



**MSD**

Louisville and Jefferson County  
Metropolitan Sewer District

# Update

News about activities and developments at MSD

**November 27, 2002**

## Odor control plans outlined for Jeffersontown Plant

In the mid-1950s, when the City of Jeffersontown realized the need for a wastewater treatment plant, a remote location away from homes and businesses was selected. Now, that once-remote location is on a busy roadway in a densely populated business and residential area.

Since MSD purchased the plant in 1990, making the plant less of a nuisance to neighbors has been an issue. On November 20, odor control plans that are in place at the plant and those planned were detailed at a public meeting at Jeffersontown City Hall.



*Located on Old Taylorsville Road, the Jeffersontown plant was isolated when it was built in the mid-1950s but now has business and residential neighbors.*



*Carbon adsorption is used at the Jeffersontown plant. The process physically adsorbs odor-causing compounds from wastewater treatment processes.*

About \$280,000 has been spent to-date, to reduce order and make the plant less noticeable to neighbors, according to MSD's Project Manager Sharon Worley. In 2001 MSD voluntarily initiated an odor control master plan for all major wastewater treatment plants. Information from this study was used to identify other odor sources. A project is currently underway to address these odors.

Worley said the planned odor control features are designed to nearly eliminate odors from the plant. The project will enclose much of the plant's processes and capture odorous air for treatment.

About \$480,000 will be spent to complete the odor control project, expected to be fully operational by mid-2003.

## GIS Day includes Metro Council event

The Louisville and Jefferson County Information Consortium added a new twist to the yearly observance of National Geographic Information Systems Day. This year, LOJIC hosted an evening forum for newly elected Metro government officials to learn how GIS is used by local agencies.

Usually LOJIC participates in GIS Day by hosting an open house,

sponsoring map galleries at libraries and conducting in-school seminars. "This year we wanted to show our new government how our shared GIS is used to solve problems in the community," said LOJIC GIS Coordinator Curt Bynum.

The evening forum, held November 20 at MSD, centered on



*LOJIC staffer Stan Shelton (seated) demonstrates a quick map during GIS Day.*

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## Customer First at Work

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

"After feeling I was hitting dead ends with phone calls and e-mails, my confidence that I would find someone who would take action regarding the sidewalk and curb issue at my address was pretty low. But **Bill Chamberlain** turned that around. His promises were kept as well—from the timetables to the level of work done. It was one of those exceptional service experiences that have put MSD in my service hall of fame!"

—Gary Guthrie, Louisville, 40205

## MSD Milestones

### Welcome to MSD:

- \* **Brian Meyers**, Senior GIS Analyst, GIS Services
- \* **Kelvin Shorter**, Auto/Heavy Equipment Tech Helper, Fleet
- \* **Brian Stear**, Auto/Heavy Equipment Tech, Fleet
- \* **Paula Purifoy**, Attorney, Legal

### Congratulations on promotions:

- \* **Rickie Bledsoe** to Drainage Dept. Utility Leader
- \* **Patrick Denton** to West Region Operator-in-Training
- \* **Glen Eilers** to Area Team Field Inspector, Construction Support
- \* **Kim Hill** to Drainage Dept. Utility Worker III
- \* **Brian Matheis** to Drainage Dept. Utility Leader

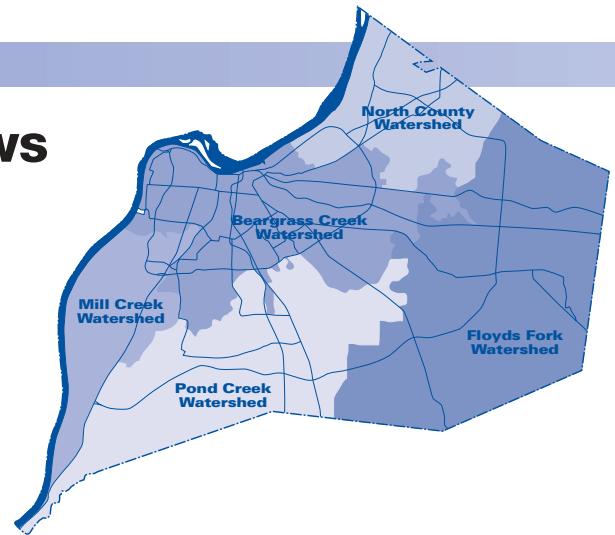
## Area Team News

### Mill Creek

The second phase of extending sewer service to Claremore Acres will get underway, constructing more than two miles of sewer and connection pipe to serve 160 properties.

At a cost of \$844,102, the project also will add 26 manholes and includes road resurfacing. Properties in the area, off Greenbelt Highway and Lower Hunters Trace, currently use septic systems.

The project is expected to be completed by spring 2003, according to Mill Creek Area Team Leader Tom Williams.



### West County Plant

With approval of an \$8.3 million construction cost limit, work to expand and enhance the West County Wastewater Treatment Plant may soon begin.

Since selecting Hall Contracting and GRW Engineers to design and build the plant expansion, a series of workshops between MSD and the contracting team have finalized construction plans and costs. Although the cost is slightly higher than the \$7.9 million originally estimated, Morris Forman Area Team Leader Saeed Assef says project enhancements will improve plant function, reduce odor and noise, and contain on-going plant operating costs.

