

## Changes through the years Employees find common ground despite age differences

Like other organizations, MSD's employees are getting older. To help workers of all ages better understand each other, managers from all levels participated in generational diversity training.

"When we used to talk about diversity, the focus was generally on race and gender," says DiverseWorks Program Administrator/Affirmative Action Officer Deby Mettling. With the average age of MSD employees advancing from the mid-30s to 44 years, workforce diversity now also means generational differences, Mettling said. "By exploring generational diversity, we're taking a proactive step to prepare our workforce for what's ahead."

Through a half-day session, MSD administrators, utility leaders, process supervisors, managers and directors gained insight to help them work with customers and co-workers from another generation. The first step is realizing that age can be a divider, according to workforce training consultant and author Catherine Fyock.

"Messages in our culture influence how we deal with each other in the workplace," Fyock said. "By understanding generational values and what each generation believes about work, we can start learning how to get along."



Workforce consultant and author Catherine Fyock helped MSD staff learn about generational differences.

see "Changes..." on page 3

## Personnel recognized for achievements Performance award honors exceptional employees

Recognizing outstanding job performance, MSD employees were honored with the Exceptionally Achieves award.

"This has been another year of great change at MSD," said Executive Director Bud Schardein. "Most of our employees stepped up to the plate by doing more with less, but these individuals deserve special recognition for their accomplishments this past year."

Exceptionally Achieves honors were awarded to: **Angela Akridge, Saeed Assef, Ben Auclair, Rebecca Bennett, Julie Blanford, James Bridges, Eddie Brown, Curt Bynum, Leisa Calloway, Dave Carty, Kathy Cooksie, Tracey Crawley, Cheryl Dale, Pat Elder, James Emily, Steve Emly, Lisa Gaus, Marion Gee, Saundra Gibson, Derek Guthrie, David Johnson, Debora Johnson, Pat Kirk, Russell Kopp, Clifford "Barry" Loy, Eldra McWhorter, Deborah Mettling, Paul Meyer, Gary Morrison, Julia Muller, Larry Pardue, Paula Purifoy, Bryon Richardson, David Schaftlein, Bud Schardein, Bruce Seigle, Bob Stauble, Marc Thomas, Richard Warman, Pat Weathers, Sharon Worley, Sheila Wright and Lester Wurzel.**

"The Exceptionally Achieves award is the highest commendation we can give an employee," said MSD Board's Personnel Committee Chair Audwin Helton. Those earning the Exceptionally Achieves designation were recommended by their supervisors, and approved by the MSD Board Personnel Committee.

*"By understanding generational values and what each generation believes about work, we can start learning how to get along."*

### CONNECT WITH MSD

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24/7 Customer Service:  
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TDD/TTY: 540-6233

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



**MSD**

## Upcoming Events

April 6  
DiverseWorks for You  
Orientation, 9 a.m., 700 W. Liberty

Retiree Luncheon, 11 a.m. - 2 p.m.,  
Masterson's Atrium B

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

April 24  
MSD Board Meeting, 10 a.m.,  
700 W. Liberty, first floor

## Certifiable Success

DiverseWorks for this recently certified business:

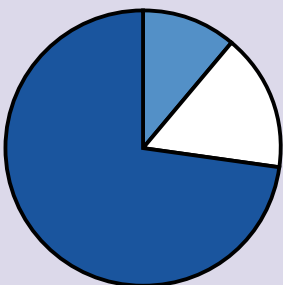
Global Solutions, Inc. (MBE)  
Civil engineering, design  
consultation, drainage, erosion  
control, site layout, traffic  
control, utilities  
Contact: Vinay Polepalli, PE  
502/296-2534

## Project DRI Progress

Project DRI, a partnership between Louisville Metro and MSD that began in 2003, has improved drainage with 381 projects completed throughout the Metro area during Phase 1. Since Phase 2 began in 2005, 27 percent of 335 planned projects are underway or completed.

### Phase 2

- Awaiting Start/Future - 73%
- Under Construction - 16%
- Complete - 11%



## Area Team News

**Pond Creek/Mill Creek Area Team:** A \$119,423 project will replace a sanitary sewer along **Running Fox Circle**. Debris and grease have settled in the sewer, causing backups for 13 of the 30 properties served by this line in the past five years. Approximately 900 feet of sewer will be installed without disrupting service for area residents.



## 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:

Driveway aprons and paved roadside swales will be constructed along **Dover Road** in response to six drainage service requests. The \$75,829 project will benefit 23 properties.

A poorly defined and overgrown drainage system will be corrected with the installation of paved ditch, piping, yard drains and a new outlet system along **Lower Hunters Trace** near Greenbelt Highway. Five customer service requests and 24 properties will benefit from the \$140,510 project.



A \$57,215 project will correct a poorly defined and overgrown drainage system along **Lyons Avenue**. Five customer service requests will be addressed and 28 area properties will benefit.

A \$119,850 project will install paved roadside swales and replace driveway culverts and aprons along sections of **Norene Way** from Jeanine Drive to Retreat Road. Twenty customer service requests will be addressed and 75 properties will benefit.

In the second phase of improvements along **Rangeland Road**, damaged drainage pipes will be replaced and other roadside improvements will be constructed to prepare for drainage outlets that will be installed in the project's final phase. Phase II, costing \$136,917.50, responds to five customer service requests and will impact 25 properties.

Nine customer service requests will be addressed and an additional 91 properties will be relieved of standing water in roadside swales in **Sungold Estates**. Driveway aprons and culverts and paved swales will be constructed as part of a \$220,800 project along Dana Lynn Way, Dittmar Drive, Dougy Way and Glenna Way.

