



Senior Customer Service Representative Laurie Tinsley is among Infrastructure and Flood Protection staff that reviews customer claims, dispatches crews and schedules drainage projects.

Administrative teams help customers with infrastructure and flood protection concerns

While the MSD Infrastructure and Flood Protection (I&FP) Administrative Department is grouped into Sanitary Support Services and Drainage Support Services, each employee throughout the department is cross-trained to provide seamless customer service. Staff keep the customer's concern as a top priority, and works between departments and through other agencies to get the job done.

As managers of the I&FP drainage program, the **Drainage Support Services** staff are responsible for scheduling projects for the Project DRI Neighborhood Program in addition to emergency and more immediate drainage solutions. They review customer requests related to drainage concerns and communicate progress to the customer, MSD staff and elected officials. This team also coordinates drainage and floodwall mowing and coordinates the removal of trees within drainage ways that might threaten community safety.

The **Dispatch** group is the communication hub that ensures a customer's request is addressed by sanitary, drainage and support field staff. They review and assign all service requests routed to I&FP such as backups, sewer discharges, cave-ins and standing water issues. When needed, the Dispatch group also contacts other local agencies or utilities to inform them of activities that require permits or that may impact their facilities.

The Dispatch team also assists Project WIN efforts by verifying the accuracy of the field data captured in MSD's database, including those activities reported to the Division of Water and Environmental Protection Agency. They also help schedule work orders addressing the Sewer Overflow Response Protocol.



Robin Bowling, Support Services Administrator, and Sandy Schmitt, I&FP Administrative Supervisor, (left to right) discussed department procedures.

The Infrastructure and Flood Protection Administrative Department addresses customer requests concerning drainage, sewer backups and other concerns.

Sanitary/Support Services

Robin Bowling, Trish Reynolds, Tori Coward, Connie Miller, Marya Summers, Sharon Stone, Lonnie Gaines, Laurie Tinsley

Drainage Support

Sandy Schmitt, Sharise Horne, Stephanie Morford, Dana Scott

Another responsibility of the I&FP Administrative Department is management of the **damage claims and contractor cleaning** process, which focuses on providing quick resolution to customer concerns about damages incurred due to MSD activities or facilities. Administrative staff work with individual customers and MSD field personnel to determine whether MSD is responsible for the damages and, when appropriate, to arrange compensation. If MSD's facilities are at fault or if staff is unable to determine the cause of the backup, MSD provides clean up services free of charge to customers.

I&FP administrative staff play a significant part in the **Preventive Maintenance Program** and **Consent Decree data collection and reporting** by ensuring the information collected and reported as outlined in the Consent Decree is accurate. They review Project WIN-related activities and provide training to field personnel, office staff and other department staff who assist in data collection. The team also documents Project WIN processes and procedures to ensure MSD is meeting Consent Decree agreement standards and reports this information to MSD management.



MSD

● **CONNECT WITH US**

24/7 Customer Relations:
502-587-0603
TDD/TTY: 502-540-6233

● www.msdlouky.org

En español: 502-540-6423
(De 8 de la mañana a 5 de la tarde,
de Lunes a Viernes)

Upcoming Events

December 24 and 25 MSD Offices Closed

For emergency service anytime, call MSD's Customer Relations Department at (502) 587-0603

January 1 MSD Offices Closed

For emergency service anytime, call MSD's Customer Relations Department at (502) 587-0603

January 3 DiverseWorks for You Certification Orientation

9 a.m., 700 W. Liberty, First Floor

January 14 MSD Board Meeting

10 a.m., 700 W. Liberty, First Floor

January 15 Wet Weather Team Stakeholder Group Meeting

4 p.m., Location to be determined

January 21 MSD Offices Closed

For emergency service anytime, call MSD's Customer Relations Department at (502) 587-0603

January 28 MSD Board Meeting

10 a.m., 700 W. Liberty, First Floor

MSD Milestones

Welcome to MSD:
Paul German, Laborer
David Mann, Tractor Trailer Driver

Congratulations on your promotion:

June Embers,
Diversity Assistant
Tony State,
Senior Development Engineer

Certifiable Success

The following business has received certification from MSD's DiverseWorks program:

Purvis Professional Cleaning Services (M/WBE)

Commercial and office cleaning, water restoration
Contact: Donna Purvis,
(502) 583-0011

Right: The location for a Metro Safe radio tower at the Hite Creek Wastewater Treatment Plant was carefully selected to allow for future plant expansion.

