

“All of us at MSD are very proud of their action. I consider them to be heroes.”

— Bud Schardein
MSD Executive Director

Kudos: on-the-job ‘angels’ to the rescue!

October 14 started out just like any ordinary Tuesday, but ended up far from it for Stephanie Hill and some MSD crew members who were on the job close to her home.

While Stephanie was baby-sitting for her 18-month-old nephew that day, he began to choke. She attempted to call 911, but was unable to get through. When Stephanie then ran outside—screaming—with the baby in her arms, she spied an MSD crew unloading tools nearby.

Even though the little boy was choking and gasping for breath, no ambulance was required at the scene because crew members **Kenny Gibson, John Matthews** and **Jeremy Pierson** rushed to her side. Kenny reassured Stephanie, while Jeremy performed the infant Heimlich maneuver. The food was dislodged, and the child started breathing on his own after Jeremy had applied three strikes to his back.

Stephanie, who calls the three men “angels,” thanked them for their prompt, immediate and life-saving assistance during her hour of need. This incident demonstrates, beyond the shadow of any doubt, the immense value of the regular safety and first-aid training that all MSD employees receive.

According to MSD Executive Director Bud Schardein, “I say it often. I believe that the vast majority of MSD’s 600 employees are some of the most dedicated public servants in Louisville Metro. Kenny, Jeremy and John are living proof. All of us at MSD are very proud of their action. I consider them to be heroes.”



From left: MSD crew members John Matthews, Kenny Gibson and Jeremy Pierson provided emergency aid to a baby in distress during the course of their workday.

MSD’s Customer Relations Department wins GLI Boomerang Award

MSD’s Customer Relations Department this year became a member of the GLI Customer Contact Center Network (C3N). The purpose of C3N is raising awareness of the critical role that customer service centers play in the Louisville Metro economy. It furnishes a forum for exchanging ideas and best practices among support-center professionals.

The GLI Boomerang Awards luncheon is the premier annual C3N event. It is the only celebration of its kind for recognizing the contributions and achievements of outstanding regionwide contact centers and professionals.

MSD’s Customer Relations Department was announced as the **2008 Vision Award** statue winner at the Boomerang Awards luncheon that was held October 15. MSD’s competition for this award included Mercer, MetroCall 311, Republic Bank and Yum! Brands, Inc.

Ensuring flood preparedness



Because the U.S. Army Corps of Engineers requires that MSD plan for annual floodwall closure training activities, a Floodwall Closure Training Facility is in the works at MSD’s Central Maintenance Facility. Such a training facility will offer Infrastructure and Flood Protection crews a location for practicing the assembly and removal of a typical movable floodwall closure without being forced to close a public roadway for a few days every year.

MSD’s Board recently allocated \$53,391 for MTN Construction, Inc. to provide site work for installing this practice Floodwall Closure Training Facility.

Left: A Floodwall Closure Training Facility will eliminate the need to close a public roadway during a training event.



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

November 6
DiverseWorks for You
Certification Orientation
 9 a.m., 700 W. Liberty, First Floor

November 10
MSD Board Meeting
 10 a.m., 700 W. Liberty, First Floor

November 24
MSD Board Meeting
 10 a.m., 700 W. Liberty, First Floor

December 11
MSD Retiree
Christmas Luncheon
 11 a.m., Masterson's Restaurant

MSD Milestones

Welcome to MSD:

Dane Anderson,
 Maintenance Electrician
Roger Burdette,
 Tractor-Trailer Driver
Greg Darst, Area Team Leader
Timothy Dirksen,
 Maintenance Electrician
Stephanie Harris,
 Employment Law Attorney
Rickie Jackson,
 Maintenance Electrician
Ron Simpson,
 Maintenance Electrician

Congratulations on your promotion:

Mitchell Casper,
 Utility Worker II
David Johnson,
 Development Team Leader
Marcos McCampbell,
 Utility Worker III
William Phillips,
 Utility Worker III
Paul Russell,
 Maintenance Mechanic
Carl Soowoo, Utility Worker III
Brian Stear, Fleet Administrator

Welcome to a new role:

Donald Burrus,
 Support Department
Scott Reed,
 Process Computer Operator
Connie Rhodes,
 Administrative Coordinator
Basil Woods,
 Operator-in-Training

We will miss:

Norman Robinson
 will retire November 1.

Project DRI progress

Drainage Response Initiative projects

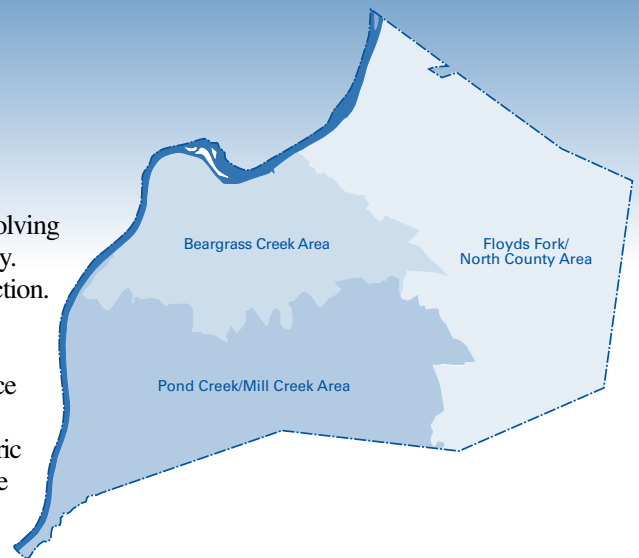
Project DRI currently is in the process of resolving drainage problems throughout the community. The following projects are ready for construction.

