

Fleet Services staff exceed expectations

MSD's Fleet Services Team keeps a fleet of 625 vehicles and equipment ready for use. It's a big job for Fleet's 16 technicians, who are supported by three supervisors and an administrative specialist, according to Physical Assets Director James Hunt. But by tuning up their processes and



Technician Pat Denton and Master Technician Rod Pulliam compare notes on work tickets before the shift changes.

overhauling the layout of the garage, Fleet Services runs better than it did a year ago.

"Our goal was to increase scheduled or preventive maintenance and reduce unscheduled maintenance," said Fleet Services Specialist Denise Burrell. In January 2004, just 24 percent of all repairs were scheduled. By October 2004, scheduled repairs increased to 39 percent.

That also increased the percentage of time MSD vehicles and equipment are available for use to 97 percent, exceeding the American Public Works Association standard of 95 percent.

continued on page 3

"Staff voiced their ideas and took ownership. These fantastic results speak for themselves."

Adding the MIDAS touch

Partnership progresses in unifying records and access

The former City of Louisville and Jefferson County governments teamed with MSD three years ago to improve services, access to information and coordination among government agencies. Through a shared data system and the community's geographic information system (GIS), many processes have received the MIDAS touch.

"The Metro Information, Development and Assets System—or MIDAS—is the means of tying all this data together so it can be cooperatively used and shared," said Curt Bynum, manager of the Louisville/Jefferson County Information Consortium (LOJIC) that developed and maintains the community's GIS mapping and database.

Already more than a thousand Metro and MSD employees and contractors are using MIDAS in their work. MIDAS first made it possible for MSD's customer service center to field after-hour and weekend calls for Louisville Metro's MetroCall. Customer service representatives at both MSD and MetroCall enter caller information into the same database. To expedite responses, MIDAS enables Metro and MSD representatives to assign problem codes to caller concerns, which automatically generates a service request and routes it to the appropriate agency or department for response.



MIDAS makes licensing and permit information more accessible for inspectors, clerks and other personnel. Details about building permits and holders of alcoholic beverage, ground transportation and other licenses are available via MIDAS.

continued on page 3

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)

Upcoming Events

December 3

Holiday Extravaganza, 11 a.m. to 3 p.m., Central Maintenance Facility, 3050 Commerce Center Place

December 9

MSD Retirees Club Luncheon, 11 a.m., Masterson's Nicholas Room, 1830 South Third

December 13

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

December 23 and 24

Christmas holidays. MSD offices are closed. For emergency service phone 587-0603

MSD Milestones

We're proud to announce: The Kentuckiana Minority Business Council recognized MSD as Corporation of the Year, recognizing best practices in supplier-diverse procurement.

MSD is among 76 area employers earning the 2004 Work/Life Alliance designation from Greater Louisville Inc., the Metro Chamber of Commerce.

Welcome to MSD:

Chris Clark, Building and Grounds Laborer

Tammy Coleman, Utility Trainee
Victor Dwyer, Operator-In-Training
Kenneth Giles, Master Maintenance Mechanic

Stacy Misner, GIS Services and Records Technician II

Damon Pulliam, Utility Trainee
Phillip Vinegar, Utility Trainee
Damin Williams, Customer Service Representative

Congratulations on

your promotion:

Gerald Dunlap to Sewer Maintenance Supervisor

We will miss:

Choudhury Ahmed, Process Computer Operator, retiring 12/31
John McIntire, Maintenance Support Inspector, retiring 12/31
Brenda Sims, Accounting Specialist, retiring 12/31

Area Team News

Beargrass Creek: Ninth District Metro Councilwoman Tina Ward-Pugh and MSD will share the cost of drainage improvements in the **Heather Hills** area. To relieve standing water, a drainage system will be constructed along the rear of the 2800 block of Coleen Court. The cost of the project is \$78,507.

