

Development Center unites many functions

Louisville Metro's new Development Center is open for business, making it a one-stop venture for many permitting and licensing functions.

Housed at the new office located at 444 South 5th Street are Inspections, Permits & Licenses, Planning and Design Services, Public Works and the Metro Development Authority. Representatives from Metro Health Department, Fire and Rescue, State Plumbing and MSD also help staff the center.

Since the center opened earlier this year, it has become the one-stop permitting point for individuals seeking simple reviews of property additions, according to Roy Flynn of MSD's Development Team. "Only simple reviews such as home additions, garages, patios and decks in platted subdivisions out of the floodplain can now be handled at this location," said Flynn.

While more complex reviews—including new subdivisions and developments requiring sewers and other infrastructure—will eventually be conducted at the center, that service is currently not available. "Those types of projects still must be reviewed at MSD's main office," Flynn said.

Many permit forms are now available on the Internet at www.metrolouky.org as well. "The goal is to make the center a true one-stop for all kinds of permits," Flynn said. "This is a big step toward achieving that objective."



Simple permit reviews are now taking place at the new Development Center, but the goal is to make it a one-stop center for all types of permit reviews in Louisville Metro.

"The goal is to make the center a true one-stop for all kinds of permits."

2004 annual report shares vision for the future

MSD's 2004 annual report, detailing 2004's organizational and financial highlights, has been distributed and is available online.

Sharing Our Vision explores MSD's projected outlook for the future, as well as a look at current MSD programs, projects and initiatives. The report is dedicated to Robert Joseph Starkey, a career MSD operations employee who passed away in 2003.

"This is the second consecutive year that the annual report has been produced in-house," said Executive Director Bud Schardein. The 2004 report also featured photography taken by Customer Specialist Paul Meyer. "We have so much talent on our staff," Schardein said.

Other MSD employees who generated the report are Becky Bennett, Vince Bowlin, Linda Bronner, Julie Buckler, Sue Green, Sharise Horne, Pat Kirk, Julie Potempa and Diane Secor.

To request a copy of the 2004 annual report, please e-mail publications@msdlouky.org or phone 540-6345. To view the report on the Internet visit www.msdlouky.org



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

March 1
Public meeting, Lyndon/Colonial Terrace Drainage Improvement, 5 p.m., 8911 Wilson Ave.

March 3
DiverseWorks for You Certification Orientation, 9 a.m. 700 W. Liberty, first floor

Public meeting, Fairmeade Area Drainage Improvement, 4:30 p.m. (200 block Fairmeade Rd.); 5:15 p.m. (200 block Alcott Rd.)

March 14
MSD Board Meeting, 10 a.m., 700 W. Liberty, first floor

March 28
MSD Board Meeting, 10 a.m., 700 W. Liberty, first floor

MSD Milestones

We're proud to announce: Gregory Farris, Connie N. Miller and Terry A. Richardson were chosen to represent MSD in the 2005 Chestnut Street Family YMCA's Black Achievers program.

MSD was recognized with the Black Achievers program Silver Sponsorship award.

Welcome to MSD:
Charles Powers, Utility Trainee

Congratulations on your promotion:
Claudette Thompson to Process Computer Operator

Changing the pace:
Steve Cobb to Master Maintenance Mechanic, Operations

We will miss:
Tom Clark, Process Supervisor, retiring March 31
Tony Watson, Sr. Maintenance Technician, retiring March 30

In remembrance:
Wade Mullins (retired, Urban Area, 1997) passed away in February.

Area Team News

Beargrass Creek: Construction of sanitary sewers will be combined with Project DRI improvements in the **Millers Lane/Fitzgerald Road area**. When completed, 20 commercial properties along Fitzgerald Road will be connected to sanitary sewers, and roadside improvements will relieve drainage problems in the area. The project is estimated to cost \$360,000.

Development Team: Preliminary work will soon be underway to design a **stormwater detention basin along Southern Ditch** near Outer Loop and I-65. Plans also will be developed to demolish existing buildings on the MSD-owned property. Cost for the basin design is an estimated \$95,000 and should be completed by late summer.



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:

Pond Creek/Mill Creek: Roadside drainage improvements will relieve standing water along the north end of **Carnation Drive** at **Azalea Lane**. The \$90,315 project will benefit 48 properties and address 20 customer requests.

Standing water will be addressed by \$160,400 in roadside drainage improvements along **Chambers Way** and several cul-de-sacs in the Cinderella Estates subdivision. Fifty-eight properties will benefit and 12 customer requests will be addressed.

A \$129,454 project will improve the existing roadside drainage outlet along **Industrial Boulevard**. When completed, the project will relieve standing water problems, address three customer requests and benefit all properties along that street.

Installing paved roadside swales and replacing driveway culverts and aprons will relieve standing water along **Jonquil Drive** in Shacklette Acres subdivision. The \$104,000 project will address 10 customer requests and affect 45 properties.

To address standing water problems along **Pincroft Drive**, paved roadside swales will be installed and driveway culvert and aprons will be replaced. The \$64,075 project will benefit 26 properties and resolve 12 customer requests.

Installing paved roadside swales and replacing driveway culvert and aprons will relieve standing water along **Toebbe Lane**. The \$140,460 project will address 11 customer requests and benefit 59 properties.