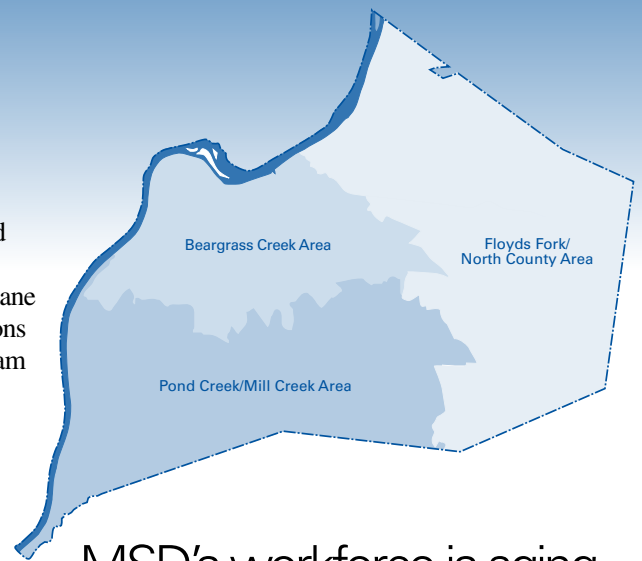
Area Team News

Floyds Fork/North County

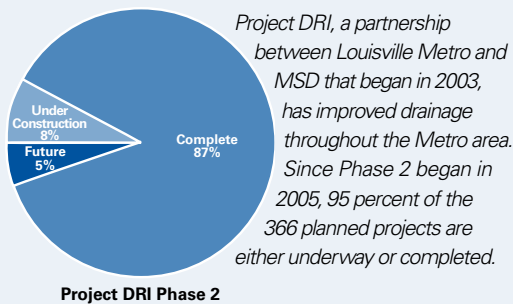
Permanent stand-by generators will be added to three pumping stations to assist during electrical power failures. Natural gas or propane generators will be installed at pumping stations near Fairway Lane, Pine Way and Woodstream Place. The project will cost \$124,769.

Beargrass Creek

A \$965,163 project will remove a pumping station in Shively near Thurman Drive. Sewers will be extended to 102 homes in this area, making the pumping station unnecessary.



Project DRI Progress



Metro Safe radio tower to be constructed at Hite Creek plant

The Hite Creek Wastewater Treatment Plant will soon host a radio tower antenna to be used by Metro Safe. The expansion of Louisville Metro's Metro Safe program includes construction of radio towers throughout the area to provide broader coverage for communication between all essential and emergency services. Louisville Metro will use the tower for the Metro Safe system and Cox Radio will lease antenna space on the tower for its commercial radio broadcasts. MSD also will have space available for expansion of its radio communication system.



MSD's workforce is aging

Although MSD employees are a variety of ages, recent reports show that many employees have already celebrated their 40th birthday. When presenting the approved Affirmative Action Plan to MSD's Board, Diversity Manager Deborah Mettling revealed an assessment of employee ages.

According to a June 30, 2007 snapshot of employees, MSD's staff included 583 individuals. Of those employees, 79 percent of women and 70 percent of men were over the age of 40.

"We expect to have a number of employees retire in the coming years. Having this kind of data available helps us gauge what our staff will grow to look like and plan for succession in certain roles," said MSD Executive Director Bud Schardein.

According to Mettling, every MSD employee is hired based on their knowledge, skills and abilities. With those qualifications, MSD hires and promotes an impressive number of minority and women employees.

According to the data, 24 percent of MSD's workforce is made up of women and 43 percent of employees are minorities. Last year, MSD promoted 55 employees. Of those promoted, 64 percent were minorities and 9 percent were women.

MSD also received 478 applications for employment last year. Fifty-nine percent of applicants were minorities and 28 percent were women. Among those hired as MSD staff, 7 percent were women and 52 percent were minorities.

"We take great pride in the diversity of our staff — age, race, gender and otherwise," said Schardein. "Because our staff is a reflection of the community, we can provide better service to our customers."