Development: Ridge Development, LLC and Five-O Investments will be reimbursed for constructing the **St. Anthony Church**

Road Interceptor as part of new developments. They'll receive \$300,000 under MSD's Excess Cost of Sewers Extension Policy for building nearly a mile of gravity sewer, as required by the 1997 Pond Creek Action Plan.

Floyds Fork/North County/MFWTP: Two wastewater treatment plants will be rehabilitated. Structural design work is set to begin on the **Chenoweth Hills plant** off Billtown Road and the **Starview plant** in northern Middletown, both in service since the 1970s. Plans are to correct structural deterioration so both plants may continue in service for another five to 10 years.

Mill Creek: The **Docks Lane Sanitary Sewer and Drainage Improvement Project** will install 215 feet of property service connections and nearly a quarter-mile of sanitary sewers in addition to easing drainage concerns in the area. The \$192,306 project will benefit 17 properties directly while also stabilizing the stream bank and replacing culverts in the area.

Pond Creek: Acquiring four properties along Seatonville and Third Street roads, and Horizon Lane will add \$500,000 to federal and state **hazard mitigation** grants that help MSD control flood damages. So far, \$5.8 million in state and federal emergency management grants and MSD funds have paid to purchase 47 properties, demolish buildings and restore land.

Wet Weather/Regulatory Management Services: Two parallel force mains will provide additional wet weather capacity for the **Hurstbourne Pump Station**, which helps prevent basement flooding in the area during rains. The station's capacity is now supplemented by portable pumps that discharge to Hurstbourne Golf Course. Construction will cost \$143,670 and will coincide with golf course renovations now underway.

Adding the MIDAS touch *continued from page 1*

MIDAS also is triggering upgrades in Property Valuation Administrator data, filling in gaps that have existed in the LOJIC GIS database. "Records for non-land properties, including condos and trailers, have been lacking, and some existing records are in systems that aren't integrated," Bynum said. LOJIC and the PVA are working now to create a total integrated land parcel system. "Because of the MIDAS work, the time is right to make this sort of change now," according to Bynum.

"MIDAS is enabling our community to share and enjoy a more robust, timely geographic information system," Bynum said.



Fleet Services ... *continued from page 1*

Fleet staff also have cut a backlog of scheduled preventive maintenance down to about 20 a day from as many as 100. The improvement resulted from better communication and staff teaming, according to Burrell. A service team performs scheduled preventive maintenance while a repair team keeps up with unscheduled repairs. The teams help each other out as workloads demand. Shifts now overlap, improving coordination and planning. Work ticket reports that were tallied weekly are now available every day.

Technicians also implemented a buddy system, pairing seasoned personnel with newer employees to share knowledge and improve communication among shifts. To speed access to vehicle and equipment maintenance records, Fleet Services plans to install a computer terminal in the garage so details can be retrieved without sorting through paper files in the Fleet office.

Hunt credits the staff for the improvements. "Staff voiced their ideas and took ownership," he said. "These fantastic results speak for themselves."

Drainage Response Initiative Projects

The Project DRI partnership between Louisville Metro and MSD is solving drainage problems throughout the community. These projects are ready for construction:

Beargrass Creek: The **Belmar Drive** drainage improvement project will install paved v-swailes and catch basins along the right of way at a cost of \$66,415.

Pipe and yard inlet systems, catch basins and driveway aprons will be installed throughout the **Glenmeade Road and Southern Avenue** drainage improvement projects. Both projects will relieve standing water and cost \$83,529 and \$75,882 respectively.

A drainage channel in rear yards will relieve standing water along **Sunbury Lane**. The \$57,605 project will benefit 39 properties.

Pond Creek: Roadside facilities will promote drainage along **Dreamers Way and Rossmoor Drive**. Construction will span from **Lea Ann Way to Monaco Drive**, address 15 service requests, benefit nearly 60 properties and cost \$104,400.

