

Tireless advocate leaves Board after 15 years

Reba Doutrick, who has served on MSD's Board longer than any other woman, has stepped down after a 15-year tenure that guided MSD through its transition into a countywide wastewater and drainage utility.

"I feel really good about what we've accomplished," Doutrick said. "I feel good about the progress the agency has made and the way I am leaving it. I expect things at MSD to continue to do well and even to do better."

Executive Director Bud Schardein called Doutrick's departure, "a bittersweet celebration of one of the finest careers of an MSD Board member." He said Doutrick's commitment to MSD was apparent from the day of her appointment in 1988 by then-Jefferson County Judge Executive Harvey Sloane. "Within her first month of service she spent a day with me touring treatment plants and projects. She really wanted to learn the system," Schardein said.

A resident of Valley Station, Doutrick knew first-hand about the need to provide sewer and drainage service countywide. She began her MSD Board service just one year after the district took responsibility for providing drainage and stormwater services from county government, and in the midst of MSD's early push to expand sewers west and southwest through the largest populated and unsewered area.

Elected by the Board as its Vice Chair in 1992, Doutrick herself didn't have home sewer service until February 1997. For five months before that, she hadn't been able to do laundry at home.

Doutrick was a tireless advocate of completing MSD's sewer expansion, presiding over decisions that connected nearly 30,000 properties to the sewer system and expanded wastewater treatment plants that would meet the community's long-term needs. Schardein, then MSD's community relations director, recalled, "It seems she was at every project meeting during the sewer expansion push."

Following her election as Board Chair in 1997, Doutrick continued what she termed an evangelistic crusade to help MSD make a difference in the community.

Stormwater and drainage plans were expanded in partnership with the U.S. Army Corps of Engineers and private developers to reduce flooding.

Doutrick's belief that MSD facilities should be better neighbors led to completion of a new way to treat wastewater solids at MSD's largest facility, the Morris Forman Wastewater Treatment Plant. The new process not only solved odor problems in nearby neighborhoods, its efficiency will save millions in operating and landfill disposal costs. The resulting biosolid pellets will be marketed as a fertilizer component, turning former waste into a usable product.

In early 2003 Doutrick was instrumental in developing Project DRI, the partnership between Louisville Metro government and MSD. More than 380 drainage improvements are

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After 15 years of Board service, Chair Reba Doutrick (center) is stepping down. Pictured with her are Board members (from left) Al Brunner, Beverly Wheatley, Martin Hoehler and Fred Dallenbach, who was elected Chair.

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Upcoming Events

August 5
Public meeting, Clayton Terrace/Hilltop Sewer and Drainage Improvement Project, 7 p.m., Southwest Government Center, 7219 Dixie Hwy.

August 7
DiverseWorks Orientation, 9 a.m., 700 W. Liberty, HR Training Room

August 11 and 25
MSD Board meetings, 10 a.m., 700 W. Liberty, first floor

Certifiable Success

DiverseWorks for these recently certified businesses:

Evelyn Crooks
Consulting services in environmental, health and safety issues; bio-aerosol sampling
Contact: Evelyn Crooks, 812/945-1541

T.P. Technologies, LLC
Computer support, sales, recycling and disposal; network support and consulting; web design
Contact: Timothy Porter, 502/778-3334

MSD Milestones

Thanks to these departing employees:
Linda Cordts, Development Team Coordinator (July)
Billie French, Utility Worker II (July)
Larry Koenig, LOJIC System Support Specialist (August)

We're proud to announce: Area Team Customer Specialist **Cathy Cornish** was elected recording secretary of Business and Professional Women/River City.

Beargrass Creek

Drainage improvements along **Tile Factory Lane** will relieve standing water problems experienced by residents in this Lynnview-area neighborhood. The work is part of the Project DRI partnership between Louisville Metro government and MSD to improve drainage throughout the community.

Installation of pipe and yard drain inlets, catch basins and driveway aprons will cost an estimated \$92,000.

In the Bashford Manor area, Project DRI improvements are planned to minimize standing water problems along **Glenworth Avenue**. Roadside and yard drainage facilities will be installed at an estimated \$76,571.

