



CRITICAL REPAIR & REINVESTMENT PLAN

Community Conversation

Status Update
June 1, 2017





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Executive Summary

Matters of public health and safety impact all members of the community, and discussions around these matters require an open and far-reaching process that brings many voices into the dialogue. The Louisville and Jefferson County Metropolitan Sewer District (MSD) coordinated a wide-reaching “Community Conversation” aimed at fostering constructive dialogue about the realities of the public health and safety risks, as well as the costs of the required solutions as outlined in the Critical Repair and Reinvestment Plan (CRRP). As the challenge of an estimated \$4.3-billion required reinvestment in its wastewater, stormwater, and flood protection systems is confronted, the Louisville community provided input about the timing of addressing the risks presented by these aging systems. The impacts of delay on the local economy and job creation, as well as increased future costs to implement solutions, were also part of the discussion.

MSD’s community engagement approach focused on going out into the community for two-way dialogue at existing community gatherings. This framework was supported by information developed to be relevant and public-friendly. Local examples and photographs connected the impacts of aging wastewater, stormwater, and flood protection systems to real-world community concerns. A robust social media effort helped disseminate information, and a dedicated website with videos provided both overview and in-depth resources to inform the community. Many community groups contributed to broadening the effort’s reach by sharing information in their own newsletters and emails. Community comments and feedback were gathered through a Community Input Form posted online and made available in paper form at community meetings. Comments and questions posed at these community meetings were also documented.

This report summarizes the outreach efforts and details the input received from community members across Louisville Metro. Citizens were receptive to becoming informed about the challenges, and they offered feedback representing a range of perspectives and insights. Following are highlights of the engagement process:

- **122,858 MSD residential customers** who receive paper bills were mailed a bill insert providing an overview of the CRRP, encouraging them to attend community meetings or review the information on the MSD dedicated CRRP website and complete a customer input form at a meeting or online.
- **1,476 community members** engaged in the conversations, attending one of over 35 meetings held to which more than 60 established community groups were invited.
- **413,449 impressions** were garnered from social media posts through Facebook and Twitter.
- **9,165 views** of the dedicated CRRP website occurred, with an average time of 1:22 spent on key pages.

Feedback was received from **417** citizens who chose to engage through one of the outreach initiatives mentioned above. Highlights of the community input received from those who chose to engage are as follows:

- **90 percent understand and agree with the need for investing** in the community’s wastewater, stormwater and flood protection systems to reduce risks to public health and safety, rather than continuing to defer critical repairs and reinvestment.



- **71 percent support an increase in residential rates of up to \$10 per month** (with a proportional increase in industrial and commercial rates) to immediately begin funding critical wastewater, stormwater, and flood protection projects to address the identified public health and safety risks.
- **89 percent believe** now is the time to begin addressing the public health and safety risks.
- **78 percent support the expansion of MSD's Rate Relief Program** to assist customers who meet federal criteria established for other utility rate assistance programs.

This input echoes the priorities identified by local citizens at the 100 Resilient Cities Workshop hosted by Louisville Metro in early 2017, including the risks of severe or catastrophic weather, infrastructure vulnerability, and aging infrastructure. With a Chief Resiliency Officer now on board, Louisville is ready to begin addressing the shocks and stresses that challenge our community's resiliency. The CRRP directly responds to the resiliency issues related to aging infrastructure, climate change, and public health protection. The CRRP is ready to go. Beginning to implement the CRRP now can be an important "jump start" to demonstrate Louisville's commitment to our resiliency response program.

Based on responses from an engaged community, the clear direction and vision that was delivered to MSD was that the time is **now** to initiate the CRRP solutions to address the risks associated with Ohio River flood protection, inland flooding, wastewater treatment, viaduct flooding, aging infrastructure, and completing the Consent Decree.¹ The message of the need and action resonated throughout the entire community. This initiative is good for the health and safety of residential customers, needed for creating a sustainable business environment, and critical to building Louisville into a resilient city.

Properly functioning wastewater, stormwater, and flood-protection systems are the foundation upon which our city's future is built. Our children and grandchildren will be affected by the decisions and the investments we make today—and the legacy we leave for them.

¹ The Commonwealth of Kentucky, Plaintiff, and the United States of American, Plaintiff-Intervener, v. Louisville and Jefferson County Metropolitan Sewer District, Defendant, in the United States District Court, Western District of Kentucky, Louisville Division. Amended Consent Decree, Case 3-08-cv-00608-CRS. Filed April 15, 2009. Available at <http://www.msdrojectwin.org/Portals/0/Library/Consent%20Decree/Agreement/Commonwealth%20of%20KY%20vs%20MSD%20%20Amended%20Consent%20Decree.pdf>

Community Challenges

A daunting challenge confronts the Louisville community. While striving to be a resilient and compassionate city that offers growth and opportunities for all its citizens, Louisville finds itself at a critical juncture—balancing the desire to advance quality of life and economic prosperity with the need to make significant investments in aging wastewater, stormwater, and flood protection systems vital to public health and safety.

