

*“We are providing a higher level of service, which brings a greater acceptance of our rates and we’re very proud of that.” – Bud Schardein*



*More than 600 MSD employees gathered for annual employee meetings held at the Central Maintenance Facility, the Main Office and wastewater treatment plants.*

## Service excellence praised at annual employee meetings

Extending MSD’s open-door policy, Executive Director Bud Schardein and division directors opened doors to MSD facilities across Metro Louisville during a series of employee meetings held in August. “Having more than 600 employees makes it challenging for us to ensure all of our employees understand our new initiatives, our administrative policies and — most importantly — that we hear about all the outstanding work they’ve been doing,” said Schardein.

During the series of 10 employee meetings, visits were made to the Central Maintenance Facility and wastewater treatment plants. Time during the meetings was dedicated mostly to addressing employee questions and comments, but Schardein and division directors also discussed ongoing initiatives such as clean water, flood protection and the continuation of Project DRI.

Citing the efforts of the employees, Schardein noted, “We are providing a higher level of service, which brings a greater acceptance of our rates and we’re very proud of that.”



*MSD works to ensure that the community can enjoy clean waterways such as Harrods Creek. However, these areas should be avoided during and after heavy rains.*

## Consent Decree Spotlight

### Expanded Public Notification Relative to Use of Our Waterways

MSD is expanding its public notification and education program as it relates to water pollution problems in our community’s drainage channels, streams, and the Ohio River during and after rain events. MSD monitors surface water runoff for pollutants from both flooding and water quality perspectives. Our drainage channels, streams, and the Ohio River are subject to urban runoff contaminants such as fertilizers, petroleum products and other lawn treatments, and may be subject to sewage overflows during and after rain events.

Some of the new notification and education efforts will be in place in the next month, including additional signage in areas of sanitary sewer and combined sewer overflows, as well as along other potentially impacted streams and river banks. We will also be sending a letter to customers and posting information on our Web site with procedures for signing up to receive additional communications during and after measurable rain storms.

Care should be taken to avoid contact with surface streams and the Ohio River during and after rain storms to minimize health risks associated with urban runoff and sewage overflows. MSD continues to reduce and eliminate the occurrences and locations of sewer overflows, but much work needs to be done. MSD wants everyone to enjoy our local waterways, but also wants to protect our community when pollution levels are high.



**MSD**

● CONNECT WITH US  
24/7 Customer Relations:  
502-587-0603  
TDD/TTY: 502-540-6233

● [www.msdlouky.org](http://www.msdlouky.org)  
En español: 502-540-6423  
(De 8 de la mañana a 5 de la tarde,  
de Lunes a Viernes)

## Upcoming Events

### September 4

#### **MSD offices will be closed.**

For emergency service anytime, phone MSD's Customer Relations Department at 587-0603.

### September 7

#### **DiverseWorks for You Certification Orientation**

9 a.m., 700 W. Liberty, first floor

### September 11

#### **MSD Board Meeting**

10 a.m., 700 W. Liberty, first floor

### September 25

#### **MSD Board Meeting**

10 a.m., 700 W. Liberty, first floor

### October 12

#### **MSD Retirees Club meeting and luncheon**

11 a.m., Masterson's Restaurant, Atrium B

## MSD Milestones

#### **We are proud to announce:**

MSD Budget and Finance Director **Marion Gee** was profiled in the July 28 issue of *Business First*.

Laboratory Manager **Zonetta English** has received the August 2006 Award of Excellence from the U.S. Environmental Protection Agency's Environmental Laboratory Advisory Board.

#### **Welcome to MSD:**

**Robert Carradine**, Utility Trainee  
**Austin Duvall**, Utility Trainee  
**William Phillips**, Utility Trainee  
**Eric Sowards**, Utility Trainee

#### **Congratulations on your promotions:**

**Eddie McAfee**, Utility Worker III  
**Donnie Stirneman**, Utility Worker III

#### **Changing the pace:**

**David Floyd**, Utility Worker II  
- from Drainage to Physical Assets

#### **We will miss:**

**Dave Carty**, retired July 31

## Certified Success

#### **DiverseWorks for these recently certified businesses: Clean Solutions (WBE)**

Carpet cleaning, floor scrubbing and refinishing, floor waxing and janitorial supplies  
Contact: Honey Paine, 502/778-6880

## Area Team News

### Development Team:

An 18-condominium development at Factory Lane and Old Henry Road will receive sewer service as part of an agreement with MSD to plan for future area development. LC Capital, LLC, will install a sewer interceptor that would allow the elimination of one of Woodmont's pumping stations. The new sewer system also will divert wastewater, which is currently treated by the Oldham County Sanitation District, to be treated by MSD facilities. MSD will pay \$108,668 for the excess costs of the developer.