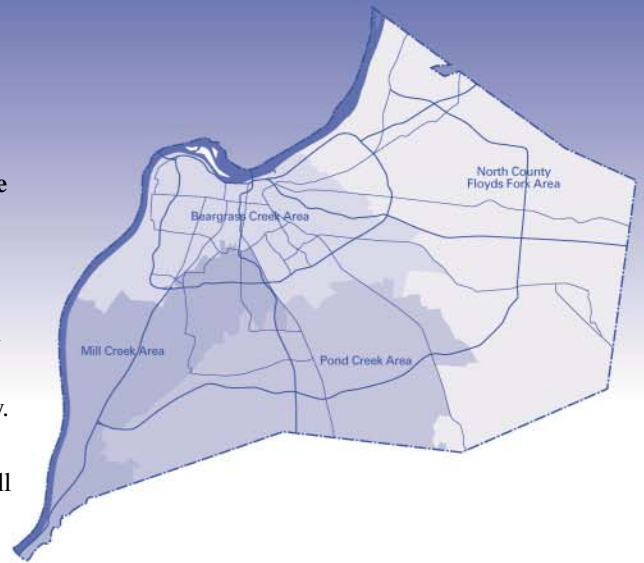
Work continues on the **South Fork of Beargrass Creek Flood Protection Project** undertaken in 2001 through a partnership between the U.S. Army Corps of Engineers and MSD.

The project's current phase II includes constructing an **I-wall around Wilowbrook Apartments** on Buechel Bank Road, modifying a **spillway at the Fountain Square** flood control basin and constructing **two new basins** on Old Shepherdsville Road and on Richland Avenue.

Before construction begins, land and easements must be acquired. MSD's Board has approved \$260,000 to accomplish these pre-construction activities. Construction is expected to begin in late September 2003.

The project's initial phase is well underway, with basins under construction near Bashford Manor and on Hikes Lane that will provide about 65 million gallons of stormwater storage.

The project's final phase is planned to begin in 2004.



Homes along Tile Factory Lane will see roadside drainage relief thanks to Project DRI, the Metro government/MSD initiative to address the community's worst drainage problems.

Floyds Fork and North County

A \$1.5 million sewer and drainage improvement project will do more than connect properties to sewers and enhance roadside drainage. The **Tucker Station Interceptor and Drainage Improvement Project** will take the Pope Lick (Cross Creek) Pump Station out of service and modify the Woodland Hills Pump Station for wet-weather duty only.

"In normal conditions wastewater from this area will flow by gravity to the Floyds Fork treatment plant," said Area Team Leader Vicki Coombs. "When wet weather overloads the system, the Woodland Hills station will pump overflow to the Morris Forman Wastewater Treatment Plant service area, preventing overflows into the creek."

Along with constructing more than a mile of sewer, roadside drainage will be improved on the north side of Tucker Station Road in the 500 block. The drainage work is part of Project DRI.

The work is expected to be completed by summer 2004.

Mill Creek

Constructing about a mile of sewer east of Arnoldtown Road will not only connect 50 homes to sewer service, it also will improve roadside drainage along **Clayton Terrace and Hilltop Manor**.

The sewer project was paired with Project DRI to include drainage improvements. More than a mile of sewer and about 3,400 feet of drainage facilities will be installed. The work will cost an estimated \$891,551 and take about six months to complete.

A \$3.5 million project combines installation of sewers and two DRI projects to benefit homes along **Lencott, Kaufman and Bridwell drives** off Cane Run Road.

More than three miles of sewer and about five miles of drainage improvements will connect 335 properties to sewer service and enhance roadside drainage for more than 500 homes.

The work is expected to take about one year to complete.

Pond Creek

Residents along **Plane Tree and Samara drives** north of Rangeland Road will soon see improved drainage facilities under construction.

It's part of Project DRI, the Metro Louisville and MSD program to address neighborhood drainage concerns throughout the community. The work involves installing rear yard drainage facilities on Plane Tree Drive from Lagoon to Ailanthus Trail.