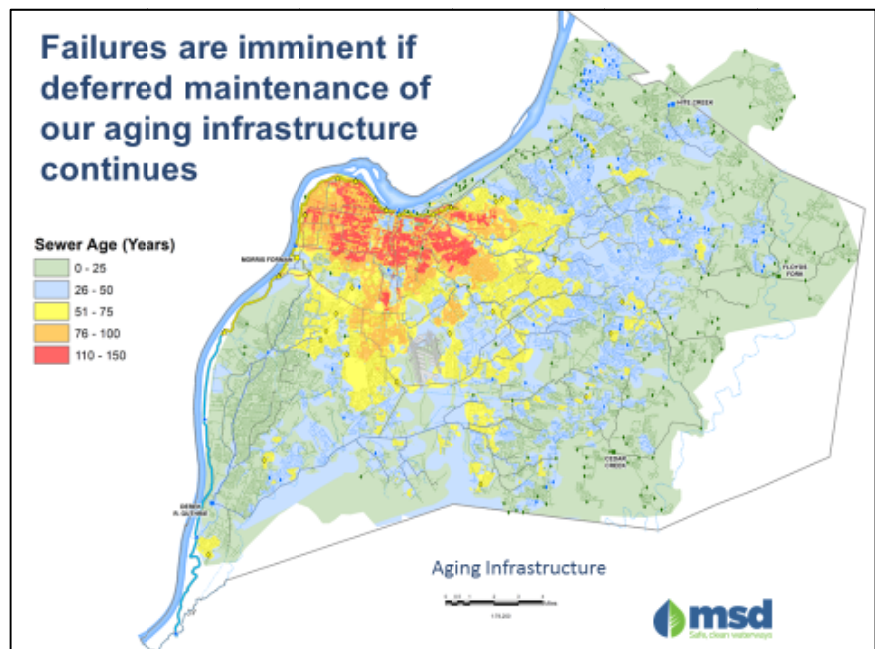
In September 2014, to help identify appropriate levels of investment and priorities, MSD initiated the development of a Critical Repair and Reinvestment Plan (CRRP) that consolidates MSD’s planning for facility rehabilitation, renewal, replacement, upgrade, and expansion across all its service areas into one comprehensive plan. Projects in the CRRP address critical needs requiring correction over the next 20 years to protect community health and safety, provide environmental protection, meet customer expectations for level of service, support economic growth, and move closer to the goal of local waterways achieving state water quality standards. The CRRP also considers the long-term operation and maintenance (O&M) resource requirements of new facilities as they are built. **Based on the analyses of the draft CRRP, meeting the critical needs of the community is estimated to cost approximately \$4.3 billion over the next two decades.**

The convergence of several factors contributes to the current situation, and these are discussed in the following subsections:

- Aging infrastructure system
- Growing community
- Costs of past and current infrastructure initiatives
- Deferred investments in infrastructure rehabilitation
- Increasing frequency of storm events
- Customer affordability

An Aging Infrastructure System

Louisville is served by a system that is more than 100 years old in some areas and originally built to support a community much smaller than today’s modern metropolitan region and economic center. The system has been expanded significantly over the past several decades to serve the growing Louisville area community, without ensuring the original system could continue to support the demand without rehabilitation.



A Growing Community

Louisville is home to a number of major employers who provide a sound economic base for our community. Examples are the more than 22,000 workers at UPS's Worldport; 13,000 workers at Ford's Louisville Assembly Plant and other Ford facilities in the area; 12,000 workers at Humana; and 6,000 workers at the GE Appliance Park. The presence of these highly diverse industries results in other companies locating here to support these industries, continuing to provide opportunities for our residents to thrive.

To attract and retain these economic engines, a properly functioning wastewater, stormwater, and flood protection system is essential to support the community's reputation as a good place to do business, thereby protecting jobs and sustaining the local tax base. With \$1.2 billion in investment downtown projected for completion by 2018, and \$6 billion in development projected metrowide, there has never been a more pressing need for the public health and safety systems that MSD provides as a requisite to support Louisville's transformation.



Costs of Past and Current Infrastructure Initiatives

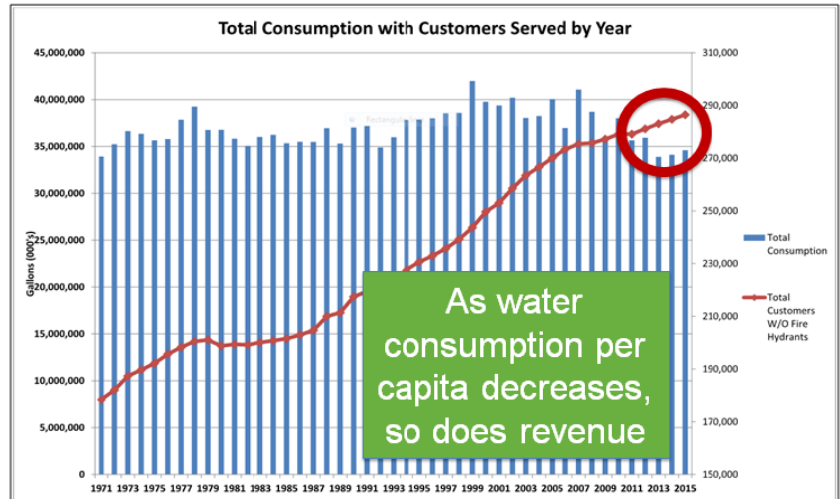
MSD's customer base has increased by almost 50 percent since 1971; however, current system wide water consumption is equal to 1971 levels. This is a key factor, given that a portion of MSD's revenue is directly related to the amount of customer water consumed.

Prior to 2005, MSD amassed more than \$1 billion in debt on the following critical infrastructure initiatives:

- Installation of more than 1,000 miles of sewer lines, eliminating approximately 44,000 failing septic tanks and more than 200 package wastewater treatment plants, both of which were major contributors to local waterways pollution;
- Construction or expansion of five regional wastewater treatment plants; and
- Construction of inland flood storage basins capable of storing more than 1 billion gallons of stormwater.



Adding to the debt challenge, MSD entered into a federal Consent Decree² in August 2005 to improve area waterways, protect public health, and enhance the community’s quality of life by reducing sewer overflows countywide. Subsequently, more than \$400 million has been invested over the past 10 years towards achieving compliance with this mandate. An estimated \$500 million of work is still needed to complete the required projects by the federally mandated completion date of December 30, 2024.



Deferred Investments in Infrastructure Rehabilitation

While neighborhoods and commercial areas across Louisville Metro have benefitted from the Consent Decree investments, the magnitude of the required cost has impacted MSD’s ability to invest in normal upkeep, repair, and replacement of other critical systems. To minimize impacts on ratepayers throughout the years, investment in these non-Consent Decree infrastructure systems was significantly reduced.



The result of this deferred investment over the past 10 to 15 years is that Louisville’s aging system of pipes, pumps, treatment plants, and flood gates are now in urgent need of rehabilitation to reliably protect public health and provide community safety. While less visible than iconic landmarks and prominent structures across Louisville, this out-of-sight system of facilities serves a higher calling behind the scenes every day—facilities that keep Ohio River floodwaters at bay, prevent harmful bacteria from entering homes and local waterways through sewer overflows, and reduce the likelihood of disease outbreaks such as Zika virus spawned by poor drainage. Additionally, when pipes fail and structures in the system collapse into sinkholes, and when inland flooding blocks roadways, access to emergency and critical care services can be delayed.