A \$115,910 project will include installation of paved roadside swales and replacement of driveway aprons and culverts on **Waycross Avenue, Anton Court, Champion Court and Corbin Court** located off Mount Washington Road in the Larkgrove Subdivision. The project will resolve 20 service requests and benefit 32 additional properties.

## Stormwater awareness promoted

April is designated as stormwater month, to promote awareness of the impact stormwater runoff has on the nation's rivers and streams.

Stormwater pollution is caused by normal activities, like walking the dog and fertilizing the yard. As rainwater runs off streets, lawns, industries and construction sites, it collects fertilizers, dirt, pesticides, oil, grease and other material that pollute streams and rivers. Stormwater runoff is a leading cause of water pollution in the U.S.

"In Louisville Metro, many storm sewers drain directly into a stream or the Ohio River, bypassing treatment at a wastewater treatment plant," said MSD Executive Director Bud Schardein. "Anything that enters the storm sewer system is discharged without being treated into community waterways used for swimming, fishing and providing drinking water."

Louisville Metro residents can help improve water quality in local streams by following these simple guidelines:

- Use pesticides and fertilizers sparingly.
- Repair auto leaks.
- Dispose of household hazardous wastes (used auto oil and antifreeze, batteries, paints, solvents, etc.) at designated collection and recycling locations.
- Wash vehicles at commercial car washes or on a lawn or other unpaved surface.
- Sweep up yard debris instead of hosing it away.
- Compost or recycle yard waste when possible.
- Clean paint brushes in sinks, not outdoors.
- Sweep up and properly dispose of construction debris like concrete and mortar.
- Clean up after pets.



## Customer First at Work

"Thank you, Julie Blanford, for your great work. By the time I got home, the job was done!"

--Dick Donlon, Edgewood

"I was very impressed with the work Larry Gardner, Fred Harris and Stephon Mayes performed near my home. Their courteousness should be commended!"

--Bobby Allen, Camp Taylor

"MSD should be proud of Justin Bast, Simon Childress, Nate Elliott, David Heady and John Matthews. They were busy throughout the job and very polite."

--The Guests, Okolona

"The contractors, United Design & Construction, and MSD crew, Kenny Kingsbury and Gary Zollman, have completed installing drainage in the front and back of my home. They worked diligently in very cold and wet weather and I thank them for all they have done to resolve the problem."

--Hazel Smother, Pleasure Ridge Park

## Changes... *continued from page 1*

Fyock begins training sessions by identifying cohort norms, or those shared values of each generation based on influences growing up. "What did your parents and grandparents tell you about working?" she asks participants. The answers include save money, pay your dues, earn your keep, and have a strong work ethic.

Then Fyock asks how participants observe younger workers treating older workers. Answers center around a concern that older workers aren't pulling their share of the workload. "That one's touchy," Fyock noted. "Most everyone realizes that some of those younger people are going to be their bosses one day."

MSD staff who have participated in the training say it has increased their sensitivity level and understanding of generational issues. Mettling said the tools should also benefit MSD employees when communicating with MSD customers, who also vary widely by age.

"This moves our diversity initiatives a step further by helping our staff work better with each other and with our customers," Mettling said.

A new generation of workers	
<b>By 2010:</b>	
Increase in workers between 45 and 64:	<b>29%</b>
Increase in workers 65 and older:	<b>14%</b>
Decrease in workers 18 to 44:	<b>17%</b>
Percentage not planning to retire:	<b>70%</b>

## MSD Milestones

We will miss:  
William Smith, Utility Leader,  
retiring April 1

Welcome to MSD:  
Ellis Anderson, Operator-In-Training  
Patricia Cantrell, Benefits Assistant  
David Coe, EMS Coordinator  
Corey Davis, Chemist  
James Johnston, Auto/Heavy  
Equipment Tech Helper  
Paul Mitchell, Operator-In-Training  
Antoine Robinson,  
Operator-In-Training

Changing the Pace:  
Ibn Green, Senior Operator from  
Morris Forman to West County  
Wastewater Treatment Plant  
Charles Hamilton, Senior Operator  
from Morris Forman to East Region



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

700 West Liberty Street  
Louisville, KY 40203-1911



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## Month-long cleanup collects tons of trash

A month-long cleanup of the city's riverfront yielded almost 20 tons of trash being pulled from the Ohio River.

More than 250 volunteers, coordinated by MSD, worked on boats and along the shoreline to pull almost 500 tires, countless metal barrels, refrigerators, kitchen sinks and even purses from the muddy spring river waters.

"Living Lands and Waters provided us tools we have never been able to use before to remove some of this trash that has been in the water for years," Louisville Mayor Jerry Abramson said. "Our community is now a cleaner and greener place to live thanks to all the hard work of our volunteers."

The cleanup was hosted by the Partnership for a Green City and organized by Living Lands and Waters - a nationally renowned nonprofit organization with its own towboat and barges that have worked the shores of the Mississippi and Ohio rivers.

MSD and other organizations, including Louisville Metro Solid Waste and the Kentucky Division of Waste Management, were among local cleanup sponsors.

## Bank to continue assessment service

MSD's Board has approved the sale of \$5 million in sewer assessment warrants to Republic Bank and Trust Company. Under the agreement, Republic Bank will pay MSD 100 percent of the face value of the warrants, and administer sewer assessment payments from MSD customers.

MSD previously sold about \$25 million of sewer assessments to Republic Bank in 2002, according to Finance Director Marion Gee. That sale enabled MSD to construct the last 18 sewer expansion projects in the Mill Creek area and reduced the amount of funds MSD had to borrow for construction.

Customers benefited from an array of financing options Republic Bank offered, some of which resulted in lower interest cost. Previously, MSD offered customers 20 years to pay assessment costs at 7 percent interest.