



MSD

Louisville and Jefferson County
Metropolitan Sewer District

Update

News about activities and developments at MSD

May 15, 2002

Corps of Engineers, MSD sharpen environmental focus



Citing an increased sensitivity to environmental missions and a broader regional focus, the Louisville

District of the U.S. Army Corps of Engineers and MSD have refined and renewed a nearly eight-year-old partnering agreement.

When it was initially signed in October 1994, the agreement, dealing mostly with flood mitigation issues, was the first of its kind in the U.S. between the Corps of Engineers and a local non-federal agency, according to Col. Robert Slockbower, Louisville

District commanding officer. The partnering agreement has become a model for similar agreements across the U.S.

The partnership's focus goes beyond traditional flood control.

"Our relationship with MSD has put the best engineering and biological talent to work addressing the needs of our community," Slockbower said. "We are refocusing our agreement to meet the needs our commu-

nity has right now, with a regional perspective to enhance our quality of life for years to come."

The partnership has positively impacted Jefferson County, according to MSD's Director of Engineering Derek Guthrie. In the last five years, about \$9.3 million was spent by the partnership on these projects:

- Construction of the 130-million-gallon-capacity Vulcan Quarry and 500-million-gallon-capacity Melco detention basins, reducing flood risk in the Pond Creek area
- Plans to construct eight detention basins to reduce flooding from the south fork of Beargrass Creek by

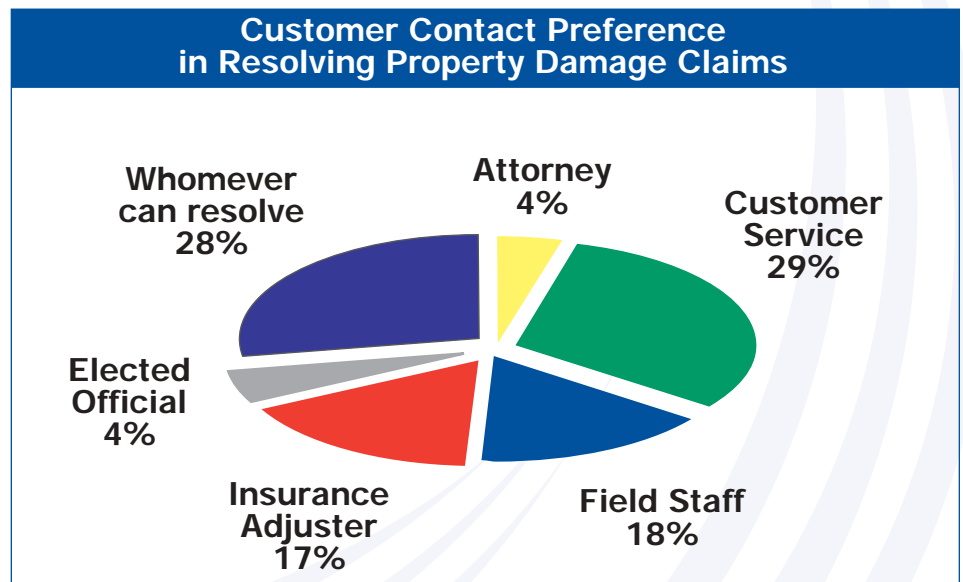
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Property damage policy revised Field staff to handle more claims

The best way to resolve property damage claims against MSD isn't through legal channels. Customers are better satisfied when claims are handled quickly, on-the-spot.

MSD can also save money and time when front-line staff that investigate damage reports, and have the most information about the claim, can judge the claim in the field.

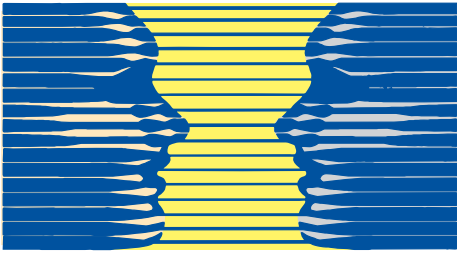
These and other findings are the basis of a revised policy to resolve property damage claims. The new policy was created by a team of MSD employees tasked with reviewing existing claims policies from a customer perspective.



It's part of MSD's effort to ensure its Customer First vision is at the forefront of MSD service delivery and in the minds of its staff. Since MSD began applying a

Customer Centered Culture methodology to its service products in September 2001, nine employees

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Customer First at Work

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

"After months of working with a builder to address drainage problems created by their work, **Diane Secor** managed to get the builder on-site to fix the problem within a week."

—Roger Hays, Louisville, 40291

"Thanks to **Darryl Coleman, William Smith, Dennis Vandiver and Ceasar Williams** for correcting the collapsed culvert under my driveway. From the time I reported the problem until the work was completed, the job was well done. Thank you for providing good service and a fast response!"