² The Commonwealth of Kentucky, Plaintiff, and the United States of American, Plaintiff-Intervener, v. Louisville and Jefferson County Metropolitan Sewer District, Defendant, in the United States District Court, Western District of Kentucky, Louisville Division. Amended Consent Decree, Case 3-08-cv-00608-CRS. Filed April 15, 2009. Available at <http://www.msdpjwin.org/Portals/0/Library/Consent%20Decree/Agreement/Commonwealth%20of%20KY%20vs%20MSD%20Amended%20Consent%20Decree.pdf>

Increasing Frequency of Extreme Storm Events

Rainfall that once could be managed by the system now overwhelms it. This risk is heightened by the increased frequency of extreme storm events that place hundreds of thousands of customers at risk of flooding. The back-to-back storm events experienced in 2015 flooded homes, leaving families without shelter. Cars were washed away, streets were impassable, schools and businesses shut down, and public safety was threatened in proportions not seen in decades. At meetings of the Flood Mitigation Workgroup commissioned by Mayor Fischer on May 11, 2015, and meetings MSD staff attended across the community following that flooding, citizens demanded that measures be taken to prevent similar occurrences from happening again.

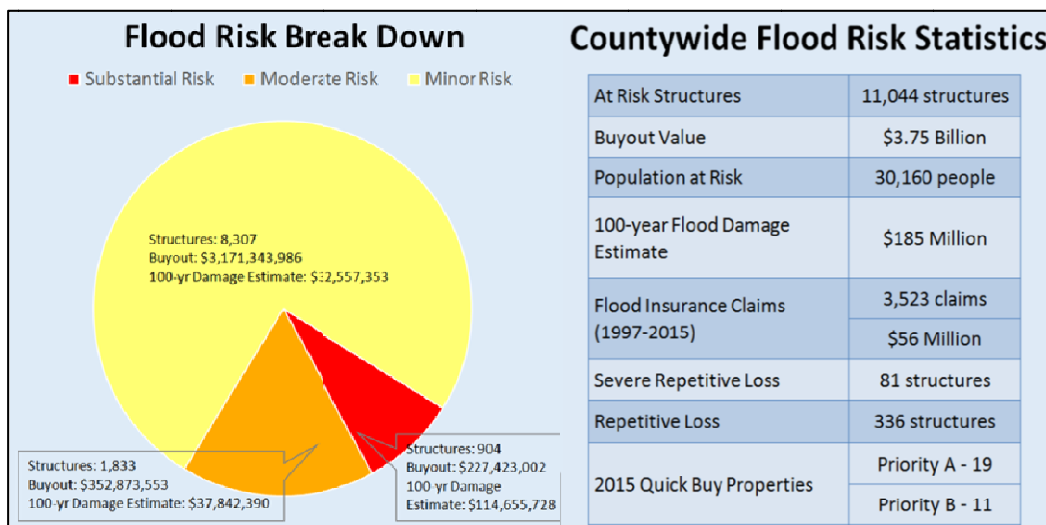


Inland Flooding at Guardian Court Apartments (photo from Courier Journal)

Cars were washed away, streets were impassable, schools and businesses shut down, and public safety was threatened in proportions not seen in decades. At meetings of the Flood Mitigation Workgroup commissioned by Mayor Fischer on May 11, 2015, and meetings MSD staff attended across the community following that flooding, citizens demanded that measures be taken to prevent similar occurrences from happening again.

The Ohio River Flood Protection System reduces the risk of catastrophic damage to Louisville’s community, including our people, homes, and businesses. This system protects more than 60,600 structures, which enables business operations to continue without disruption when the Ohio River is in flood stage. As well, protected residents are able to continue working at businesses, attending schools, and maintaining normal health and safety services such as fire protection and policing, and medical response. A failure in inland drainage or river flood protection puts the normal continuance of these services at risk—at a serious impairment to the local economy.

Cumulative insurance claims due to flood damage totaled approximately \$56 million over the period of 1997 to 2015. These damages represent a significant amount of lost or damaged property by customers in Louisville Metro that could have been applied to fueling the local economy. These damages are also impairments to recruiting of businesses and talent to the city.



Customer Affordability

The need for this type of massive and expensive investment for critical infrastructure is a difficult but necessary conversation given that the public health and safety of local citizens are at stake. MSD's wastewater rates are roughly equal to the national average and significantly lower than many of our regional 'sister cities.' Yet the financial reality is that many families in the community struggle to make ends meet each month. Most MSD customers spend less than 1 percent of their household income on wastewater and drainage services, which is considered "low-burden" by the U.S. Environmental Protection Agency (EPA). However, almost 28 percent of customers spend more than 2 percent of their household income on these services, a threshold EPA considers a high burden. MSD's current rate assistance program provides \$1 million annually in rate relief to seniors and other eligible customers. MSD's Board has indicated support for expanding the existing rate-relief program into a more robust Wastewater Rate Assistance Program (WRAP). Following the same general guidelines as the current Low-Income Home Energy Assistance Program, commonly known as LIHEAP, this expanded program would then benefit even more of the most economically vulnerable citizens within our community.

Community Conversation Approach

The Louisville community deserves to be informed on these matters of public health and safety, and likewise, should have a voice in the conversation about the timing of necessary infrastructure investments. MSD committed to facilitating discussions with customers, business leaders, elected officials and others. With this overall goal, MSD undertook the wide-reaching "Community Conversation" initiative described in this report aimed at bringing many perspectives to the table for constructive dialogue. This dialogue did not center around *if* the risks to the public health and safety of families and business owners will be addressed, but rather *how soon should the work begin*.

Need help with your MSD bill?

MSD offers a 00 percent rate reduction for wastewater charges to qualified low-income customers.

To qualify for MSD's Wastewater Rate Assistance Program (WRAP) you must be a Louisville MSD customer with a household income that falls within 130 percent of the Federal Poverty Guidelines, see chart (right.)