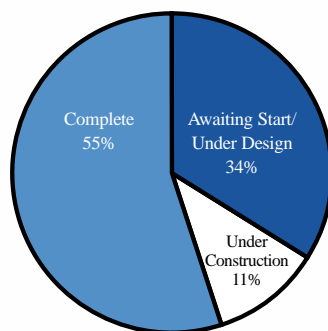
More than 30 service requests will be addressed and 55 properties along **Moody Lane** will benefit from \$153,730 in drainage improvements. More than a mile of drainage facilities will ease standing water.

Rear-yard drainage improvements will benefit more than 70 properties in the **Tavistock Court/Scarborough Avenue** area. The \$84,250 project also will address 15 customer service requests.

To relieve standing water along **Terrace Green Circle**, \$98,900 in drainage improvements will be installed. Eight customer service requests will be answered and 30 properties will be affected.

Project DRI Progress

Through November 20, 2004, the partnership between Louisville Metro and MSD completed or started two-thirds of the 388 drainage improvements when Project DRI began in January 2003.



Customer First at Work

"Please commend Bill Chamberlain, Craig Jones and contractor MTN Construction for their efforts to rectify our drainage problem."
--Betsy and Michael Stanis, Springhurst, 40241

"Robert Day, Jermaine Murphy and Christina Thomas were very nice and informative in the work they did."
--Ms. Heinson, Jeffersontown, 40299

"June Rowan exemplified quality customer service. Thank you for your hard working and diligent staff!"
--Shannon and Andy Frey, Springhurst, 40241

"Thanks to Donald Stirneman and Brett Blaisdell for a job well done. MSD could not have sent better representatives."
--John Videtto, Springhurst, 40241

"June Rowan and Christina Tomasulo were very helpful and very nice."
--Cathy Johnson, Churchill Downs, 40215

Certifiable Success

DiverseWorks for these recently certified businesses:
Construction, 2000 (WBE)
Power plant and residential maintenance and remodeling.
Contact: Robin Voll, 502/447-1129
Northside Trucking (MBE)
Trucking and heavy hauling.
Contact: Larry Watson, 502/245-7049

Retirees Club News

Patricia Moynagh (Operations, 1987) passed away November 9.
Lodena Setters (Main Office, 1990) is recovering from recent surgery.



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911



Printed on 30% post-consumer
content paper

© **COPYRIGHT 2004**
Louisville and Jefferson
County Metropolitan Sewer
District. LOJIC map data
copyrighted by the Louisville
and Jefferson County
Metropolitan Sewer District
and the Louisville Water
Company. All Rights Reserved.

Solids process among nation's best design-build projects

The alternative solids process at the Morris Forman Wastewater Treatment Plant earned the 2004 National Design-Build Award as the year's best large design-build water project in the U.S.

Conferred by the Design-Build Institute of America (DBIA), the award is the most prestigious project honor recognizing design-build projects that break new ground in approaches and accomplishments. Nearly 100 projects representing more than \$4 billion in new construction were nominated for the 2004 DBIA awards.

Executive Director Bud Schardein said the design-build process saved MSD money, reduced plant odor and created a future revenue source. The project cost nearly \$32 million less than initially estimated and is expected to save more than



Area Team Customer Specialist II Jim Wathen (center, back row) accepts the DBIA award for the alternative solids process with representatives of the Black & Veatch/Alberici Constructors Joint Venture.

\$3.5 million a year in operation and maintenance costs," he noted. By enclosing much of the process in existing plant buildings, solids-processing odors have dramatically reduced.

Using a combination of anaerobic digestion and heat drying, the process also yields Louisville Green, the Class A soil amendment product MSD is working to market and distribute. "The process developed a marketable fertilizer product that will save our customers money," Schardein said.

The project was completed by the Black & Veatch/Alberici Constructors Joint Venture design-build team at a cost of nearly \$85 million. During the three-year project, Schardein said the Joint Venture subcontracted about 23 percent of the project work to minority-owned firms and more than 7 percent to woman-owned businesses.