Annual Extravaganza celebrates MSD's age diversity

At MSD's annual holiday party on December 7, the rich diversity of employee ages was celebrated with the theme "Talkin' 'Bout My Generation". In its 12th year, the Extravaganza offered employees and their families festive entertainment, fellowship and a chance to reflect on past decades.

MSD department staff decorated display booths with themes such as the '70s, "Saturday Night Live" and The 'Ville – Back in the Day. At the booth, A Decade of Games, visitors participated in Hula Hoop contests or tried their hand at classic games like *Battleship* and *Life*.

This year's favorite booth, and winner of the traveling trophy The Gilded Toilet Seat, was decorated by the Development and Engineering Department. The Sports in the 'Ville booth featured local sports memorabilia and trivia.



Eric Hickman, John Selch, David Johnson, Lori Rafferty and Pat Berry received the Gilded Toilet Seat for their display booth, Sports in the 'Ville.

Visitors to the winning booth could also enter to win a drawing for Louisville Fire Football or University of Louisville basketball tickets once they completed a field goal kick or hoop shot.

According to Extravaganza coordinator Tony Glore, participation by department staff and other employees is critical to Extravaganza success. From planning and hosting a display booth to entering any of the many contests, the employees have a great time and enjoy each other's company.

Event entertainment included a talent show to showcase MSD's most gifted employees. The MSD Soul Singers won this year's event and received a traveling plunger trophy to display in their department. They also received a \$500 charitable contribution for the United Negro College Fund.

Also featured at the event was the 3rd annual Car and Motorcycle Show. More than a dozen cars, trucks, dragsters and motorcycles competed for a Best of Show award. Among those displayed were a pink 1961 Cadillac from Clifton and Lisa McNeese that won the Golden Steering Wheel, and a 2004 Big Dog motorcycle from Chuck Holsclaw that won a plunger trophy. Show organizer John Shelden displayed his award-winning dragster and his wife, Betty entered her 1967 Ford Mustang — a surprise gift she received earlier this year from John. Walter Johnson also helped coordinate the event.

The Extravaganza, which reinforces MSD's diversity mission, was built on MSD's regular holiday party. "Although we have a wide range of ages among our employees, this event showed that we still have common interests," said MSD Executive Director Bud Schardein. "MSD employees do great work throughout the year and we hope the Extravaganza shows them how much we appreciate their service," he said.

Extravaganza planning committee members include **Tori Coward, Patrick Fitzgerald, Tony Glore, Sheila Irvin, Deborah Mettling, Dana Price** and **Rosa Taylor**.



MSD's Got Talent contestant Butch Attebury entertained employees and guests at the Extravaganza on December 7.

Customer First at Work

"As inconvenient as any sewer work could be, MSD's crew (**Robert Carradine, Tyrone Moore, Jermaine Murphy, Daren Thompson** and **Jerry Trammell**) made it easier than we expected."

— *Barbara and Brian Kelly, Windsor Forest*

"Thank you, **Larry Gardner**, for responding to my service request. You did an excellent job."
— *Jennifer Tyree, Hillview*

"MSD's crew — **Marcos McCampbell, Steve Thomas** and **Daren Thompson** — were efficient, informative and professional. The efforts they made to restore our service demonstrated a work ethic and dedication to customer service."
— *Cedric Denny, Fern Creek*



Ibn Green led the group Santa and the Funky Sludge members Chase Dabney and Nikki Williams (background, left to right). Other members included Patrick Fitzgerald and Montaze Trumbo.



Carol Guntle challenged Karen Craft (left to right) to a game of checkers at the Decade of Games booth.



MSD

Louisville and Jefferson County
Metropolitan Sewer District

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Louisville, KY 40203-1911



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Construction of Museum Plaza provides change to flood protection system

When construction begins at the site of the Museum Plaza, several alterations to MSD's flood protection system will be made to accommodate the new fixture in Louisville's skyline. Portions of the 62-story structure will overlap the existing floodwall easement. To allow for this encroachment, alterations will be made to area flood-protection facilities. A new floodgate will be installed on Washington Street near the Muhammad Ali Center, changes will be made to the floodwall's location and floodgate storage space will be made available. Because Washington Street will be widened during the construction of the Museum Plaza, a swing gate will replace existing closures.



Construction of the 62-story Museum Plaza will also include improvements to the flood protection system.