The program is administered through Louisville Metro Department of Community Services.

Make an appointment to apply
You must make an appointment to apply in person at one of these Louisville Metro Department of Community Services locations.

- **Urban Government Center**
810 Barret Avenue, Room 127
Louisville, KY 40204
502.574.1157
Monday through Thursday, 8 AM to 4 PM
- **Newburg Community Center**
4810 Exeter Avenue
Louisville, KY 40218
502.574.1270
Monday through Thursday, 8 AM to 4 PM
- **Southwest Government Center**
7219 Dixie Highway
Louisville, KY 40272
502.574.1272
Monday through Thursday, 8 AM to 4 PM

Appointment by phone
Call 502.991.8391, or one of the centers listed above.

Appointment online
www.louisvilleky.caschedule.com

WRAP applicants must fall within 130 percent of Federal Poverty Guidelines— as shown below

Number of Household Members	Gross Monthly Income
1	\$1,287
2	\$1,736
3	\$2,184
4	\$2,633
5	\$3,081
6	\$3,530
7	\$3,980
8	\$4,430
Each Additional Person	Add \$451

A credit for 00 percent will be applied against your wastewater bill upon verification of eligibility by the Department of Community Services for WRAP.

Billing is provided through Louisville Water Company.



24/7/365
502.587.0603 - CustomerRelations@LouisvilleMSD.org
LouisvilleMSD



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Community Conversation Objectives

MSD developed a comprehensive and strategic outreach effort aimed at speaking directly with citizens about the infrastructure improvements needed for reducing the community's risks and gathering customer input on balancing risk reduction with additional investment. Input from the community was necessary to determine how soon the critical projects should be completed. The answer to this question drives the decisions about necessary near- and long-term infrastructure investments.

The Community Conversation included the following objectives:

- **Actively generate community conversation** about the issues, needs, and investment requirements for the community's vital wastewater, stormwater, and flood-protection infrastructure.
- Identify opportunities with **community partners** to bring many voices to the table.
- Provide **meaningful, tangible, and understandable information** across a broad range of communication channels to ensure access for all sectors of the community.
- **Build credibility** by delivering exceptional customer service and demonstrating responsible stewardship of ratepayer resources.
- **Gather input** about the community's desired level of service based on realistic understandings of cost and affordability.

Develop a Relatable Message

Every member of the Louisville community benefits from the wastewater, stormwater, and flood protection systems that protect public health and safety. However, MSD recognized that connecting a system of pipes and structures that is largely "out of sight and out of mind" to the general public required creating a focus on meaningful and understandable information relevant to daily life.

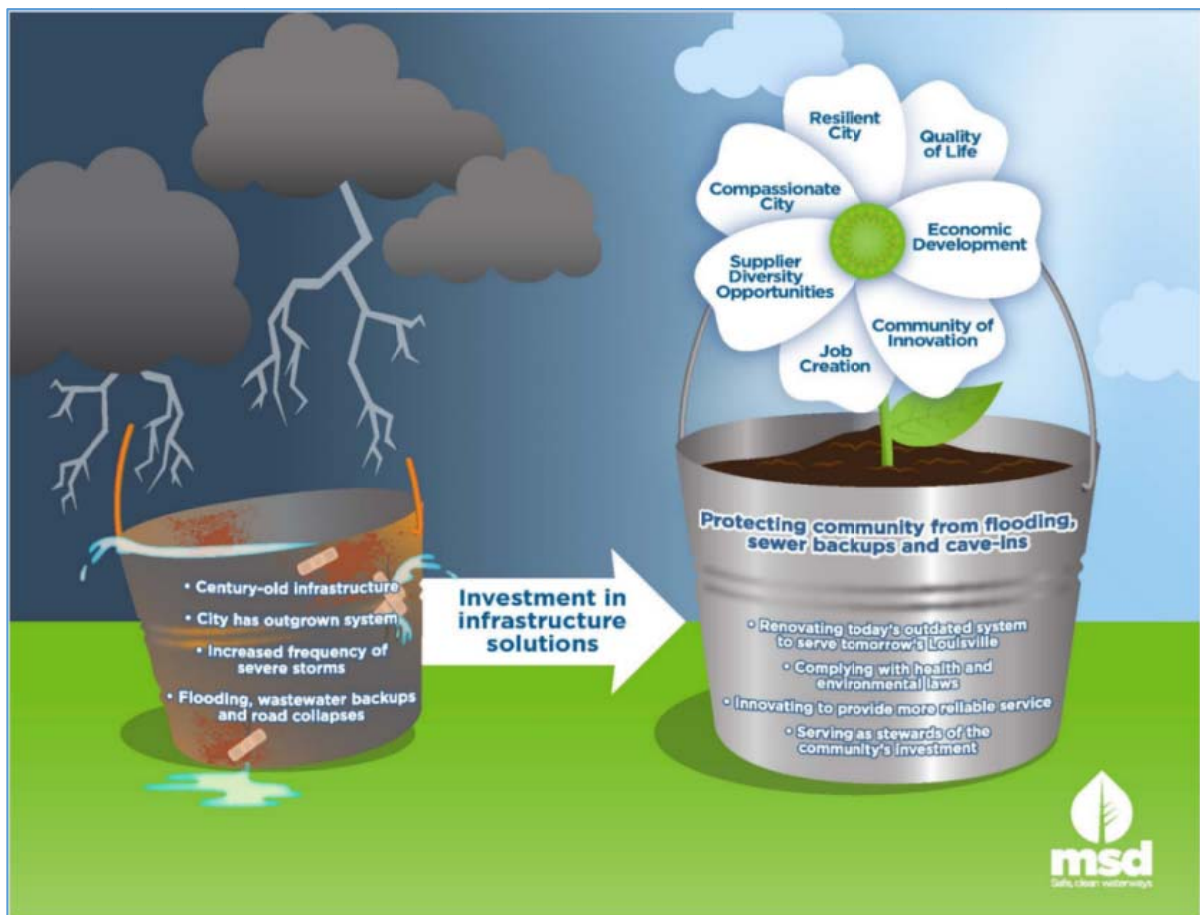
Given that the MSD service area covers a diverse range of neighborhoods and issues, the various risks to public health and safety associated with the system were separated into six categories with a specific "neighborhood-level" example selected to illustrate each category. Cost of investment needed for each category was presented, along with images and pictures depicting the impacts. **Table 1** summarizes the categories, risks, estimated solution costs, specific examples, and the justification.