### Floyds Fork/North County/Operations Area Team:

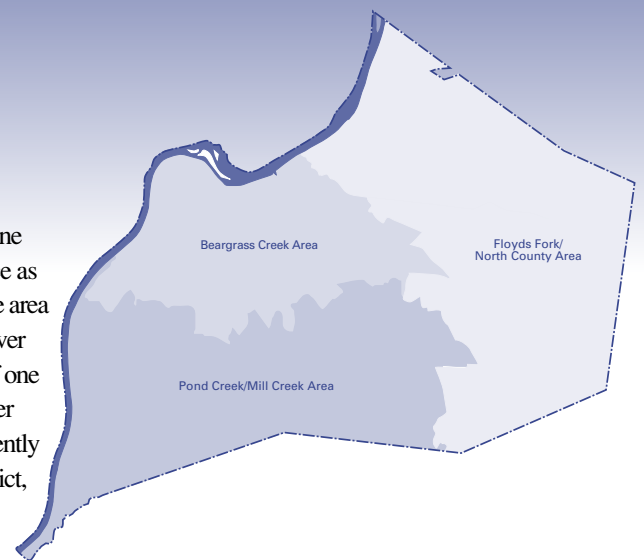
Neighbors near the 27<sup>th</sup> Street pumping station will be better protected from flooding when a sluice gate actuator is replaced at the station. Sluice gates are opened or closed during floods to block flow. The \$64,000 project includes replacement of the gate, electric motorized actuators, weather enclosures and other fixtures.

Webster Environmental Associates will provide technical expertise and consulting regarding odor control measures at the **Morris Forman, Cedar Creek and other wastewater treatment plants**. For \$118,855, Webster will investigate odor complaints, conduct system testing and design odor control improvements.

MSD has selected CH2M Hill to provide engineering consulting services regarding process, structural and operational objectives at the **Morris Forman Wastewater Treatment Plant**. Specifically, the firm will help MSD market Louisville Green, design concrete repairs for the plant's decant tanks and design electrical modifications for the plant's effluent pump station.

Equipment used in the alternative solids process at the **Morris Forman Wastewater Treatment Plant** will be coated with a hardened metal material to prevent wear and reduce maintenance on the equipment. The improvements to the drying mixers will cost \$77,426.

In order to further reduce odors at the **West County Wastewater Treatment Plant**, construction will soon take place to install aluminum covers, which will enclose treatment processes and pipe air to an existing biofilter. The project will cost \$105,000.



*A sewer rehabilitation project along Running Fox Circle has corrected low spots in the sewer line which have caused repeated backups for 13 of 30 area properties in the past five years.*

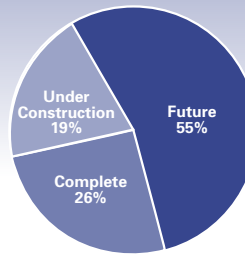
### Pond Creek/Mill Creek Area Team:

Since a sewer replacement project began on **Running Fox Circle** near Fern Creek Road, construction crews have discovered several sags in the existing sewer line that need to be repaired. The roadway, which has been damaged due to heavy equipment and inadequate sub-grade foundation, also will be repaired. The project will cost \$279,724 and will be completed without disrupting service.

Construction will soon take place for the Watterson Woods Sanitary Sewer project impacting property owners near Watterson Trail and Stony Brook Drive. Approximately 1,830 feet of pipe will be installed and wastewater flow will be diverted from the **Watterson Woods Wastewater Treatment Plant**, which will be taken off-line and demolished. The project will cost \$597,213.

# Project DRI Progress

*Project DRI has improved drainage throughout the Metro area with 381 projects completed during Phase 1. Since Phase 2 began in 2005, 45 percent of 345 planned projects are either underway or completed.*