Located on Lower River Road, the West County plant has been in service since 1986. It has been expanded from its original treatment capacity of 15 million gallons of wastewater a day to its current permitted capacity of 19.5 million gallons a day.

This latest expansion will increase the plant's capacity to 30 million gallons a day and is expected to be completed in 2005.



*Improvements at West County include new aeration processes that enhance treatment and reduce odor.*

### Wet Weather/Water Quality

An additional three areas have been targeted for sewer rehabilitation projects to prevent stormwater and runoff from entering the sanitary sewer system.

In the Jeffersontown area, work will continue to install manhole chimney seals and repair old manholes, as well as rehabilitate impaired sewer lines in the area. That will help reduce sanitary sewer overflows downstream from the area, according to Wet Weather/Water Quality Team Leader Angela Akridge.

In the Hite Creek area, watertight lids, chimney repairs and other manhole rehabilitations along the Hite Creek sewer interceptor are planned.

The third project calls for chimney seal repair and sewer rehabilitation throughout MSD's service area when requested by an MSD Area Team. Manhole and seal repairs often are required following paving operations.

## Upcoming Events

### November 28-29

*Thanksgiving holiday.* MSD offices are closed. For 24-hour service phone 587-0603

### December 3

*Public meeting, Claremore Acres Phase 2 Sewer Project, 7 p.m., Southwest Government Center, 7219 Dixie Hwy.*

*Public meeting, Allston Ave. Drainage Project, 7 p.m., MSD Central Maintenance Facility, 3050 Commerce Center Plc.*

### December 4

*East Louisville Community Public Meeting, 7 p.m., Chenoweth Elementary, 3622 Brownsboro Rd.*

### December 5

*DiverseWorks Orientation, 9 a.m., 700 W. Liberty, first floor*

### December 6

*MSD Holiday Extravaganza, 11:30 a.m., Central Maintenance Facility, 3050 Commerce Center Plc.*

### December 9

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

*Northeast Jefferson County Community Public Meeting, 7 p.m., East Government Center, 7201 Outer Loop*

### 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*

## GIS Day

*(continued from front page)*

how GIS data was created and is shared among the LOJIC partners. "We wanted to demonstrate how GIS increases local government efficiency and automation, improves customer service and response, and enhances public health and safety," Bynum said.

Nine Council members and more than 30 others attended the event. The program included presentations by the Property Valuation Administrator, Louisville Police, Public Works, Emergency Management, Board of Elections, Louisville Water Company, McMahan Fire District and MSD. The program also included a map gallery and several live GIS demonstrations.



*Col. Joe Johnson, McMahan Fire District, shows how LOJIC is used to study fire response patterns.*

Established in 1988, LOJIC is a cooperative partnership of City of Louisville, Jefferson County, Property Valuation Administrator, Louisville Water Company and MSD. Its goal is to build and maintain a comprehensive geographic information system covering all of Jefferson County. The system now contains more than 250 layers of digital mapping.

## Review of rates, financing needs planned

A review of MSD's sewer, drainage and other service rates will help MSD identify revenues and costs needed to serve customers. It also will explore opportunities to reduce costs.

"The standard in our industry is to perform a rate study every five years," Finance Director Marion Gee said. "Our last rate study was conducted in 1995, so it's time."

Foremost among the study's goals is ensuring that MSD's customer classes pay appropriate charges based on the cost required to serve them. That applies not only to sewer and drainage rates, but

also to charges for connections, apportionment warrants, LOJIC mapping, capacity charges, and drainage plan reviews.

CH2M Hill, an engineering consulting firm, will perform the rate study for MSD. The firm has completed similar studies for more than 200 sewer, water and stormwater utilities. Their independent verification of MSD's future financing needs will assist with future bond issues and in any litigation that involves rates, Gee said.

The study will be completed in March 2003.



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

700 West Liberty Street  
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[www.msdlouky.org](http://www.msdlouky.org)

## Connect with MSD:

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

## Inside Update

- Odor control planned for Jeffersontown plant
- Council members get preview of GIS uses
- Rate review planned
- Training helps MSD better serve customers

## Training at core of Customer Centered Culture

At the core of MSD's initiatives to focus its service on customers is training for its staff. That's what drives Training Administrator Tony Gore to incorporate training that aims to meet performance standards customers expect.

"Every employee should experience training as part of their jobs that will make them more responsive to customers," Gore says. To make sure that training gives employees the knowledge they need to better serve customers is a key to success.

For starters, practices endorsed by the International Board of Standards for Training, Performance and Instruction are being integrated

into every MSD training module. Already two training staffers have participated in sessions, learning how to incorporate the principles into training they develop and deliver.

Gore and Steve Riley are now creating a training assessment process for all training requests. "This will clarify if training is truly the solution. The key is deciding what results are expected," Gore said.

Customized design of training that's needed will help ensure that MSD's performance standards are met and maximize the learning experience for participants. That helps participants get the most from classes.

To make training programs accessible and keep the learning process going, a training archive database is being created. "So much vital know-how retires from MSD every day," Gore said. "Storing this knowledge and making it accessible contributes to our ability to transfer information and build needed skill sets throughout our organization."

Training at MSD doesn't always take place in a classroom. "Some of the most effective training is on the job, when employees ask co-workers how to do something," he said. In those instances, Gore said MSD employees always rank at the top of the class.

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