MSD developed a simple analogy to communicate how critical public health and safety systems got to this point. A short "rusty bucket" animation was created to bring this message to life visually. To provide a simple analogy, our wastewater, stormwater, and flood protection systems can be compared with a rusty bucket. Decades ago, when the community was smaller and the system was newer, the bucket was solid



Tony Parrott Leading a Community Conversation Meeting

and large enough to handle local needs. But as the community grew, the bucket started to feel the strain; it got older, even as the community was demanding more from it. Keeping the bucket in working order was requiring more and more money from ratepayers. To try and stretch limited dollars, “band-aid” repairs were made to the bucket instead of an expensive replacement. And while the bucket was already starting to tip over, the community got hit with a federal Consent Decree that required more than \$900 million be spent on some parts of the bucket; that meant even more band-aids as money went toward complying with the Consent Decree instead of preventive maintenance and upkeep. Add to that the fact that extreme storm events have increased over the past decade, dumping more water into the undersized and old bucket. Simply put, Louisville’s bucket can no longer bail us all out.



Messaging also included the impact of increased frequency of extreme storm events on Louisville’s aging systems. Presentations and discussions included information on the analysis of the National Weather System station at the McAlpine Lock and Dam, which shows the frequency of 3-inch rains at that location is increasing from one every 2.6 years to one every year. MSD’s operating experience shows that a 3-inch rain in 24 hours will cause localized flooding in parts of the system in Louisville. These storm events not only cause flooding, but also put extra strain on the aging system that is already struggling to keep up.



Table 1. Critical Repair & Reinvestment Plan Summary of Community Risks

Category	Risk	Estimated Solution Costs (millions)	Specific Example	Justification
Upgrade Ohio River Flood Protection	System prevents the catastrophic impacts of Ohio River flooding.	\$683	Paddy's Run Flood Pumping Station	The system comprises 1950s technology with a 21st-century job of protecting 70,000 homes, 6,000 businesses, and more than 40 neighborhoods.
Reduce Neighborhood Flooding	Inland flooding occurs whenever a heavy rainstorm overwhelms the stormwater and drainage system.	\$1,200	Okolona area basement flooding; water rescues in the Sutherland and Dunbarton area (map with highlighted areas across entire community)	Even if you one does not live in an area with inland flooding, they may work there, their children may go to school there, or the nearest hospital may be located there. Also, runoff from one's property could contribute to flooding in lower areas.
Minimize Viaduct Flooding	Viaduct flooding impacts public safety, business growth, and emergency services response (e.g., police, fire).	\$435	Viaduct at 3rd Street and Eastern Parkway (in the heart of University of Louisville campus)	This is a major transportation corridor that, when flooded, causes ripple effects for commuters, students, and public safety vehicles like fire, police, and ambulances; also, this corridor provides major access to a 40-acre technology park. The corridor also affects student quality of life and safety, as well as investment in the expansion of Papa John Stadium.
Prevent Collapsing Sewers	System across the community is aging; the oldest sections are in the most densely populated and critical economic sectors, but also have 75-year-old systems across the community.	\$496	Sewer collapse on Broadway and Floyd Street in 2015	Brick sewer under Broadway was built in 1867; fortunately, no vehicle was on top when the roadway collapsed. A car, ambulance, fire truck, or school bus could have been on top. This was the fourth 4th collapse of the line since 2012.
Upgrade Wastewater Treatment Facilities	MSD maintains five major treatment facilities; interrupting operation at any facility would seriously impact the potential for environmental damage and the potential for public contact with bacteria and other pathogens in the waterways of Jefferson County.	\$849	Morris Forman Water Quality Treatment Center power outage in 2015	Morris Forman Water Quality Treatment Center began operation in 1958, is the largest in Kentucky, and serves a large area of the community. The facility suffered a total power outage in 2015, resulting in flooding and seriously impacting operations. Millions of gallons of untreated wastewater were discharged to the Ohio River until treatment operations were restored.
Comply with Consent Decree	Consent Decree requirements are not related to wastewater treatment or infrastructure renewal, plus support systems.	\$617	Sewer overflow storage basins, specialty equipment, more than 200 aboveground facilities, and computer and communication technology systems	Consent Decree requirements are not all related to treatment or infrastructure renewal. Sustaining MSD's daily operations requires normal business systems in addition to the specialty equipment unique to wastewater and drainage utilities.

Communication Materials

Recognizing that community meeting attendance may not be an option for everyone, a webpage was created to convey the information that would be available at meetings. Information from the CRRP can be found on a dedicated page, including a video message about the challenge and the opportunity to engage in conversation, brief summaries of the risks to public health and safety, including local pictures of real consequences, and links to the full CRRP for review.

Based on each of the six public health and safety risk categories, a variety of communication materials were developed to personalize issues (to make more relatable), visually convey messages about MSD service delivery at the local level, and clearly explain the issues and needs. Map boards and highlight sheets were created to present the community-relevant information with supporting visuals. The highlight sheets were also used as the basis for content for the dedicated CRRP website (**Figure 1** depicts a sample highlight sheet). **Appendix A** contains samples of these communication materials, including MSD newsletters, posters, bill inserts, highlight sheets, Microsoft PowerPoint presentations, videos, infographics, maps, and more.

Community Engagement

To ensure that representative voices across all areas of the community were engaged in the dialogue, MSD undertook significant efforts to make information accessible to members of the community across the entire Louisville area.

Preliminary Input from Business and Professional Groups

To ensure the success of the community dialogue, MSD recognized the importance of gaining an understanding of the types of questions the community would have about the challenges of aging systems.

Preliminary input from various community leaders and groups was gathered to ensure information to the broader community would be effective and meaningful.

