

MSD call center takes off-hour MetroCall calls

Louisville Metro government and MSD have partnered to make government more accessible to citizens. Beginning March 3, MSD's 24/7 Customer Service call center began handling after-hours and weekend calls about Metro services and citizen concerns.

The move is about more than partnerships and efficient use of resources, according to Executive Director Bud Schardein. "Working with MetroCall and the community helps us learn more about our customers and how we can better serve them," he said. "All of us at MSD are very excited about the opportunities this will open."

After a pair of weekend training sessions and reprogramming the MSD and MetroCall telephone systems, MSD's nine full-time Customer Service representatives were prepared to handle MetroCall requests. According to Customer Service Manager Allison Sheppard, responding to MetroCall callers is much like assisting MSD customers by phone. "If the caller requests specific information, we provide the answer and log the call, as we do with MSD customers," she said.

When callers have a problem Louisville Metro is responsible for fixing, MSD representatives immediately route the service request to the appropriate agency. That saves time for MetroCall staff, because the request has already been dispatched for service or response. "It's a very efficient way of doing business, using the technology and skills Customer Service staff have acquired over time," Sheppard said.

Adding MetroCall to MSD's 24/7 operations has been positive. "It challenges us to grow as individuals," Sheppard said. "We've worked to prove that we're not a typical call center, and MetroCall personnel have been impressed with our staff's knowledge and

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"We've worked to prove that we're not a typical call center, and MetroCall personnel have been impressed with our staff's knowledge and technical capabilities."

MSD team fares well against best of best

Backup Repair Team among finalists in national competition

MSD's sewer backup repair process improvement team was among 25 finalists in a national competition at the Association for Quality and Participation's 25th annual conference in late February.

The National Team Excellence Competition is the only contest of its kind in the U.S., featuring live competition by teams that have achieved breakthrough results for their organizations. More than 280 teams sought the first-place National Gold Award, with only 25 teams surviving preliminary judging to compete at the conference.

The team didn't demonstrate how MSD repairs sewer backups, according to Quality Improvement Administrator Mitch Witten, who participated in the competition. "All presentations, regardless of business type, centered around



MSD's Backup Repair Team includes (front row, left to right) Kim Decker, Pat Kirk, Jeff Vessels, (back row, left to right) Kevin Bright, Brad Walker, Mitch Witten and Bill Chamberlain.

CONNECT WITH MSD

502-540-6000

24/7 Customer Service:
587-0603

www.msdlouky.org

TDD/TTY: 540-6233

En español: 540-6423
(Entre 8 mañana y 5 p.m.
lunes a viernes)



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Upcoming Events

March 24 and April 7
MSD Board meeting,
10 a.m., 700 W. Liberty,
first floor

March 19
Public meeting, Dempley and Bowen avenues sewer projects,
7 p.m., Southwest Government Center,
7219 Dixie Highway

March 25
Public meeting, Beargrass Creek Flood Protection,
7 p.m., St. Agnes School cafeteria,
1800 Newburg Rd.

April 3
DiverseWorks Orientation,
9 a.m., 700 W. Liberty,
HR Training Room

MSD staff sessions

Three Strategic Business Plan presentations for MSD employees will be held **March 19**, beginning at 7:45 a.m., 12:45 p.m. and 2:45 p.m. They will be held at MSD's Central Maintenance Facility.

Area Team News

Mill Creek

Sewer expansion and drainage improvements continue along the Dixie Highway corridor.

The **Bowen Avenue** sewer collectors will serve some 70 properties now on septic systems. Residents in the **Tiedman subdivision** also will see roadside drainage improvements.

According to Mill Creek Area Team Leader Tom Williams, the drainage work will benefit 62 properties and respond to 30 customer requests.

The projects will cost \$642,500.



Morris Forman Wastewater Treatment Plant

The Louisville Chapter of the Kentucky Society of Professional Engineers chose the dried biosolid pellets from the Morris Forman Wastewater Treatment Plant's new solids process as the Governor's New Product of 2003.

The award was presented at the chapter's annual Engineering Week dinner on February 28. Morris Forman Area Team Leader Saeed Assef accepted the plaque on behalf of MSD.

As the winner of the Louisville Chapter's award, the dried biosolid pellets will compete for statewide honors from the Kentucky Society later this spring.



Dried biosolid pellets from the alternative solids process may be used as a fertilizer in the future.

MSD's \$82 million solids process facility at the Morris Forman has been in operation since December 2001. Not only does the process reduce landfill volumes and disposal charges, the dried biosolid pellets may be used as a soil-enhancing product once desired qualities are consistently achieved, according to Assef.

The new process replaced an old system that had plagued the plant and its neighbors with annoying odors.

Pond Creek

A Project DRI drainage improvement will do more than provide roadside drainage facilities in **Windsor Place** subdivision. It also will address 32 customer requests for service and benefit 65 properties.

Plans call for installing paved swales and regrading in the neighborhood, according to Pond Creek Area Team Leader David Schaftlein. Also, about 56 driveway aprons will be replaced with larger pipes.

The project cost is estimated at \$61,920.

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technical capabilities.”

Knowing that they are helping Louisville Metro improve service economically also makes the work more meaningful to Customer Service personnel. “It made sense to use the talent available in an established 24/7 call center, instead of setting up a separate center, to provide top-notch service to Metro citizens,” Sheppard said. “It was easy for our staff to get behind a plan to achieve this goal without duplicating efforts.”

