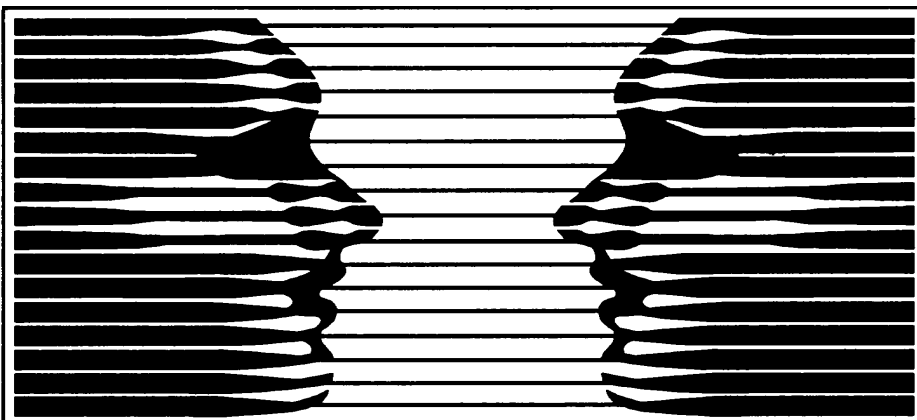


October 12, 2000

## Keeping customers first with new ideas

Connecting new customers to the sewer system has been among MSD's priorities for the past several years. Once construction is completed, newly connected sewer customers face a maze of legal documents and loan applications that proved to be confusing and time-consuming for both customers and MSD staff.

Charlene Johnson, an account representative in MSD's Finance Department, wondered how MSD could make the process simpler for new customers and MSD staff. "We were trying to do property assessments through the mail, and only our downtown office was available to help new customers but it's only open during regular business hours," Johnson said.



*"We needed to connect with our customers face to face."  
—Charlene Johnson*

"It was not a very effective process."

Johnson suggested to MSD Legal Director Carolyn Shain that a satellite office that was open after regular business hours might make the assessment loan process easier. "We needed to connect with our customers face to face. It makes the paperwork process simpler and faster, and the customer understands more of what is involved," Johnson told Shain, who moved to implement the idea right away.

The satellite office opened August 22 at 4917 Dixie Highway in the K-Mart shopping center. Elizabeth Tinker and Johnson staff the satellite office from noon to 8 p.m. on Tuesdays and Thursdays. Already more than 492 sewer assessment agreements have been processed, an average of about 62

*(continued on back)*

## Conservation easement granted to MSD

Nearly nine acres along Goose Creek in eastern Jefferson County have been granted to MSD as a permanent conservation easement.

The parcel will be protected from future development, subdivision, excavation, extraction, dumping, signs and above ground utilities. Under the terms of the easement, MSD is given authority to enforce the prohibitions even if the grantors sell the property.

Although it is one of the first conservation easements granted to MSD, Executive Director Gordon Garner said the district is a logical recipient. "MSD works in partnership with private and public land preservation groups to obtain land for permanent conservation trusts," Garner said.

MSD also is responsible for maintaining water quality in Jefferson County streams. That often means keeping them free from erosion, which can destroy banks and hinder stream flow, and maintaining a natural buffer along streams that improve water quality and provide wildlife habitat.

Since 1993 MSD has been developing plans for greenways and trails throughout Jefferson County to address stream corridor and watershed management issues including flooding, water pollution and protection of native landscapes. Garner said the Goose Creek corridor has potential for greenways and other conservation areas. A formal plan for Goose Creek may be developed within the next five years, he said.

The conservation easement was granted by property owners Breck and Totty Jones, and Maxine and David Rouben.



Pond Creek  
watershed area

## Drainage work planned in Stoney Brook

The second phase of a project to address flooding and standing water problems in the Stoney Brook area is set for construction.

Plans call for improving approximately 2,000 feet of a ditch that runs behind properties from Lethborough Court to Kirby Lane in the Stoney Brook/Watterson Trail area. To repair erosion and better define the drainage path, one-foot and three-foot flat-bottom grass swales will be constructed. To control erosion step pools and boulder toe protection will be installed.

The first phase of the project, completed last year, included replacing culverts at San Marcos Road, Stoney Brook Drive and Kirby Lane.

MAC Construction & Excavating will perform the work for \$120,302.

## Upcoming Events

**Oct. 12** - Public meeting, McNeely Lake Phase 1B Sewer Project, noon to 8 p.m., Central Government Center, 7201 Outer Loop

**Oct. 17** - Public meeting, Bruce Creek Restoration, 7 p.m., Kenwood Elementary cafeteria, 7420 Justan Ave.

**Oct 21**-10th Annual Beargrass Creek Sweep, 9:30 a.m. to 12:30 p.m. For more information phone Bud Schardein, 540-6319.