Among the groups engaged were the Building Industry Association of Greater Louisville, Downtown Rotary Club, Louisville Chapter of the Kentucky Society of Professional Engineers, and Greater Louisville, Inc.



Employee Engagement

With more than 600 employees, MSD itself represents a broad range of neighborhoods and demographics. MSD employees also communicate directly with customers daily while on the job. To leverage these insights and perspectives while engaging staff as knowledgeable “information ambassadors,” MSD conducted internal sessions with employees to gather feedback and allow questions to be answered directly, ensuring employees have accurate information to provide to the public about the CRRP. This included outreach to the following Union organizations and their members:

- Laborers International Union of North America—151 members
- National Association of Government Employees—128 members



PUBLIC HEALTH & SAFETY RISK: Collapsing Sewer Infrastructure



As Louisville's sewer system continues to age, the likelihood of failure increases. The oldest sections of the system that collect wastewater from homes and businesses are located in the most densely populated and critical economic sectors of Louisville, while 75-year-old sections are located across the entire community. These systems were designed and built when Louisville was a much smaller community and are not equipped to handle today's population or support future growth.

It is not simply the century-old structures that are at risk. The massive gates in the Southwestern Sluice Gate Structure, originally installed in 1975, are the last line of defense from the Ohio River for much of west and southwestern Jefferson County. In 1983 these gates failed during an intense rain event, flooding 2,000 homes and businesses. First responders struggled to gain access to evacuate victims because streets were under several feet of water and sewage. One of these same sluice gates failed again in 2016 during routine operations. MSD crews worked around the dock to secure the gate so public safety would not be compromised if a flood event occurred. As a result, MSD is proceeding with replacement of all three gates using emergency funds.

Did you know?

A large portion of the sewer under Broadway in the heart of downtown Louisville is made of brick—not steel or concrete—and was built in 1867, shortly after the Civil War ended. Because it is made of bricks, the structure literally begins to “unravel” when just one or two bricks start to fail.



Real-World Consequences

In 2015, the old Civil War-era sewer under Broadway and Floyd Streets collapsed. As the bricks unraveled, businesses and commuters in Louisville's main business and hospital district had to maneuver around the large gaping hole in this busy roadway. Thankfully, there was not a vehicle, such as a school bus, on top when the roadway opened up. The sewer system in that area has experienced four major collapses since 2012.

(500) 01/17

What is needed?

MSD estimates that \$496 million is required to upgrade existing sewers and facilities to continue to convey sewage away from homes and businesses and keep the community safe from failing roadways and structures.

For more information, visit LouisvilleMSD.org/CriticalRepairPlan

502.587.0603
CustomerRelations@LouisvilleMSD.org



Figure 1. Sample Highlight Sheet

Wet Weather Team Stakeholder Group Involvement



Wet Weather Team Meeting

To gather public perspective, the CRRP—also referred to as the MSD 20-Year Comprehensive Facility Plan—was prepared with substantial input from Stakeholder Group members of MSD’s Wet Weather Team. Originally formed in 2006, the Wet Weather Team comprises community representatives, elected officials, MSD personnel, and technical consultants. The Stakeholder Group includes individuals recognized as community opinion leaders associated with environmental advocacy, business and industry, elected officials, local government, community neighborhood, recreation, public health, environmental justice, and organized labor interests.

Table 2 includes the names of the current Wet Weather Team Stakeholder Group members.

The stakeholder group adopted a position in support of the CRRP and implementation, including the following statement: *“We support this Vision for improving the community in the following ways:*

- *enhance protection against the increased frequency of extreme storms that we have experienced, presumably related to the impacts of global climate change;*
- *reverse the trend of deferred maintenance that threatens the reliability of our facilities and the health and safety of our community; and*
- *provide for responsible growth and development consistent with applicable land use planning.”*

Table 2: Wet Weather Team Stakeholder Group Members

Member	Organization
Steve Barger	Small business owner; Labor (Retired)
Susan Barto	Mayor of Lyndon
Stuart Benson	Louisville Metro Council, District 20
Deborah Bilitski	Louisville Metro Government, Director of Develop Louisville
Allan Dittmer	University of Louisville, Professor Emeritus
Billy Doelker	Key Homes, LLC; Building Industry Association
Mark French	University of Louisville, Speed School of Engineering, Professor
Armita Gadson	West Jefferson County Community Task Force
Mike Heitz	Louisville Metro Parks Department, former Director (Retired)
Tom Herman	Zeon Chemicals (Retired)
David James	Louisville Metro Council, District 6
Rick Johnstone	Deputy Mayor, Louisville Metro Mayor’s Office (Retired)
Maria Koetter	Louisville Metro Government, Director of Sustainability
Bob Marrett	CMB Development Company, LLC
Kurt Mason	USDA Natural Resources Conservation Service
Jim Mims	former Louisville Metro Planning & Design Services Department
Gina O’Brien	Louisville Metro Government, Director of Brightside
Rocky Pusateri	Elite Built Homes
Lisa Santos	Irish Hill Neighborhood Association
Bruce Scott	Kentucky Waterways Alliance (Retired)
Marty Storch	Louisville Metro Parks Department, Deputy Director
David Tollerud	University of Louisville, Public Health & Information Sciences, Adjunct Professor (Retired)
Tina Ward-Pugh	WaterStep; former Louisville Metro Council - District 9
David Wicks	Get Outdoors KY; Jefferson County Public Schools (Retired)

Community Meetings

One aspect of the outreach effort was face-to-face dialogue at community meetings. MSD requested opportunities to meet with existing community groups, rather than solely relying on MSD-sponsored public meetings and transmitted information (including website links and meeting opportunities) via their newsletters and communication forums, to meet people within their own neighborhoods and interest areas. These groups and organizations bring value to the outreach effort by sharing insights from a business, common good, economic, neighborhood-level, or other important perspective. The groups represented a cross-section of civic and business interests, neighborhood associations, and faith-based organizations. Also, groups and neighborhoods across Louisville were encouraged in communications distributed to the community to contact MSD to arrange presentations.



Also, MSD mailed a bill insert (see **Figure 2**) to the nearly 123,000 MSD residential customers that elect to receive a paper bill, encouraging individuals to either attend a community conversation meeting or review the information on the MSD website to learn about the CRRP initiative.