Yorktown Basin Erosion Repair

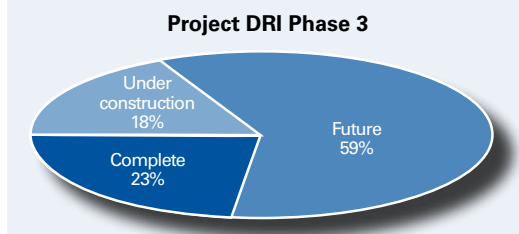
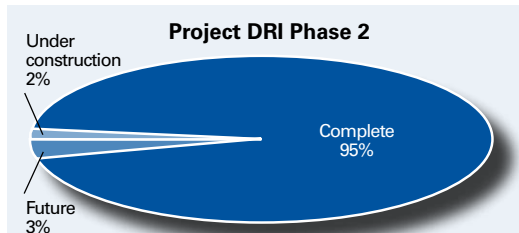
This \$79,500 project will address three service requests and benefit 35 additional properties. About 2,500 linear feet of riprap with filter fabric will be installed along part of the banks of the north and south basins in Yorktown North Subdivision to address the continuous erosion along these basins.

Moonridge Place

Driveway culverts and paved roadside swales will be replaced/installed in Cinderella Estates Subdivision to alleviate standing water and minor street/yard flooding. The \$89,335 project will address five service requests and benefit 50 additional properties.



Digester 2 at the Morris Forman Water Quality Treatment Center will be cleaned to maintain efficiency and preserve its original design volume.



Project DRI, a partnership between Louisville Metro and MSD, has improved drainage throughout the Metro area.

Since Phase 2 began in 2005, 97 percent of the 368 planned projects are either under way or completed.

Forty-one percent of projects in Phase 3 are completed or under construction.

Anaerobic digester cleaning at Morris Forman Water Quality Treatment Center

As part and parcel of the Alternative Solids Process upgrade at the Morris Forman Water Quality Treatment Center, tanks that historically stored primary raw solids were converted to mesophilic anaerobic digesters. These four anaerobic digesters perform three vital functions: They are important to Louisville Green's classification as an Environmental Protection Agency Class A, EQ product; they decrease the volume of solids requiring treatment; and they generate methane gas, which is used as fuel in the drying system. Furthermore, these digesters are critical to MFWQTC meeting its effluent permit.

In order to make certain that the digestion process maintains its efficiency and that the digesters preserve their original design volume, they need periodic cleaning—generally according to a four-to-five-year cycle. MSD's Board approved the allocation of \$330,300 for American Process Group as the contractor to dewater and clean digester 2, which will be the second one cleaned.

Certifiable Success

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

Tes Tech, Inc. (MBE)

Environmental site assessment; field and lab construction; geotechnical engineering; materials testing and inspection; subsurface drilling; and surveying:
 Sherif Aziz, (937) 435-3200.



Regulatory Services

Goldsmith Lane and Buechel Branch Interceptor Rehabilitation Phase 1 Project

MSD conducted an Interceptor Condition Assessment on the Goldsmith Lane and Buechel Branch Interceptors. Based on its findings and as part of the commitment that MSD made for system improvements in the February 10, 2006, Updated

Sanitary Sewer Overflow Plan (SSOP Update), MSD plans to complete this rehabilitation work for decreasing the amount of groundwater seeping into the separate sewer system.

In October, the MSD Board approved the allocation of \$247,000 for the Basham Construction and Rental Company to install 93 chimney seals and 93 watertight manhole lids/frames, and to clean 3,486 linear feet of pipe in the Goldsmith Lane and Buechel Branch Interceptors.

Beargrass Interceptor Rehabilitation (Hikes Point) Phase 1 Project

Based on the Beargrass Interceptor's Condition Assessment, the MSD Board also endorsed the allocation of \$171,650 for MTN Construction, Inc. to install 32 chimney seals and 32 watertight manhole lids/frames, and to clean 4,588 linear feet of pipe in this interceptor.

CSO 206 Areas 13-15 Manhole Separation and Property Service Reconnection Project

CSO 206 Phases 13-15 has been identified as a separation project to be finished before March 31, 2009, as part of the Interim CSO Long-Term Control Plan. This system constitutes two parallel sewer systems—both storm and sanitary—sharing common manholes. Furthermore, many property service connections (PSCs) for sanitary service are connected to the storm sewer, and vice versa. The scope of this project includes correcting such connections.

The Board recently authorized the allocation of \$626,331 for Team Contracting, LLC to install 15 diversion structures for separating the common manholes; reconnect 26 incorrectly connected PSCs; replace 88 linear feet of damaged pipe; and install 35 chimney seals to prevent inflow and infiltration (I/I) from going into the sanitary sewer system.