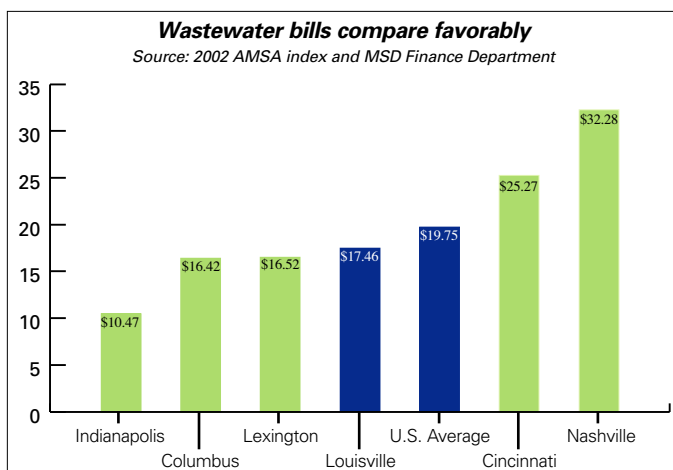
When completed at a cost of \$63,400, the project will address 10 customer requests and affect 26 properties.

Sewer and drainage rates to increase August 1

At the July 14 MSD Board meeting, members approved increased wastewater and stormwater charges for all customer classes. The new rates will be effective August 1.

Average monthly wastewater bills for residential customers will increase by \$1.07, from \$16.39 to \$17.46. Monthly stormwater drainage charges will rise by 25 cents to \$4.14.

Finance Director Marion Gee said the new rates still compare favorably with those in other cities nationwide. Average monthly wastewater bills for MSD's residential customers rank among the lower 40 percentile in the U.S. at an average of \$19.75. Customers were invited to comment on the proposed rates, and three attended a May 29 public hearing on the new rates.



Average monthly bills for MSD's residential customers are lower than the national average.

Customer First at Work

"My compliments for completing work that looks good and is in good condition. I appreciate MSD's quick response to my request."

--Brenda Loney, Okolona, 40219

"Thank you, **Bill Chamberlain!** I can't believe with all this rain that I have a dry basement."

--Virginia Lambert, Audubon Park, 40213

"**Steve Bodner, Lloyd Dezarn and Damon Kelty** did a fine job on drainage work at my property. They were cooperative, respectful and watchful of the neighborhood kids. Thanks for the job well done."

--Francis Clements, Anchorage, 40223

"Thank you for promptly taking care of my request. The gentlemen performing the work, **Calvin Davis, Kenny Morton and James Taylor**, were courteous and efficient."

--Molly A. Leonard, Valley Station, 40272

"Two days after calling about sinking ground in my front yard, MSD had a crew out to repair it—thanks for the prompt work!"

--Patricia Showalter, Germantown, 40217

"I am very happy and pleased with the work and workers at my property. Crew leader **Richard Young with Dewayne Edwards and Michael Wilcox** did an excellent job. Supervisor **Richard Schmeltz** also was a great help."

--Mary Rightor, Beechmont, 40214

"**Greg McCraney** went the extra mile while trimming the brush behind my property on Beargrass Creek. Thanks for the work you all are doing—you have some kind people working for you."

--F.S. Summers, Highlands, 40205

"**Sherrie Breeding** was very courteous and helpful and although it was the end of her shift, she spent the time necessary to answer all of my questions and concerns. I am very impressed with the level of service I received."

--Margie Stout, Highview, 40228



MSD

Louisville and Jefferson County
Metropolitan Sewer District

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Tireless advocate... *continued from page 1*

planned throughout the community during a 30-month period with an overall cost of \$67 million, making Project DRI the largest surface drainage initiative in MSD's history.

Doutrick helped shape MSD as a countywide sewer and drainage utility while continuing her professional career as community services manager for Insight Communications, a position she began in 1980 with the old Storer Cable service. She also keeps pace with her two children, six grandchildren and serves on the boards of Women 4 Women, the Louisville Chapter of the American Red Cross, The Mint Jubilee and Riverside, The Farnsley-Moremem Landing.

Doutrick counts her MSD service among her most rewarding experiences. "I've enjoyed representing the people in my area, asking questions and carrying their banner. I've learned about things I've never even wondered about. It has been a rewarding experience."



An advocate for making MSD facilities better neighbors, Doutrick welcomed visitors to a tour of the new solids process system at the Morris Forman plant in May 2002.

Dallenbach elected Board chair



MSD's Board elected Fred Dallenbach chair for a one-year term. He took the gavel from Reba Doutrick who stepped down from the Board on July 28 after 15 years of service.