Appendix B includes a table of meetings where MSD made presentations to a group of community members, including the group name, presentation date, and number in attendance. To expand the reach beyond the actual meeting, MSD sent a follow-up thank-you and request to the community group leadership requesting that an informational email be distributed to all members providing information about the CRRP, directing them to the MSD website for more information, and encouraging them to complete the Community Input Form.

In addition to the presentations at community meetings, MSD blanketed the community with information through other means, as follows:

- Copies of the CRRP were made available at all Louisville Free Public Library branches for review and input;
- The CRRP was also available on the MSD website;
- The presentation given to the Metro Council Inter-Governmental Affairs Committee was streamed live and subsequently replayed multiple times on MetroTV;
- News articles provided coverage across the entire community;
- Radio coverage of the CRRP was provided on WLOU;
- Interviews and discussion of the CRRP occurred on WLKY, with a Point of View segment scheduled for WDRB;
- Advertisements were published; and
- Content was provided for community group newsletters and other third-party communication channels to further broaden the reach to members of the community. **Appendix C** contains examples of these placements.

Message to the community—aging critical infrastructure

February/March 2017

Louisville, like many cities, is faced with aging infrastructure that must be maintained and refurbished in order to continue to serve a growing community. Some of MSD's underground infrastructure predates the Civil War, and much of our flood



Tony Parrott
MSD Executive
Director

protection system was built in the 1940s and '50s. In addition, an increased frequency of severe storms in recent years has amplified the need for our system to be ready to protect against the worst of today's weather.

MSD has completed an extensive analysis of these systems and has developed a Critical Repair & Reinvestment Plan to address the challenges posed by this aging infrastructure. The difficult truth is the solutions come with a price tag of \$4.3 billion over the next 20 years, including almost \$500 million to finish the remaining Consent Decree projects to meet the federal order to reduce sewer overflows.

We want to hear from you:

Louisville can no longer avoid renewing and restoring its vital wastewater, flood protection and stormwater management facilities. Input is needed from the community to determine how soon the critical projects should be completed.

The entire Critical Repair & Reinvestment Plan is online for your review, as well as available in each of Louisville's public library branches. To view the Plan and provide feedback, visit LouisvilleMSD.org/CriticalRepairPlan

The bottom line is this: at MSD, we're here to make Louisville a better place. A cleaner place. A healthier place. To have a real impact on the quality of life of the place we all call home. Working together, we can continue to pursue our Vision of "Safe, Clean Waterways for a Healthy and Vibrant Community."

Sincerely,



James A. Parrott
MSD Executive Director

Plan your rain garden now



Rain gardens help infiltrate rainwater before it reaches the drainage system, and reduce the amount of stormwater and pollutants running into storm drains, combined sewers or streams.

For your **FREE Rain Garden Guide**, contact MSD Customer Relations at 502.587.0603, or online at CustomerRelations@LouisvilleMSD.org.



CONTACT US 24/7/365
502.587.0603



CustomerRelations@LouisvilleMSD.org



Figure 2. February/March Bill Insert



A robust online and social media campaign was also employed to broaden the reach, making information accessible literally at citizens' fingertips via a smartphone or tablet. Along with regular Twitter and Facebook posts, MSD broadcast Facebook Live and Periscope feeds that allowed community members to hear presentations and participate in conversations remotely. **Appendix D** contains a full record of all Facebook and Twitter posts pertaining to the CRRP.

FEBRUARY - MAY, 2017 CRITICAL REPAIR & REINVESTMENT PLAN SOCIAL MEDIA ANALYTICS			
PLATFORM	NUMBER OF POSTS/ TWEETS	Number of times post is displayed (IMPRESSIONS)	WEB VISITS FROM SOCIAL MEDIA POSTS
FACEBOOK 	111	201,606	3,725
TWITTER 	170	211,843	2,296
TOTAL	281	413,449	6,021

These graphs show the social media impressions and webpage analytics for MSD's Facebook, Twitter, and the Community Repair and Reinvestment Plan website during February through May 2017 (the most intense period for the Community Conversation meetings and promotion). An impression is the chance that someone had to see the post through their feed. The impressions on social media during these four months amounted to 413,449. The purpose of the social media campaign was to drive customers to the CRRP website information and survey, which happened 6,021 times during this 4-month period.

FEBRUARY - MAY 2017 CRITICAL REPAIR & REINVESTMENT PLAN WEB PAGE MSD WEBSITE ANALYTICS		
PAGE VIEWS (each time a visitor views a page)	AVERAGE TIME ON PAGE	CRRP WEB PAGE RANK
9165	1 min, 12 sec	2

The MSD Community Repair and Reinvestment Plan webpage had 9,165 visitors between February and May 2017, with an average time on the page of 1:12 spent on the page. These hits made this page on the MSD website second in terms of viewers behind the MSD Main Page.

Community Input

The community has responded to this opportunity for constructive dialogue by actively engaging, sharing input, asking questions, and gathering information. Many neighbors were surprised to learn not only how extensive the systems are across the entire community, but how old and increasingly unreliable these critical systems have become.

Given that a primary goal of the Community Conversation was to gather input from members of the community about the CRRP, MSD undertook an extensive effort to capture community comments and feedback across multiple platforms. To record structured input, a Community Input Form was developed. Community members were asked to select from a series of statements that best represented their viewpoint. The Community Input Form was available online through the MSD website. Hard copies of the form were also provided to community members at every meeting where MSD presented. **Figure 3** presents information requested on the form.

Ultimately MSD presented and engaged in dialogue with citizens in locations across the entire Louisville community. To date, MSD has reached 60 community groups through presentations and dialogue at over 35 different community meetings attended by approximately 1500 people.