**Oct. 23** - MSD Board meeting, 10 a.m., 700 W. Liberty, first floor

**Nov. 14-17**-Soil Bioengineering Workshop, The Galt House Hotel, Fourth at River Rd. (Watch for story in Oct. 25 Update)



**MSD**

700 West Liberty Street  
Louisville, Kentucky 40203  
502-540-6000

## Work is no accident for West Region staff

Construction at a wastewater treatment plant can be risky business. Not only does the work have to be done correctly, but the plant has to stay in operation during construction.

Work at the Morris Forman Regional Wastewater Treatment Facility has progressed throughout the past year, increasing plant reliability and capacity. New headworks have been installed, replacing 40-year-old equipment, increasing wet weather capacity and reducing untreated combined sewer overflow volume. The switch to a new disinfection process is completed. Modifications to the secondary treatment system, when completed in May 2002, will improve plant performance and lower operating costs.

Perhaps the most significant accomplishment is that MSD's West Operations Region staff performed many routine and extraordinary tasks during the past year without a single lost time accident.

"This represents 250,000 man hours that were virtually accident free," according to Dave Carty of the West Region Operations Management Team.

"It was truly a team effort," Carty said. "MSD congratulates all operators, mechanics, electricians, technicians and supervisors who made this accomplishment possible."

## DiverseWorks Recognition Program honors staff, Board leadership

MSD's DiverseWorks Program rolled out Crocodiles Rock! to honor those who exercise initiative to promote use of minority- and woman-owned businesses in MSD's procurement and contracting.

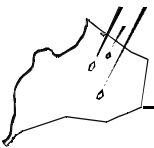
"It makes sense for DiverseWorks to include a recognition component," said Deby McDaniel, MSD's former DiverseWorks Program administrator now a vice president for the Kentuckiana Minority Supplier Diversity Council. "Recognition is a best-in-class management practice for minority- and woman-owned business enterprise initiatives. It is a tactic in MSD's strategic business plan. It contributes to value-added relationships with contractors. It is a motivational tool for MSD's



Each quarter DiverseWorks will honor MSD employees who, like the crocodile, exhibit adaptability and the drive to prosper and grow. At the October 9 MSD Board meeting, Staff Auditor Connie Davis and Assistant Legal Counsel John Braun were the first recipients of the gold crocodile medallions, designed by Prospect graphic designer Pat Propes and created by Martha Brown of Blue Moon Artworks.

MSD's Board members and Executive Director Gordon Garner received the DiverseWorks medallion for their efforts to promote diversity in the workplace and marketplace through excellence in leadership. Board members are Chair Reba Doutrick, Vice Chair Charles Horton, Alvin Brunner, Fred Dallenbach, Dan Ison, Benjamin Richmond, Roy Turner and Beverly Wheatley.

The program also will recognize MSD's business partners and minority- or woman-owned businesses that exhibit excellence in promoting diversity and service delivery.



## Wet Weather/Water Quality Team

## Projects aim to eliminate overflows in park

MSD's Board has approved four projects in neighborhoods upstream of Cherokee Park to reduce combined sewer overflows that discharge into Beargrass Creek. Work includes separating combined sanitary and stormwater manholes, disconnecting home services connections that now drain into storm sewers, and reconnecting the homes to sanitary sewer lines.

Overflows from combined sewers that discharge into a public place are a priority for MSD because there is greater potential for human exposure, according to Wet Weather/Water Quality Team Leader Roddy Williams. Two combined sewer overflows now discharge into Beargrass Creek in Cherokee Park. Williams said MSD hopes work in surrounding neighborhoods to eliminate the two overflows will be completed in mid-2001.

The four projects will cost a total of \$429,915 and should be completed in spring 2001.



## Beargrass Creek watershed area

## Partnerships with Aldermen to fund 38 drainage projects

A matching-funds partnership with the City of Louisville will help MSD initiate 38 drainage maintenance projects this fiscal year at a cost of about \$4 million.

During fiscal year 2000-01, the City of Louisville has appropriated \$1.5 million to pay for driveway replacements, resurfacing, sidewalks, curbs and other work related to drainage improvements. With \$2.5 million set aside by MSD, 38 projects are planned under the cost-sharing program before the current fiscal year ends June 30, 2001.

For several years the city and MSD have partnered to provide needed drainage services throughout the Beargrass Creek Watershed beyond projects funded solely by MSD. Much of the city's contributions come in the form of individual projects that are cost-shared with individual aldermen and alderwomen. "That helps MSD by both infusing capital into these efforts and raising the priority of many of these projects," said Loyiso Melisizwe, Beargrass Creek area team leader.

During fiscal year 1999-00, the city and MSD teamed to initiate 24 drainage improvement projects, according to Melisizwe. All but two are complete, and those projects are well underway.

Projects identified for the current fiscal year were selected because they require minimal design and can be completed before the year ends.

## Keeping Customers First

*(continued from front)*

per day.

Johnson believes that communication is a key component of the team concept. "You start to realize that you know your job, and that after doing it for a while you get ideas about how things could work better," she said. "The difficult part is voicing those opinions-to your coworkers and to management. It helps knowing that MSD wants you to share your ideas."

Johnson is gratified that her idea worked. "It feels good when a customer thanks you because they are satisfied with the service you have provided."

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