

## MSD is ready when disaster strikes

It begins with a pager message advising some 30 MSD employees, "Report to DRC." Before a half-hour has passed, a computer-filled room is fully staffed and buzzing with action. Connections are established with Metro Government's Emergency Response Center. Trouble spots throughout the community are plotted and displayed.

During the past decade, MSD's Disaster Response Center has evolved from a temporary set-up in a training room to a permanent facility that is ready when disasters strike, often without warning. MSD personnel also are ready, participating in surprise drills and practice sessions to ensure they are prepared to assist customers and support Metro Government during emergencies.

Even with heavy rains and tornado activity this spring, the Disaster Response Center hasn't been needed, but MSD was prepared to serve as an important link in the community's emergency response system according to Engineering Support Administrator Vince Bowlin. "We track what's going on with our rainfall radar system and by communicating with our people in the field," Bowlin said. "The Disaster Response Center is a communication hub that helps support Metro emergency response personnel."



Employees from all disciplines report to MSD's Disaster Response Center during emergencies.

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## Sewer and drainage rates to increase August 1

MSD's Board has authorized an increase for stormwater and wastewater rates for all customers. The new rates will become effective August 1.

Average monthly residential wastewater rates will increase by \$1.14 from \$17.46 to \$18.60. Monthly residential stormwater fees will rise 27 cents to \$4.41.

The proposed rates also include increases for commercial and industrial wastewater customers. The optional clean-volume rate will increase by 14 cents per thousand gallons, and sewer-only optional rates will increase 18 cents per thousand gallons. Quality charge rates are being raised 10 percent.

MSD's rates still compare favorably with other cities nationwide. According to a 2003 national survey of wastewater rates conducted by the Association of Metropolitan Sewerage Agencies, the average monthly cost for residential wastewater service is \$20.84—which is \$2.24 higher than MSD's average.

### CONNECT WITH MSD

502-540-6000

24/7 Customer Service:  
587-0603

[www.msdlouky.org](http://www.msdlouky.org)

TDD/TTY: 540-6233

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



MSD

## Upcoming Events

July 5  
Independence Day holiday.  
MSD offices are closed. For  
emergency service phone 587-0603

July 8  
MSD Retirees Summer Picnic,  
watch for details in the mail

July 12 and 26  
MSD Board meeting, 10 a.m.,  
700 W. Liberty, first floor

## MSD Milestones

We're proud to announce:  
Pond Creek Area Team Coordinator  
Sharise Horne received the  
Outstanding Professional Award  
at Indiana Wesleyan University,  
recognized by her classmates for  
leadership, character, integrity,  
achievement, initiative, cooperation  
and enthusiasm.

For the 14th year the U.S.  
Government's Finance Officers  
Association has commended  
MSD's Finance Department  
with a Certificate of Achievement  
for excellence in government  
financial reporting.

Welcome to MSD:  
Larry Otis, Auto/Heavy Equipment  
Tech Helper  
Lester Wurzel, Area Team  
Field Inspector I

Congratulations on  
these promotions:  
Rochelle Bradley-Moore to  
Benefits Assistant  
Sean Brown to Utility Worker III  
Walter Jackson to Utility Worker III  
Tyrone Moore to Utility Worker III  
Eric Sawyers to Utility Worker III  
Christina Thomas to Utility Leader

We will miss:  
Owen Hawkins, Emergency  
Response Inspector, retiring July 31  
Ahmir Mahdee, Area Team  
Technician, retiring July 1  
Tommy Spalding, Process  
Supervisor, retiring July 31  
David Summers, Senior Operator,  
retiring July 31

## Area Team News

**Development:** A developer has partnered with MSD to extend sewer service to a new development along Old Henry Road at the Snyder Freeway.

Terra Development President Carl Ray sought to build a small wastewater treatment plant to serve the planned development. Instead, MSD offered to extend sanitary service to the development and connect it to the Floyds Fork Wastewater Treatment Plant if Ray would invest his planned expenditures for sewer service with MSD. Ray agreed to pay MSD \$1.25 million to extend the service.

The service extension will be constructed in conjunction with the Old Henry project, which is currently completing the second of its three phases.

**Floyds Fork/North County/Morris Forman Plant:** An \$85,000 improvement project at the **Hunting Creek North Wastewater Treatment Plant** will better distribute and control flows coming into the plant. The upgrades, including a new distribution box and updated influent piping, will be completed by October. MSD acquired Prospect's sewer system in June 1999.

**Pond Creek Area:** Poor roadside drainage facilities will be improved along **Charleswood Road**, benefiting 27 homes in the Charleswood Subdivision. The \$50,775 project will construct paved roadside swales and replace driveway culverts as part of Project DRI.

About 25 properties will benefit from drainage improvements along both sides of **Minor Lane**. Nearly a half-mile of storm sewers will be installed between Ireland Drive and Preston Highway, and a drainage outlet system will be constructed between Minor Lane and LaVista Drive. The \$102,312 improvements are part of the Project DRI partnership between Louisville Metro and MSD.

Roadside drainage facilities will be installed along both sides of **Rangeland Road**, between Poplar Level and Rustic Way. The \$199,990 project, part of Project DRI, will address 25 customer requests and benefit 43 homes.

To reduce standing water along roadsides, drainage facilities will be constructed along **Waterfern Way, Woodfern Way and Fernview Road**. The \$56,453 project will address eight customer requests and impact 24 properties. It's part of the Project DRI partnership between Louisville Metro and MSD.