—Robert K. Griesbach, Louisville, 40242

"**Gary Trowel** was great and very helpful during the cave-in inspection."

—Robert Revolt, Louisville, 40299

"The neighbors on the 4300 block of Rondean Drive extend our appreciation to **Aamir Mahdee** for reviewing the standing water and drainage problems on our street. He is very knowledgeable. Hats off to Aamir!"

—William Barker and Neighbors, Louisville, 40216

MSD Milestones

Thanks to these departing employees:

- **Gordon R. Garner**, Executive Director, retiring May 31
- **Betty Harris**, Finance Division, retiring May 31

Area Team News

Beargrass Creek Areas to get sewers

Twenty properties in the Dellwood Estates subdivision and six properties along Ward Avenue will soon be connected to sanitary sewer service.

Approval of the Dellwood Estates subdivision project comes on the heels of a Louisville and Jefferson County Board of Health order to provide sewer service to properties on **Eskridge Lane**. The project, to cost \$134,147, will serve Eskridge Lane, which is west of Manslick Road and south of Bluegrass Avenue.

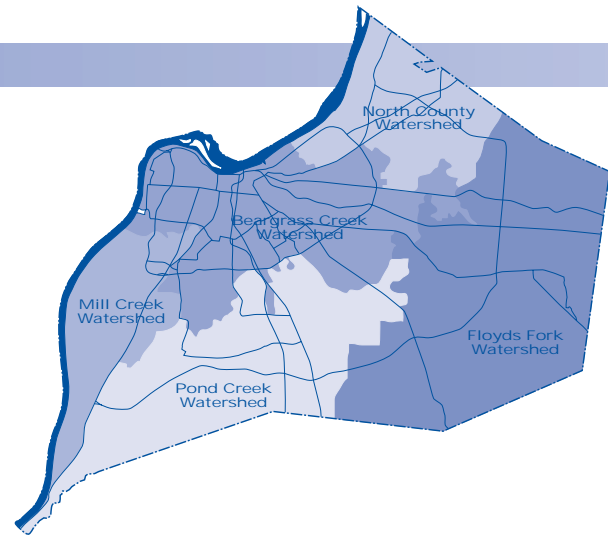
The **Ward Avenue** project is part of a larger project that extends sewers to properties in the Dorsey Lane Area of eastern Jefferson County. The project will be completed for \$55,327.

Drainage relief planned for Algonquin

A drainage maintenance project will provide drainage relief along portions of Algonquin Parkway and the 2100 block of Belquin Road.

The project will upgrade existing roadside drainage by regrading drainage swales, replacing driveway aprons and installing pipe and inlet systems in the area.

Ninth Ward Alderwoman Denise Bentley is sharing 40 percent of the project's \$77,164 cost.



Team Leader gets leadership lesson

Development Team Leader Randy Stambaugh added another tassel to his graduation cap as a member of the fourth graduating class of Leadership P.E.

Sponsored by Kentucky Society of Professional Engineers, Kentucky Consulting Engineers Council and Kentuckiana Post of the Society of American Military Engineers, the Leadership P.E. program is designed to encourage, strengthen and build the professional careers and the civic involvement of entry- to upper-level engineers.

Leadership P.E.—the first course of its kind to focus on professional engineers—is open to

engineers who live or work in Kentucky and belong to one of the sponsoring organizations.

Stambaugh was among 13 engineers to participate in seven

monthly career training and networking sessions with business and community leaders, peers and decision-

makers. Mill Creek Area Team Project Manager Robert Campbell of QK4 also participated in the program.

For details about the 2002-03 Leadership P.E. program, contact the Kentucky Engineering Center at 1-800-455-5573 or e-mail Marcie@kyengcenter.org. Applications are due June 30.