Project DRI Phase 2

## 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:

- A \$201,040 project along **Anita Boulevard and El Prado Street** will include installation of side-yard pipe, roadside paved swales, earthen swales and the replacement of driveway culverts and aprons. The project, which also involves several properties along *Granada Drive*, will address approximately 14 service requests and impact 49 properties.
- Rear-yard drainage improvements will be performed through a \$64,100 project on **Dunkirk Lane** in the Valley Village Subdivision. Nine service requests will be addressed and 32 area properties will benefit from the project to correct a poorly defined drainage system.
- Three hundred feet of paved swale will be installed and driveway aprons and culverts will be replaced along **Mary Ellen Drive** to eliminate standing water. The \$83,650 project will address nine service requests and benefit an additional 45 properties.
- Approximately 1,160 feet of rear-yard drainage improvements will be performed to correct a poorly defined drainage system between **Red Oak Lane and Red Fern Road**. The \$108,980 project will address six service requests and benefit 35 properties.
- Eight service requests will be resolved and 92 properties will benefit from improvements to alleviate standing water in driveways and roadways along **Richmont and Shagbark** roads. Roadside pipe and a yard-drain system will be installed, roadside swales will be regraded and driveway aprons will be replaced as part of the \$188,351 project. The project includes portions of Broadleaf and Oboe drives.
- Eighteen service requests will be addressed through improvements along **Tin Dor and Kirsch** ways. Paved swales will be installed and driveway aprons will be replaced with the \$101,175 project, which benefits 54 properties.
- A roadside paved swale, driveway aprons and culverts will be constructed along **Winslow Drive**, including Albion Drive, to resolve approximately 12 service requests regarding a poorly defined drainage system. The \$63,760 project also will include a rear-yard paved ditch between Juanita Lane and Winslow Drive and benefit 31 properties.

# New Action Plan explores Jeffersontown expansion

MSD will explore ways to better use the capacity of the **Floyds Fork Wastewater Treatment Plant** by expanding its service area south and east of the plant. Specifically, the plan will determine the potential to divert wastewater from the **Jeffersontown Wastewater Treatment Plant** and pinpoint any changes the expansion may have on plant capacity. It also will examine how continued growth and development will impact the plant over the next 20 years.

The original Floyds Fork Action Plan, completed in 2004, made recommendations to eliminate 10 MSD and two private treatment plants and to provide regional wastewater treatment service to areas in northeastern Jefferson County. The Floyds Fork Wastewater Treatment Plant, located near Shelbyville Road, has been in operation since 2001. It has the capacity to treat 3.25 million gallons of wastewater per day.

Strand Associates was selected to perform the study and create the action plan based on their previous experience with MSD. The firm recently completed the 2004 Floyds Fork Service Area Update Master Plan.

# Customer First at Work

“When I called on Saturday night I expected to get a recorded message, however, my call was answered by **Leila Cunningham**. Within an hour, **Terry Richardson** was here to analyze the problem. Thank you for your timely service.”  
— *Betty Kassulke, St. Matthews*

“**Jill Allen** did an outstanding job diagnosing the problem. She followed through on all phases of the solution. We’ve had several rains since the completion of the project and the ditch has functioned as we were told it would.”  
— *Don and Regina Stinson, Fairdale*

“After I reported a force main break located on my property, I woke the next morning to find that a nearby pump station was taken off line to prevent further spillage, a repair contractor had been mobilized, utility locates were in progress and the appropriate warning signs had been positioned around the area. Thank you, **Kevin Ries** for a job well done.”  
— *Gary J. Swanson, PE, Copperfield Subdivision*

“**Darrell Goodwin** and **Sean Brown** were very courteous, helpful and efficient. My compliments to their work.”  
— *Mitch Charney, Glenview*

# Peer-to-Peer Praise

“Process Specialist **Mike Carter** filled in at the last minute to present an environmental education tour to 27 teenagers, five teachers and two UofL professors. Mike is a great example of how MSD employees have incorporated additional duties into their busy schedules.”  
— *Phyllis Croce, Eric Brady and Dennis Thomasson, MSD*



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

700 West Liberty Street  
Louisville, KY 40203-1911



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*Above: Porous concrete is installed in a two-foot strip along the curb of Liberty Street to catch stormwater runoff before it enters the drainage system.*

## Concrete test aims to reduce sewer overflows

One of MSD’s efforts to reduce sewage overflows is taking place just outside of its administrative offices. Porous concrete, which is designed to allow stormwater to seep through rather than drain off, has been installed in a two-foot strip along the curb of Liberty Street.

Ideally, the concrete, which resembles compacted gravel, will reduce the amount of stormwater that enters the sewer system. When stormwater and wastewater overwhelm the system, dangerous overflows occur in the city’s waterways.

“If the concrete works as we hope it will, the stormwater that seeps into the ground will contain less pollutants since it hasn’t washed across the roadways and collected urban contaminants,” said MSD Executive Director Bud Schardein.



The new concrete was installed in August. MSD will monitor stormwater entering catch basins near the test site to determine the concrete’s effectiveness. The initial test site was installed last year at a parking lot for the Girl Scouts of Kentuckiana’s new headquarters on Lexington Road.

*Left: Porous concrete contains less lime and finer particles than ordinary concrete.*