**Wet Weather/Water Quality:** For the 16th consecutive year, MSD will partner with the U.S. Geological Survey to collect surface water data in Jefferson County. The **Surface-Water Collection Network's** 24 locations are each equipped with water quality meters and stream flow gauges. This year five crest stage gauges and a national atmospheric deposition program monitor will be added to the network. Data generated provides support information for MSD programs and also is shared with the Kentucky Division of Water and various non-government groups. MSD's share of the network's cost is \$171,900.



## MSD is ready ... *continued from page 1*

MSD's Disaster Response Center's staff includes personnel from community relations, customer service, engineering, geographic information services, LOJIC (the Louisville/Jefferson County Information Consortium), maintenance and operations. In addition to supporting Metro Government, they are prepared to cue MSD field staff to take necessary action.

For example, if heavy rains increase the potential for flooding, floodwall enclosures are installed. According to Bowlin, it's all part of the Center's function to monitor conditions and ensure that action is taken to protect the public.

Even during an emergency, Bowlin says MSD remains focused on serving its drainage and wastewater customers. "We recognize that MSD is a business and we have an obligation to keep our systems running," he said. "Even during bad weather, not all of our customers are affected. No matter what the weather is doing, for most MSD customers it's business as usual."

## Respect in a diverse workplace

**Training seeks to help employees respect each other, customers**

When MSD employees report for work, the day ahead includes contact with customers, contractors and their co-workers. To help make their encounters more productive, all MSD staff have participated in diversity training.

"Our employees often run into difficult circumstances," according to Affirmative Action Officer Deby Mettling. "They want to know how they can make these situations more comfortable."

Through workshops conducted by Carol Dawson of EEO Guidance, employees learn about more than Equal Employment Opportunity and Affirmative Action laws, they learn what they can do to change unpleasant situations.

The workshops include discussions about how employees can diffuse unpleasant situations and ways they can change their language and conduct to make the work environment more respectful.

From a stereotyping exercise, employees understand how discrimination makes them feel. They discuss sexual harassment, the needs of disabled people and problems that can arise from romantic relationships with co-workers. "As the session progresses, they begin to see ways they can change their own behaviors," Dawson said.

The goal is to inspire employees to become agents for change, Dawson explained. "MSD people get it. Everyone understands that he or she can be a change agent—one who won't participate in discriminatory behavior and who isn't afraid to tell others when they behave inappropriately."

Mettling said employee response to the training has been positive. "Our staff works hard, often on demanding schedules and in adverse circumstances, and they deserve to be treated with respect," she said. "The classes have helped them learn to manage uncomfortable situations and often turn them around."

**Editor's note:** Questions about MSD's policies regarding specific equal-employment-opportunity issues should be directed to **Deby Mettling** (phone: 540-6261; e-mail: [mettling@msdlouky.org](mailto:mettling@msdlouky.org)).



*Trainer Carol Dawson shows MSD staff how to handle uncomfortable situations with co-workers and customers. About 40 percent of MSD employees are ethnically diverse.*

## Inspection cameras to help speed sewer repairs

Maintenance crews will get help diagnosing sewer blockages from 12 new portable video inspection camera systems.

"These cameras will enable us to find blockages when repairing property service connections," said Executive Director Bud Schardein.

Maintenance crews repair more than 1,600 property service connections annually. With the new cameras, time spent on each job may be significantly reduced. Costs are expected to drop for each inspection completed with the camera—and decisions about solving the problem can be made onsite. "Quickly identifying where the blockage is located and the severity of the problem speeds up the repair process," Schardein said.

## Certifiable Success

DiverseWorks for these recently certified businesses:  
360 Water, Inc. (WBE)  
Training and on-line technology.  
Contact: Todd Raish, 614/485-1754

White's Copy-N-Print LLC (MBE)  
Printing brokerage and copy preparation.  
Contact: Larry White, 502/327-0211



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

700 West Liberty Street  
Louisville, KY 40203-1911



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## Customer First at Work

"Thanks to Sarah Lynn Cunningham for her help getting the Harrods Creek clean up going"

--Barbara Berman, Prospect, 40059

"I'm very impressed with how informative and professional Roy Flynn has been"

--Pat Nightingale via email

"Ezell Smith was great in explaining the sewer back-up at my home. Thanks for all the help you gave us"

--Carolyn Shain, MSD Legal Counsel and Customer

"Tammy Moore was very helpful, and the crew of Eva Barlow, Ben Foster and Virginia Green did a fine job"

--Loretta Manson, Portland, 40212

"My compliments to Raymone Dennis, Lawrence Lewis, Butch O'Bannon, Julius Turner and Mike Young for the great job mowing along the creek behind my business"

--Connie Horung, Buechel, 40218

"Darrell Goodwin was a very helpful and nice gentleman"

--Shirley Monks, Beechmont, 40214

"Don Bibb, Roderick "Moe" Harris, Nelson Little and James Rutledge did a really good job clearing the drainage ditch behind my house"

--Betty Rutledge, Shively, 40216

"You do a fantastic job answering questions and entering complaints about the zillion different things relating to government. Thank you all for the great job representing MetroCall and all of Louisville Metro Government. We appreciate your dedication, positive attitude and hard work"

--Marilyn Givan, MetroCall Director

"The erosion that has eaten away at our property has been eliminated. The grass that was planted has held off erosion, and the new drainage box is handling water that runs over, under and off Hubbards Lane. We appreciate MSD's expertise and hard work"

--Robert V. Shane and Jerry Lange,  
St. Matthews Congregation of Jehovah's Witnesses, 40207

"Thanks to LOJIC's last-minute assistance, we were able to introduce Kammerer Middle School students to GIS technology and associated careers"

--Paul Weis, the Community at eMain, Louisville, 40202