Update serves many needs

Update's new design is for more than looks. It's a reflection of the newsletter's position as the centerpiece in MSD's external communications.

“In 2001, several employee and customer publications were merged to create *Update* saving money in printing, paper and postage, and providing a single source for MSD news,” says Public Affairs Coordinator and *Update* Editor Robin Bowling.

Published 23 times a year following each Board meeting, *Update* has evolved to a four-page newsletter featuring board initiatives, employee successes, and photography showcasing key projects and events.

The publication is distributed to more than 1,600 readers including employees, large customers, elected officials, personnel from other sewer districts, business leaders and other local agency personnel. Special issues of *Update* are published as needed, targeting specific audiences, like employees, contractors and industrial customers, detailing organizational, regulatory and other changes.

If you have story ideas or suggestions to improve the newsletter, contact Bowling (phone: 540-6576; e-mail: bowling@msdlouky.org).

Business owners connect with MSD

Once a month, owners of DiverseWorks-certified companies are power-lunching with MSD management, getting to know the players and business priorities.

It's part of DiverseWorks from the Top, giving 10 minority and woman business owners an informal forum with Executive Director Bud Schardein and Engineering Director Derek Guthrie.

Eight owners of certified construction businesses participated in the first lunch on February 28, according to DiverseWorks Program Specialist René Patterson. The second session, focusing on engineering and professional services, will be March 28, with four more lunches planned in 2003.

“Providing certified businesses access to our top management opens a window of information about our priorities and initiatives,” Patterson said. “The goal is to help certified business owners position their companies to work with MSD.”

Many certified businesses work on MSD projects through subcontracts with larger companies, Schardein said. “The lunch meetings are a way for them to get to know us better through direct contact.”

Reaction from the first session was positive. “Owners came away with better understanding of our construction program and how the bidding process works. They also suggested ways we could improve contractor pre-qualification,” Patterson said.

Owners of certified businesses interested in the sessions should contact Patterson (phone: 540-6503; email: patterso@msdlouky.org).

Customer First at Work

“Thank you, MSD, for allowing **Deby McDaniel** to serve on the committee for the 2003 Small Business Development Council's Minority and Women Business Owners Conference. The help of people like Deby enables us to connect small businesses with the tools they need to succeed.”

—Carol Dawson, 2003 Conference Chair

“From our first day on the job we've had numerous calls from constituents who have experienced drainage problems. Thanks to **Loyiso Melisizwe and the Beargrass Creek team** we've been able to resolve many of them. Thanks for providing us with such cooperative, responsive and helpful people.”

—District 26 Metro Councilwoman Ellen Call

“**Darrell Goodwin and Tom Wise** showed a great deal of professionalism, courtesy and respect in dealing with customers who were obviously upset. Also, my thanks for the long hours that MSD crews worked to resolve my problem.”

—Madolyn Weiss Frockt, Prospect, 40059

“My compliments to **William Baskette, David Floyd, David Heady, Bryon Matheis and Lyle Winburn** for the professional and timely manner in which they performed the drainage regrade project at my house. MSD has been very courteous to me throughout the project and that is appreciated.”

— William Goff, Louisville, 40291





MSD

Louisville and Jefferson County
Metropolitan Sewer District

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Louisville, KY 40203-1911



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four criteria during preliminary and final competition,” Witten said. The criteria included:

- How the project was selected and its purpose
- Identifying and understanding both problems and causes
- Developing an action plan to correct problems
- How the project was implemented, its progress and results

Competition was stiff, with teams from Boeing Commercial Aircraft, General Dynamics, Merrill Lynch, Baxter Healthcare and others making presentations. Despite the teams’ business diversity, Witten said they shared a common bond. “Every team is forging new ideas and quality improvement through team participation,” he said.

In the end, Fidelity Investments from Hebron, Ky. took the first-place gold, but being among the finalists has its rewards. “MSD’s backup repair process compares favorably with other organizations’ processes, effectively demonstrating how quality can be improved through participation,” Witten said. “It also shows that MSD is successfully engaging our employees to change how we operate, improving quality and customer satisfaction.”

A/P progress worth celebrating

MSD’s Accounts Payable Department will celebrate A/P Recognition Week March 10 through 14. Supported by the International Accounts Payable Professionals, the week honors those employees that keep a company’s bill paying accurate and on schedule.

Recent progress gives the department reason to celebrate, according to Accounts Payable Coordinator Deneen Laird Woods. “After reorganizing and implementing new software that links to other departments, Accounts Payable has become a more efficient, technology driven, customer friendly team,” Woods said.

The department has eliminated backlog invoices, recovered \$100,000 in outstanding credits and saved money by taking earned discounts. Woods and Brenda Sims have been with MSD for 15 and 22 years, respectively, with Debbie Miller at MSD for 11 years and Supervisor Lamarce Owens logging 23 years.

Owens said the staff’s experience helps process payments quickly. “That keeps some of MSD’s most important partners— vendors and contractors— happy.”



MSD’s Accounts Payable personnel, Brenda Sims, Lamarce Owens and Deneen Laird Woods celebrate A/P Recognition Week March 10 - 14.