

MSD part of expanded mosquito control effort

For the second consecutive year, MSD is helping Metro Government control mosquitoes and reduce risk of West Nile Virus.

More than 230 Metro Government employees across eight departments are part of the Mosquito Control SWAT team. Those include MSD workers who treat areas of standing water with larvacide briquettes to keep mosquitoes from breeding.

This summer, as MSD and Metro Public Works crews cut grass along thousands of miles of ditches, streams and drainage channels, they are placing ALTOSID briquettes that contain a larvacide that prevents mosquito larvae from maturing.

Through a partnership with the Louisville Metro Health Department, MSD also funds treatment of more than 14,000 trapped catch basins in the MSD system to reduce mosquito breeding. Annual cost is about \$80,000 for four treatment cycles, according to Executive Director Bud Schardein. "The program has been most effective from a public health standpoint as well as cost-effective for MSD," Schardein said.

MSD Customer Service representatives also provide information to citizens concerned about mosquitoes. Through July, Metro Health Department and MSD personnel received more than 1,100 calls regarding mosquitoes and West Nile Virus.

continued on page 3

"The program has been most effective from a public health standpoint as well as cost-effective for MSD."

Summer sends supervisors back to school

MSD supervisors headed to the classroom this summer to get something they asked for: training to make them better supervisors.

"We asked supervisors and managers what they needed training for, to help them be more effective," said Trainer Steve Riley. MSD's Training Administrator Tony Glore and Riley developed a 10-part course to provide the basics in communication and employee management. Classes began this summer at locations throughout the district, focusing first on the supervisor's role and responsibilities.

Riley begins each class by asking supervisors to list their responsibilities. Talk always turns to how to motivate employees.

"Everybody's motivated by something," Riley tells students. "It's not always about work, but it's what makes all of us do what we do. Your employees will appreciate that you took the time to find out what motivates them."

continued on page 3



Steve Riley (standing) helped a class of MSD supervisors learn how to work more efficiently and productively.

CONNECT WITH MSD

502-540-6000

24/7 Customer Service:
587-0603

www.msdlouky.org

TDD/TTY: 540-6233

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



MSD

Customer First at Work

"I am very pleased with the workmanship and courtesy from MSD crews working at my property!"
--Mr. Beaven, Okolona, 40219

"Thanks to Tom Clark, Rhonda Hayes, Mike Stephenson, Joe Scroggin and Gary Swan. I appreciate your quick and speedy response in removing a tree from my property!"
--Juanita Swikert, Jeffersontown, 40299

"I am very impressed by the commitment of Barry Bivin, Darrell Goodwin and Steve Snawder to solving my problem!"
--Nancye McCarter Combs, St. Matthews, 40207

"Butch Attebury is to be commended for exemplary customer service. I appreciate his assistance!"
--Alvine B. Hahn, Middletown, 40243

"Thanks to Mike Anderson, Chris Hardin and Lonnie Spencer who worked hard and took great care of our property!"
--Geri Thompson, Fern Creek, 40291

"Tom Wise's communication with our plumber gave us a sense of security!"
--Mr. and Mrs. William Gowers, Audubon Park, 40213

"Thank you, Butch Attebury, for your prompt, courteous and effective response following the storm damage!"
--Robert Sims, St. Matthews, 40207

"Thanks to all at MSD, Louisville Metro Government and LG&E for the great job cleaning things up and getting everything restored after the storms!"
--Bobbie Demling, owner Lucy's Best on Bardstown Road, 40204

"Thanks to Melvin Benford for being courteous, professional and helpful when he checked out the problem at my property!"
--Wayne Linville, Germantown, 40217

Area Team News

Beargrass Creek: Roadside drainage work will relieve standing water problems along Shannon Drive near Goldsmith Lane. The \$64,343 project will address three service requests and benefit 30 properties with a new pipe and inlet system.

It's part of the Project DRI partnership between Louisville Metro and MSD to improve drainage in neighborhoods throughout the community.

Mill Creek: The last of the final-phase sewer expansion projects will soon be under construction, bringing sanitary sewer service to 52 properties on Beech Drive.

At the same time, drainage improvements will be constructed along neighboring Kramers Lane to relieve standing water problems.

More than a mile of sewers will be constructed along with about a mile in drainage improvements at a cost of \$734,503.

Morris Forman Wastewater Treatment Plant: New propeller pumps will reduce maintenance costs and improve efficiency at the Northern Ditch Wastewater Pump Station.

In service since the mid-1950s, the four pumps currently in use are difficult to repair and parts are hard to obtain. They will be replaced by four submersible pumps with increased screening and grinding capabilities, at a cost of \$690,000.

The Northern Ditch station is a regional sanitary sewer pump station serving southwest Jefferson County.



Program saves time, improves response

More than 80 area contractors have been approved to perform maintenance and construction activities during MSD's current fiscal year, which began July 1.

MSD's Board has approved the prequalification of 42 maintenance contractors and 46 construction contractors that were screened by a team of MSD staff.

The prequalification program began in 1998 to expedite smaller projects throughout MSD's service area, according to Area Team Leader Vicki Coombs who oversees the prequalification program. "The purpose is to reduce the time between identification of a problem and its resolution," Coombs said.

As maintenance and construction projects estimated to cost less than \$175,000 are approved, bids to complete them are solicited from the prequalified contractors.

To be prequalified, contractors first submit a statement of qualifications that includes workplace safety procedures, an affirmative action plan, certificates of insurance and other general contractual paperwork. Once approved by MSD, prequalified contractors may seek annual renewals for up to four years following the first year of participation.

