1.

During his 18-year career at MSD, Schardein has been at the forefront of numerous projects and initiatives, presenting details about MSD activities to neighborhood associations, civic groups and news media. He helped MSD transition to a more proactive public response agency when natural, accidental or mechanical events impact MSD flood protection, drainage and wastewater systems.

A native Louisvillian, Schardein studied industrial technology and business administration at Morehead State University. Following service in the U.S. Army, he obtained a bachelor's degree in communications from Spalding University.

Schardein teaches annual workshops on public involvement for

stormwater utilities at the University of Wisconsin and the University of Pittsburgh.

Schardein serves on the City of Louisville Plumbing Control Board and is a former chairman of the Kentucky chapter of the American

"MSD will move forward as a team, dedicated to the needs of our customers and our community."

Public Works Association. He is past president of the Victory Athletic Club, former board member of the St. John's Day Center for the Homeless and a past member of the Metropolitan Housing Coalition. Schardein belongs to the Public Relations Society of America, Association of Metropolitan

Sewerage Agencies and other professional organizations.

"We are beginning another period of change at MSD," Schardein said. "What we are doing as an agency is much broader and affects more people than what we did in the early 80s."

As Acting Executive Director, Schardein says MSD will continue building on its accomplishments. "We will not stand still—our customers won't allow it and we are accountable to them. It's their money."

Schardein hopes MSD can sharpen its focus on several initiatives, including:

■ **Regional Expansion:** "We must continue providing sewer service to areas in Jefferson County that are still on septic systems. However, we also must look beyond our border. We can't let the river or a county line be a boundary."

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Nominate DiverseWorks Champions



Have you wanted to recognize an MSD employee who helped you find a certified business for a subcontract? Do you know of a certified business that

provides exceptional quality and creative solutions to challenges? Wouldn't it be nice if that big company that consistently uses certified businesses got the recognition it

deserves?

MSD's DiverseWorks program is seeking nominations for the 2002 Champion of the Year awards. Nominations are open in these categories:

- certified minority- or woman-owned businesses
- MSD's prime contractors, consultants and business partners
- MSD employees

While MSD presents quarterly Champion awards to recognize employees and MSD Board

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TTY line connects customers, service

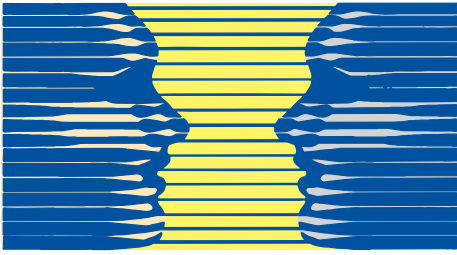


Speech- and hearing-impaired customers will have an easier time contacting MSD's Customer

Service Department, thanks to a dedicated TTY line.

TTY, or Text Telephone, lets speech- and hearing-impaired callers communicate by typing

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Customer First at Work

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

"Thanks to **Jerry Manley** and **Steve Prestigiacom** for addressing our concerns about standing water in the drainage ditch on our property. They came from down the street to take time out for us."

—Marilyn Hynes
Louisville, 40218

"**Marya Summers** helped save my garden! A pipe disconnected from a pump and flooded my yard, but Marya contacted the right people and the problem was fixed. Thank you!"

—Prafula Sheth
Louisville, 40205

"Hats off to **Jermaine Murphy**, **Steve Stewart** and **Christina Thomas** who worked on the backup on our street. They were very professional, they located and explained the problem to us, and after fixing it they left the area as neat as it was before they came."

—Norman Glazer, M.D.
Louisville, 40207

"**Donnie Riddle** is doing a great job! He was polite, answered all my questions and relieved a lot of anxiety about my sewer backup. I truly appreciate his work!"

—Doreen O. Burks-Weathers
Louisville, 40218

"I was very impressed with **John Alexander**, **Cary Smith** and **William Smith** who installed a trench drain and driveway apron at my home. They did a beautiful job—despite the rain."