Corps of Engineers

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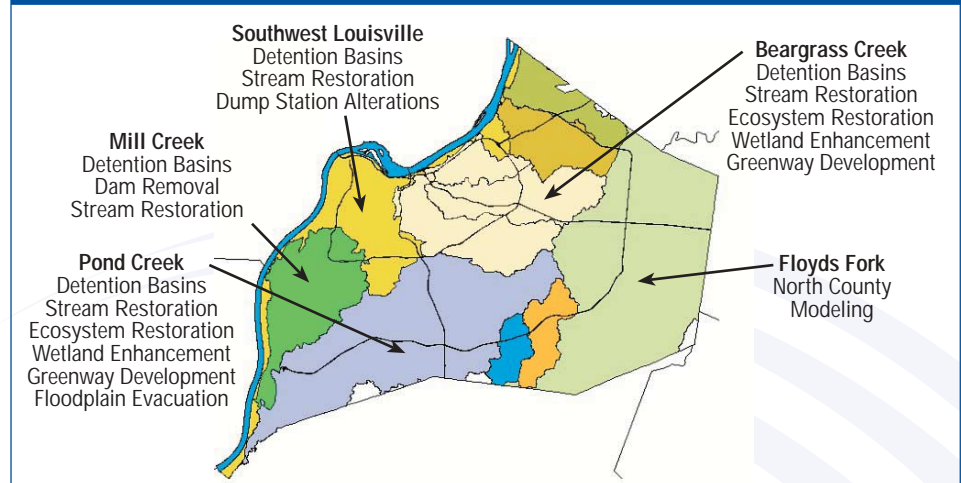
2004

- More than four miles of stream restoration and about 15 acres of wetlands created in the Pond Creek area

The Louisville District and MSD estimate another \$38.2 million in planned or ongoing projects throughout Jefferson County.

“The partnership between the Louisville District and MSD has grown beyond traditional flood control to include a greater environmental mission that will benefit Jefferson County for years to come,” Guthrie said.

Major Partnership Accomplishments



Property damage policy revised

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have explored the property damage claims policy to learn what it costs, what customers disliked most about the process and how it could be improved.

Research included customer surveys, focus groups with MSD's front-line staff and its

contractors, and consultation with MSD's Finance Department and a third-party adjuster. Among the team's findings:

- Customer satisfaction decreases as the time to resolve claims increases
- Claims handled on-site by front-line staff have the lowest cost and highest degree of customer satisfaction
- Cost to settle a claim increases the longer a resolution takes

The team recommended the policy, approved by the MSD Board May 13. Highlights of the revised policy include:

- Allowing front-line staff to make determinations about claims in the field
- Training for front-line staff in determining liability and valuation of claims
- Communicating the policy to customers, outlining the types of claims that normally are paid and how to avoid future damages

The team also developed a Settlement and Release Agreement for on-site determinations to streamline the resolution process.

The resulting policy reduces paperwork, empowers MSD personnel to make field determinations, cuts time and cost, and increases customer satisfaction.

Team's work results in innovative solution

Creating a new way to resolve property damage claims took training, discussion, number-crunching and team meetings. That added up to a big time commitment from the Property Damage Claims Policy Team appointed in the fall of 2001 by sponsor Carolyn Shain, MSD's legal director.

The Property Damage Claims Policy Team includes:

- **Becky Bennett**, Community Relations & Emergency Response
- **John Braun**, Legal and Team Lead
- **Paula Byrd**, Maintenance Support
- **Eric Kalbhin**, CSO/Teleinspection
- **Deborah Kent**, Legal
- **Pat Kirk**, Executive Offices and Team Facilitator
- **Von Mendelsburg**, Operations/Maintenance
- **Allison Sheppard**, Customer Service

Team members logged an average of 16 hours a week on the project from January until the E-Team presentation. “They managed to balance their normal workloads in addition to meeting their commitments to the team. The pay-off was worth it,” Shain said.

The resulting policy resolves customer claims more rapidly, empowers MSD field personnel to judge a claim on site and reduces the time and cost previously spent on claim resolutions.

An implementation team has been named to put the policy into practice. Shain will lead the implementation team of Paula Byrd, Eric Kalbhin and Deborah Kent from the policy development team, along with Cheryl Hardimon from the Legal Division.



MSD

Louisville and Jefferson County
Metropolitan Sewer District

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Inside Update

- Corps of Engineers, MSD renew partnership
- Revised policy to satisfy customers
- Team Leader gets leadership lesson
- Developing new policy took research—and time



AFTER WORK

Retirees Club News

By DOTTIE METCALFE
Past President & Charter Member

To the bereaved, our heartfelt sympathy:

Jeannie Alphin, retired Urban employee, for the loss of her husband

Bill Alvey, retired Treatment Plant employee, for the loss of his brother

Ray Getz, retired Administrative employee, for the loss of his wife

Bob Kaestner, retired Treatment Plant employee, for the loss of his wife

Jon Mivelaz, retired Treatment Plant employee, for the loss of his wife

The family of the late Bob Watkins, retired Engineering

Director

To the sick, a speedy recovery:

Dick Kasting, retired Engineering employee, had pace maker surgery.

The wife of John Ridge, retired Operations employee, has been in the hospital.

Lodena Setters, retired Administrative employee, recently had surgery.

Forrest Steinlage, retired Engineering employee, has been hospitalized with pneumonia.

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Upcoming Events

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 10

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