On the job at MSD

Chamberlain strives to keep customers first

One day, he's managing construction of a drainage project. Last week, he worked to repair a collapsed sewer. Tomorrow, he'll be eyeing restoration of a drainage channel.

Since he started working at MSD in 2000, no two days are alike for Customer Specialist Bill Chamberlain. Regardless of how different his assignments are, Chamberlain has found a common thread: "The fix has to work."

Even the most routine part of his job—managing drainage projects—has an element of adventure for Chamberlain. In planning upgrades for existing systems that have succumbed to age or planning new drainage facilities, he puts his own ideas through a mental checklist.

"We want a solution that is economical and a good use of our resources, but it's got to work," Chamberlain said. He also projects what sort of ongoing maintenance his plan may require. "We hope these things will be effective for a long time."

Much of Chamberlain's work comes from emergency repairs to MSD's sewer and drainage infrastructure. "Our Maintenance staff checks the problem first," he said. If the job turns out more than they can handle in the allotted time, Chamberlain's phone rings.

Those calls have included repairing a collapsed sewer near downtown on Campbell Street, clearing a logjam that threatened a railroad bridge across Beargrass Creek and repairing a drainage flume at Metro's Greenwood Park. Chamberlain and Construction Inspector Craig Jones visit the site to size up the situation in person. They contact contractors who are approved by MSD to perform the work, and oversee the job until it's finished.

Chamberlain says contributing to MSD's quick response to emergencies is one of the most gratifying aspects of his work. He attributes his success to staying focused on how customers will benefit.

For example, when surveying the logjam against the railroad bridge across Beargrass Creek, Chamberlain's first instinct was to prevent danger to people who lived and traveled in the area. "The logjam had done more than prohibit flow of the creek," he said, "it held back about a 12-foot wall of water. All I could think about was the horrible scene if that logjam broke and that much water was released."

Even when walking a neighborhood that needs drainage upgrades, Chamberlain wonders how the situation impacts the residents. "I want to make sure that when we leave customers won't have water standing in their yard," he said.

Chamberlain has put his abilities to work on product improvement teams at MSD. He served on the sewer backup team that not only improved MSD's approach, it also won the team an invitation to the Association for Quality and Participation's national quality-improvement competition in 2003.

When he's not on the job, Chamberlain likes to get away with a few friends on a fishing boat about 100 miles west of Tampa, in the Gulf of Mexico. Their trip in September 2004 coincided with a rash of tropical storms and hurricanes spinning through the Gulf. "I didn't want to let a little rough weather get in the way of fishing," Chamberlain said. He found a way to secure his arms and pole around the boat's rail and kept fishing. "It was a little like my job," he recalled. "I sometimes use all my past experiences and work things out on my own."



Construction Inspector Craig Jones (left) talks over plans with Bill Chamberlain.

Customer First at Work

"The day the work began, Richard Schmeltz and Rick Bledsoe gave me a schedule. They not only started and finished the drainage work when they said they would, they filled a hole in the yard where I'd hurt my ankle, cleaned up the mess from the drainage work and swept my driveway. Thanks also to crew members Enoch Dean and David Floyd!"

--Betty Ford, Pleasure Ridge Park

Certifiable Success

DiverseWorks for these certified businesses:

HSU, LLC (MBE)

Trucking and heavy hauling

Contact: Marc Oca, 812/283-1220

Stellar Art & Design (WBE)

Graphic design and illustration services

Contact: Marilyn Motsch, 502/895-5263

US Infrastructure, Inc. (MBE)

Engineering consulting in stormwater, water, wastewater and water resources management

Contact: Sohan Singh, 205/945-0098

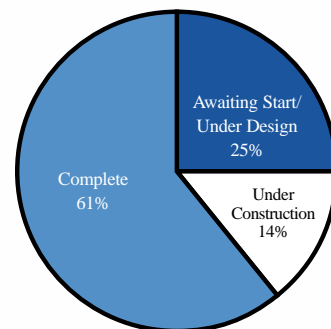
VR Concrete Testing, LLC (M/WBE)

Concrete testing and monitoring

Contact: Vivian Jones, 502/222-9613

Project DRI Progress

Through February 24, 2005, the Project DRI partnership between Louisville Metro and MSD completed or started nearly 75 percent of planned drainage improvements since Project DRI began in January 2003.





MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911



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Floodplain management plan progressing

The community's Floodplain Management Plan Advisory Committee continues to meet quarterly, creating ways to help reduce flood damages to property.

Representing more than 30 civic, government and private organizations, the committee recently released an update to the five-year action plan, focused on engaging citizens in effective flood-reduction practices.

To date, much of the work has addressed regulations, preventive measures, property and natural resource protection, emergency services and public outreach. The committee's work provides a 20 percent reduction in flood insurance premiums for properties located in the floodplain.

To comply with the Disaster Mitigation Act of 2000, a 20-member Planning Team of emergency related agencies has been established to develop mitigation actions in the event of a natural disaster. A Louisville Metro All Hazards Mitigation Plan will be submitted to Metro Council for adoption in June 2005.

Copies of the 2004 progress report are available at the Louisville Public Library Main Branch, Louisville Metro Emergency Management Agency, Louisville Metro Planning and Development and MSD. Visit www.msdlouky.org to view the report online.



Reducing flood damage to property is the main focus of the floodplain management plan.