—Paul Reynolds
Louisville, 40241

Area Team News

Mill Creek

Sewer expansion enters final phase

The fourth and final phase of sewer expansion in Jefferson County's most densely populated, unsewered area is underway.

"Initially, the Mill Creek Action Plan called for three phases of sanitary sewer construction, based on treatment plant and pump station elimination, neighborhoods petitioning MSD for sewer service, and the area's development potential," according to Mill Creek Area Team Leader Tom Williams. "Phases one and two were recently completed and construction for Phase three projects is well underway."

But, the Mill Creek Area Team identified 18 neighborhoods without sewer service that haven't had the opportunity to consider and vote on getting sewers. Williams said those 18 neighborhoods, spotted throughout the Mill Creek area, are the final phase of sewer expansion.

The 18 neighborhoods represent nearly 3,500 properties. To serve them, construction of more than 40 miles of sewer and more than 18 miles of property service connection will be constructed.

MSD's Board established guaranteed maximum assessments—the share of sewer construction costs paid by property owners—ranging from \$6,156 to \$10,464. Williams said public meetings are planned to discuss the projects with property owners, explain the assessment costs and arrange for them to vote on whether or not they want sewer service.

Morris Forman Plant

Plan to prevent plant power, service outages

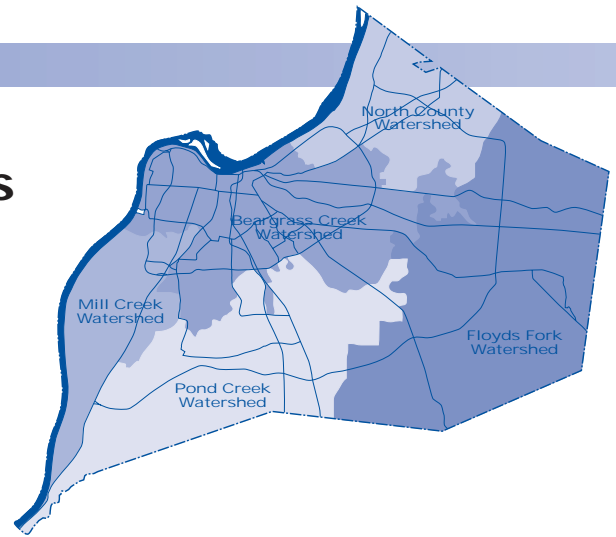
Storms sweeping through the Ohio River Valley can cause power outages, meaning miscued traffic signals, alarm clocks that never ring and morning coffee purchased instead of home brewed.

When power outages affect the Morris Forman Wastewater Treatment Plant, even bigger problems can occur, according to Morris Forman Area Team Leader Saeed Assef. "Without electric power, the treatment plant—treating an average daily inflow of 105 million gallons of wastewater per day—is essentially inoperable," Assef said.

After an April storm, which cut power to the plant for almost six hours, Assef said MSD had been working with LG&E on solutions to avoid future outages.

LG&E is installing a second line bringing power to the plant to serve as a back-up source if the existing line fails. To ensure uninterrupted power, the electric substation that serves the Morris Forman plant will be expanded. Remote operators and automated switching eliminates lapse time in the event of a power outage, according to Assef.

The project is estimated to cost \$150,000. The backup line should be in place within 10 months.



Sun safety among wellness lessons



Working in the summer heat and sun can put MSD personnel at risk to skin cancer and heat exhaustion. To help staff understand the threats and avoid problems, MSD's Health and Wellness program is offering special training in how to cope with prolonged exposure to sun and heat.

"During the summer months, sunscreen can be a life saver in preventing exposure that adds to a person's risk of getting skin cancer," said Loss Control Administrator Nannette Edwards who coordinates

the program. "Heat exhaustion can be avoided by drinking lots of water to keep hydrated, wearing light colored clothing and avoiding the heat altogether," she said.

The skin cancer awareness program will be held June 20. A program addressing heat exhaustion prevention measures is planned for July.

MSD's Health and Wellness program offers monthly sessions covering a variety of topics including heart disease, nutrition and self-defense. An on-going Weight Watchers program also is conducted.