First appointed to the Board in 1997, Dallenbach has served as vice chair since November 2002. He participates on the policy and budget/audit committees. Dallenbach is the owner of Dallenbach Builders.

Also, the Board unanimously approved a resolution naming the Board meeting room the Reba Doutrick MSD Board Room.

Fred Dallenbach

Plumbing Modification to meet greatest needs

MSD's popular Plumbing Modification Program is changing to sharpen its focus on the neighborhoods where the program will have the greatest impact.

Since it began in 1993 as Basement Backflow Prevention, the program has aimed to protect customers from rain-related backups from main sewer lines. That continues to be the program's primary goal, according to MSD's Wet Weather/Water Quality Team Leader Angela Akridge.

The Plumbing Modification Program provides basement backup prevention devices as well as disconnection of sump pumps and downspouts that empty into sanitary or combined sewer lines.

"To keep unnecessary water out of sanitary sewers, MSD customers countywide are eligible for sump pumps and downspouts disconnections," according to Akridge. Beginning July 1, funds for basement prevention devices are only offered to customers living in neighborhoods where main sewer lines cannot handle the additional flow of water when it rains, she said.

The change will help MSD provide plumbing modification services in areas where they are needed most. Because of the interest in the program—nearly 14 percent of all calls to Customer Service during 2002 involved the Plumbing Modification Program—the following criteria will help MSD determine customer need:

- A customer's property that is served by an identified at-risk sewer line located in areas prone to sewer overflows.
- Any customer's property in MSD's service area that has experienced sewer backup that MSD's Maintenance personnel confirmed was caused by a rain event surcharge.
- All customer properties needing disconnection of downspouts or sump pumps that drain to the MSD sanitary sewer system.

Akridge said customer requests for Plumbing Modification services received before July 1 will be honored. Requests made after July 1 will be screened and prioritized based on the new criteria.



Backflow prevention devices are available to customers in sewer overflow areas (shaded on map).

"To keep unnecessary water out of sanitary sewers, MSD customers countywide are eligible for sump pumps and downspouts disconnections."

LOJIC applications earn ESRI awards

Two applications created for the Louisville/Jefferson County Information Consortium were recognized at the 23rd annual Environmental Systems Research Institute User Conference held in early July.

ESRI's annual user conference is considered the top geographic information systems technology show in the world, with more than 12,000 professionals from around the globe participating, according to LOJIC GIS Coordinator Curt Bynum.

"To have LOJIC's work recognized by our international peers is very exciting," he said.

LOJIC's Products application earned the first-place award as the best ArcGIS/VBA application while LOJIC Tools took third-place honors for ArcView applications.

The products application creates custom data and map products, calculating associated fees for use in responding to data requests. LOJIC Tools is a popular, homegrown ArcView extension capable of adding features to a map view, generating address/street labeling and address geocoding, and manipulating tables.

Bynum said staff members Janice Earl, Wade Drane, Jane Poole, Julie Price and Stan Shelton were instrumental in creating the two award-winning applications.



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DiverseWorks changes promote diversity

Changes in MSD's procurement guidelines and minority- and woman-owned business certification criteria will impact every aspect of purchasing at MSD.

The changes—the most sweeping since the program began in 1985—will be effective with all procurements advertised beginning July 29, 2003, and beyond.

Procurements released and advertised before that date remain valid under the previous DiverseWorks policy.

The new policy increases the procurement goals for woman-owned businesses from three percent to six percent in MSD's future engineering, professional and construction services. Procurement targets for minority-owned businesses remain at 15 percent.

Highlights of other changes approved by the MSD Board include:

- \$150 fee for initial certification applications and \$75 for renewals
- Elimination of the small business growth restriction
- Assurances regarding confidentiality of certification applications
- Restrictions of contracting relationships perceived as conflicts of interest
- Encourage faster payment to minority- and woman-owned subcontractors
- Ability to suspend certifications of firms who sue MSD
- Cost-sharing of mediation for appeals of certification denials
- Expanded audit provisions

To obtain a copy of the new policy and guidelines, contact DiverseWorks Program Administrator Deby Mettling at 540-6261 or mettling@msdlouky.org.



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