MSD part of ... *continued from page 1*

This year, Metro Government expanded public education efforts through the Metro Health Department to help neighborhoods and property owners develop plans to reduce mosquito breeding grounds.

The expanded efforts are timely in the wake of storms this spring and summer, according to Metro Mayor Jerry Abramson. "The increased rain and storms this season have other potentially harmful consequences," Abramson said. "One of them is that more standing water increases the risks and dangers posed by mosquitoes, which can spread diseases that sicken and, in some cases, kill."

Summer ... *continued from page 1*

When participants discuss what makes a good manager, Riley said the first trait usually listed is respect. "It's the common thread," he said. "When a person shows another person respect, that's the gift that keeps giving and keeps employees going."

In addition to the first class on supervisor responsibilities, the course includes sessions on conflict resolution; time management and goal setting; human resources law and MSD policies; performance evaluations; supervisory communications; using I.T. tools to be more productive; employee relations (Union 101); MSD, the big picture; and safety.

Response to the initial class has been favorable, with participants learning from the experiences of other managers and supervisors. "This was time well spent," said Central Region Process Supervisor Tom Clark. "Everyone faces the same issues, regardless of what their job is."

Riley said facilitating the class also is rewarding. "MSD has a lot of conscientious people who want to perform well, but they need help when they run into walls they feel make them inefficient," he said. "Hopefully the course will provide them with the hope that they have the power to change these situations into something more productive."

Update as close as your computer

Did you know that MSD's *Update*, the monthly newsletter detailing projects and major initiatives, is available online?

Update is posted on MSD's Web site (www.msdlouky.org) and also on MSD's employee Intranet, MSDnet, shortly after it is published, according to Pat Kirk, who coordinates MSD's publications. An archive of past issues of *Update* also may be accessed on MSD's Internet site.

"We want to provide information to our customers and employees in the format they prefer," Kirk said. So, a publications survey polled business customers and MSD staff to learn how they'd like to receive the newsletter. "A majority of our business customers and MSD employees with Internet access said they would prefer to receive *Update* electronically," she said.

Beginning with the September 2004 issue, business customers who had received *Update* in the mail and most MSD employees won't receive a printed copy. Instead, they may access it on the Web or via the Intranet.

MSD's listserv system can send readers an e-mail notifying them that a new *Update* has been posted on the Internet and provide a link to access it. To sign up for the e-mail notification, visit www.msdlouky.org and click on the link, "Manage MSD Email Lists," and follow the instructions to subscribe. Those who already receive listserv notifications from MSD can change their listing to add *Update* notices.

Readers who have already subscribed to receive *Update* e-mail notifications do not need to subscribe again. Readers who prefer receiving a hard copy of *Update* may request continued mail service by e-mailing publications@msdlouky.org or calling 540-6345.



Reduce your risk

Protect your home and family from mosquitoes by following these tips:

- Eliminate standing water on your property. Cans, bottles, bottle caps and tires can all harbor mosquito larvae long enough for them to hatch.
- Empty birdbaths and clean pet watering bowls daily.
- Empty children's wading pools every few days and store upside down to prevent water from collecting.
- Keep water out of low spots on tarps and swimming pool covers.
- Inspect gutters for clogs or standing water. Clean and repair when necessary.
- Screens over windows and doors keep the pests out of your home. Repair any holes.
- Use insect repellent containing DEET and wear loose-fitting pants and long-sleeved shirts where mosquitoes are prevalent. Take extra care when going outdoors at dawn, dusk and early evening when mosquitoes are most active.

Upcoming Events

August 9 and 23
MSD Board meeting,
10 a.m., 700 W. Liberty, first floor

September 6
Labor Day holiday. MSD offices are closed. For emergency service phone 587-0603

Certifiable Success

DiverseWorks for this recently certified business:
Knable Concrete, Inc. (WBE)
Specializing in curbs, gutters, sidewalks and paved ditches.
Contact: Catherine Knable,
812/948-5874



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911



Printed on 30% post-consumer
content paper

© **COPYRIGHT 2004**
Louisville and Jefferson
County Metropolitan Sewer
District. LOJIC map data
copyrighted by the Louisville
and Jefferson County
Metropolitan Sewer District
and the Louisville Water
Company. All Rights Reserved.

Scout tour has merit

When Boy Scout Troop 148 began work on the public health merit badge, they learned they were required to visit a wastewater treatment plant. Troop members traveled from their home base on the Dixie Highway campus of Aldersgate Methodist Church to the Floyds Fork Wastewater Treatment Plant in late July for a tour conducted by MSD Environmental Education Coordinator Sarah Lynn Cunningham (wearing hat). They learned more than how the wastewater treatment process works. The troop also explored the concepts of watershed management and resource conservation.



Dallenbach, Wheatley continue Board leadership

MSD's Board has re-elected Fred Dallenbach as chair and Beverly Wheatley as vice chair for the current one-year term. Dallenbach was first appointed to the Board in 1997 and served as vice chair in 2002. He has served as chair since July 2003.



Fred Dallenbach



Beverly Wheatley

Dallenbach is the owner of Dallenbach Builders.

A Board member since 1998, Wheatley is beginning her second year as vice chair. She also serves on the boards of Republic Bank & Trust Co., University of Louisville Board of Overseers and the Iroquois Civic Club-Neighborhood Association. Wheatley is president of Wheatley Roofing Co.

MSD's Board meets on the second and fourth Mondays of each month, except December. Its members, appointed by the Metro Mayor and Council, serve three-year terms.