For details about the Health and Wellness program or to sign up for a session, phone Edwards at 540-6340 or e-mail her at edwards@msdlouky.org.

DiverseWorks Champion

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members, this call for nominations is the community's first opportunity to participate in the awards, according to DiverseWorks Program Specialist Renè Patterson. "There are so many DiverseWorks success stories in the community we are anxious to hear about them through these nominations," Patterson said.

Nomination forms and criteria are available on the Internet at <http://www.msdlouky.org/insidemsd/diverse/dca.html>. Nominations may be submitted online, by fax (to Renè Patterson at 540-6106) or by mail to Patterson at MSD's

Main Office.

Nominations are due June 30. Winners will be selected by the DiverseWorks Champion Awards Committee and will be presented at the MSD Board meeting on July 22.



TTY line

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messages and reading replies, instead of talking and listening. MSD's TTY line will be staffed around the clock to receive and respond to customer questions and service requests.

Customer Service Manager Allison Sheppard said the line will enable speech- and hearing-impaired customers who have a TTY

machine to contact MSD directly about sewer and drainage concerns. "In the past, these customers either wrote to us or had another person call us on their behalf. This service puts these customers in direct contact with us," Sheppard said.

MSD's TTY customer service number is 540-6233. It is accessible 24 hours a day, seven days a week.

Schardein steps up

(continued from front page)

■ Drainage and Flood

Protection: "We must look at innovative ways to accelerate funding for neighborhood projects. Drainage improvements are our customers' number one concern."

■ **Sewer Rehabilitation and Wet Weather:** "Maintaining efforts here is the only sure way to remain a model program for others while improving water quality in our community's streams and creeks."

■ **Environmental Stewardship:** "MSD must continue student environmental programs and neighborhood efforts to promote greenways that serve both as passive recreational facilities and buffers that filter pollutants before they enter creeks and streams. And, we must focus attention on our customers who live near our treatment facilities, with such programs as odor control, natural screenings and buffer zones."

Change has been a constant feature of MSD throughout his tenure, Schardein says. "But our consistent focus is providing our customers with our core business products: wastewater treatment, stormwater drainage and flood protection. MSD will move forward as a team, dedicated to the needs of our customers and our community."

MSD Milestones

Congratulations on new positions:

- **Christina Tomasulo**, promoted from Customer Service Rep to Public Affairs Assistant, 6/3
- **Cindy Sturm**, transferred from Fleet Services to Customer Service, 6/10

Welcome to MSD:

- **Deby McDaniel**, DiverseWorks Program Administrator/Affirmative Action Officer, 7/1



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Louisville and Jefferson County
Metropolitan Sewer District

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Inside *Update*

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- Employees learn to play it safe in sun, heat
- MSD lassoes awards in APWA "Rodeo"
- TTY line connects customers to service

MSD lassoes "Rodeo" awards

A team of MSD staff took second place May 18 in the American Public Works Association Rodeo.

Contestants competed in events ranging from Bobcat maneuvering to backhoe bowling and dump truck docking. The annual APWA event gives public-works personnel a chance to show their skills with heavy machinery. According to MSD's team coach Jeff Vessels, it's heated competition that's a lot of fun.

"This was my first year participating, but I'll be back next year because I enjoyed this competition so much," Vessels said. He shared coaching responsibilities with Mark Smith.

Equipment Operator Robin Ferrell captured first place in the serpentine truck race and received

a \$100 prize. Tony Kimbrough, Otis Pope, Bud Schardein and Shawn Sisk finished in the top three of their respective contests and also won cash prizes. Butch O'Bannon and Jimmy Robinson also competed.

Louisville Gas and Electric, Jeffersontown Public Works, Louisville Water Company, Waste Management and Jefferson County Public Works joined MSD in the competition.

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Upcoming Events

June 15

Ohio River Sweep 2002,
phone Janice Lewis at
540-6366 to volunteer

June 24

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

July 4

Independence Day holiday.
MSD's offices are closed.
For 24-hour customer
service phone 587-0603