MSD requires access to inverted siphon during high-water events

The Inverted Siphon (St. Michael's Cemetery) Access Road Project was initiated in February of last year as part of the MSD Consent Decree program. This project facilitates access to the siphon-outlet manholes in order to keep the flow clear of debris during occurrences of high water without entering the paved channel of Beargrass Creek.

MSD's Board has recently endorsed the allocation of \$122,064 for T & C Contracting, Inc. to construct a heavy-duty asphalt road, as well as a retaining wall, extending from the existing road in St. Michael's Cemetery to the manholes at siphon 013 adjacent to Beargrass Creek.



At the present time, crews must access the siphon-outlet manholes by entering the paved channel of Beargrass Creek.

MSD welcomes new attorney

Stephanie Harris has joined MSD's legal staff as Employment Law Attorney. She earned a bachelor of science degree from Spelman College in Atlanta, Georgia. She attended the University of Louisville (Brandeis) School of Law. Harris served as Assistant Director of Law with the City of Louisville Law Department, and later served as Assistant Jefferson County Attorney under the direction of Jefferson County Attorney Irv Maze. She handled employment and labor law issues in both positions.

MSD's Annual Report and photography receive PRSA awards



The MSD 2007 Annual Report received three awards at this year's Landmark of Excellence Awards in October. The local Public Relations Society of America (PRSA) and International Association of

Business Communicators (IABC) chapters presented these awards.

An **Iris Statue Award of Excellence**—in the **Publications category**—and an **Award of Merit**—in the **Writing category**—both were presented to our Annual Report Committee. **Robin Bowling, Julie Buckler, Steve Emly, Justin Gray, Tom Harlow, Sheila Irvin, Pat Kirk (chair), Loren Levitz, Paul Meyer (photographer), Dana Price and Daymond Talley** are the members of this in-house committee.

Paul Meyer received an **Award of Merit in the Photography category** for his work on the 2007 report.

Special thanks belong to **Lauder Creative Services** for our report's innovative graphic design, as well as to **Becky Bennett** for her assistance to the committee and her printing and distribution role.

Customers First

"I appreciate the quick response of **Leila Cunningham** and **Nathaniel Richards** regarding the loose manhole cover in front of my house. It was taken care of in no time, and the noise stopped."
— *Jerry Weinstein*
St. Matthews

"It's good to know there are guys like **Don Larison** and **Tom Madden**, who care about their jobs and are willing to go the extra mile. They were incredibly courteous and took the extra time to help me understand what was involved with the sewage backup in my home."
— *Nick Holmquist*
Fern Creek

"**Butch Attebury, Jeff Browning, Martin Mooney** and **Brian Prinz** were nice, were courteous and took the time to explain what was taking place with the job."
— *Mrs. Lindeman*
Middletown



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911



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Board Actions

- MSD's Board in October endorsed the allocation of \$59,454 for E-Z Construction Company, Inc. to perform the **Bethany Lane Gate 143 Pipe Slip Lining Project**. The gate is positioned in the levee's southwestern area at a location near the Greenbelt Highway and Bethany Lane.
- In October, the Board awarded a contract to Marine Electric Company for making needed repairs when MSD staff is unable to perform maintenance on a timely basis. It is estimated that \$450,000 will be spent per year for **electrical contract services**.
- MSD recently was notified that its River Road Interceptor Project; CSO 206 Sewer Separation and Downspout Disconnection Project; and three projects relating to the Harrods Creek Interceptor, Force Main and Pump Station installation were approved for funding through Kentucky's clean water state revolving fund. In October, the MSD Board endorsed a resolution authorizing appropriate staff members to complete the required **Kentucky Infrastructure Authority (KIA)** applications for \$21,358,750.
- The Board recently endorsed a one-year contract with Eaton Electric, Inc. for the **repair and maintenance of high-voltage electrical equipment**.

EMERGENCY

Making plans, just in case

By the end of this fiscal year, construction will be complete on MSD's disaster recovery site at Cedar Creek Water Quality Treatment Center. A Disaster Recovery Plan will be developed in the event that the Main Office computer facilities are compromised by disaster.

In the meantime, there is an urgent and critical need for additional on-site and off-site data storage. The MSD Board approved the procurement of a network storage platform from Open Storage Solutions in the amount of \$156,600 at the meeting on October 27.

Derek R. Guthrie Water Quality Treatment Center Influent Pump Repair Project

Between 1999 and 2001, influent pumps 3A and 4A were installed in the existing Influent Pump Station under the Phase 2 expansion of the Derek R. Guthrie Water Quality Treatment Center. These are 600-horsepower, variable-speed pumps, which pump wastewater from the Influent Pump Station wet well up to the grit-removal basins. Pump 3A experienced catastrophic mechanical failure in April 2007. After the pump manufacturer replaced and repaired the damaged pump components, it shipped them back to DRGWQTC for installation. The MSD Board recently allotted \$154,000 for National Water Services as the contractor to install the reconditioned pump.