CRITICAL REPAIR & REINVESTMENT PLAN

Voice your opinion

Name: _____

Address: _____

City: _____ Zip: _____

Email: _____

Would you like to receive our newsletter? No Yes, postal mail Yes, email

1. I understand and agree with the need for investing in the community's wastewater, stormwater and flood protection systems in order to reduce risks to public health and safety rather than continuing to defer critical repairs and reinvestment.
 I do not agree that the risks to public health and safety are as great as presented.
 I don't yet have an opinion on this.
2. I believe it is important to begin addressing the public health and safety risks as quickly as possible.
 I believe that MSD should defer addressing these public health and safety risks until after 2024 when the required federal Consent Decree work is complete.
3. I support an increase in residential rates of up to \$10 per month (with a proportional increase in industrial/commercial rates) to immediately begin to fund critical wastewater, stormwater, and flood protection needs to address public health and safety risks.
 I prefer an increase in residential rates of not more than \$4 per month (with a proportional increase in industrial/commercial rates) with the understanding that this continues to defer critical repairs and reinvestment in wastewater, stormwater, and flood protection needs.
4. I support the expansion of MSD's Rate Relief Program to assist customers who meet federal criteria established for other utility rate assistance programs.
 I do not support the expansion of MSD's Rate Relief Program to assist customers who meet federal criteria for other utility rate assistance programs.

Comments: _____

For more information visit LouisvilleMSD.org/CriticalRepairPlan

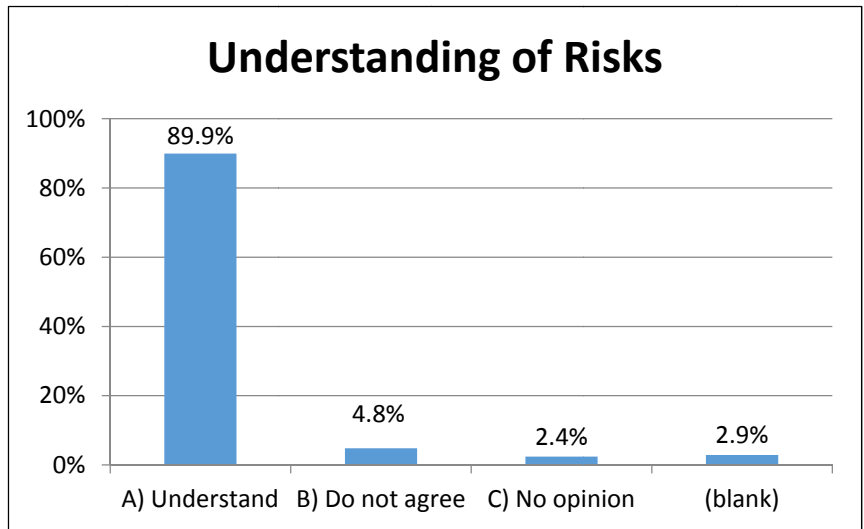


Figure 3. Community Input Form

The input from all of those who chose to engage is summarized below.

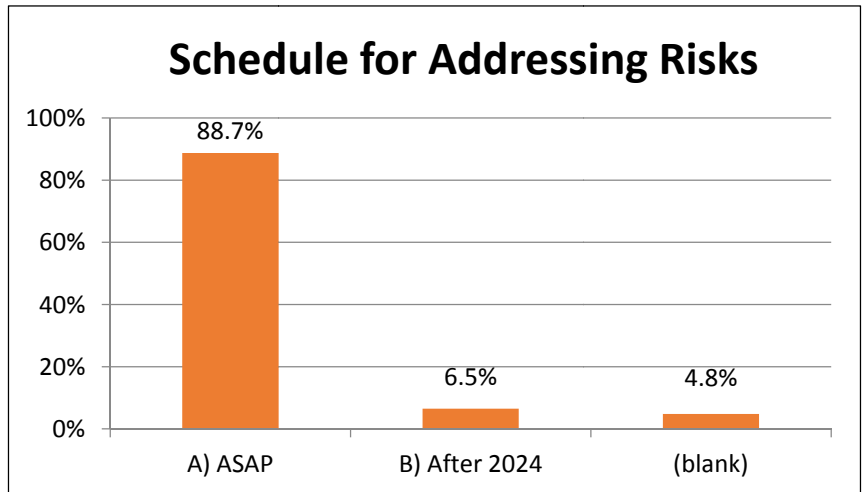
Question 1

- A. I understand and agree with the need for investing in the community’s wastewater, stormwater and flood protection systems in order to reduce risks to public health and safety rather than continuing to defer critical repairs and reinvestment.
- B. I do not agree that the risks to public health and safety are as great as presented.
- C. I do not yet have an opinion on this.



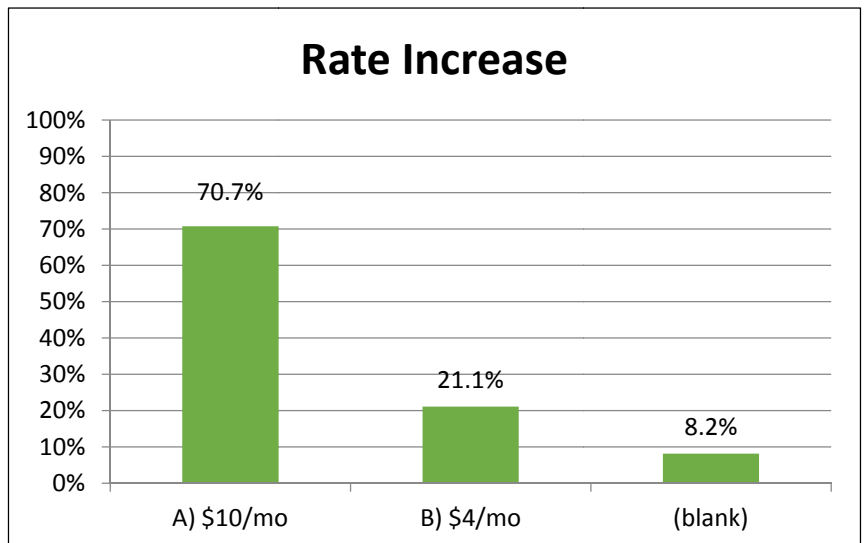
Question 2

- A. I believe it is important to begin addressing the public health and safety risks as quickly as possible.
- B. I believe that MSD should defer addressing these public health and safety risks until after 2024 when the required federal Consent Decree work is complete.



Question 3

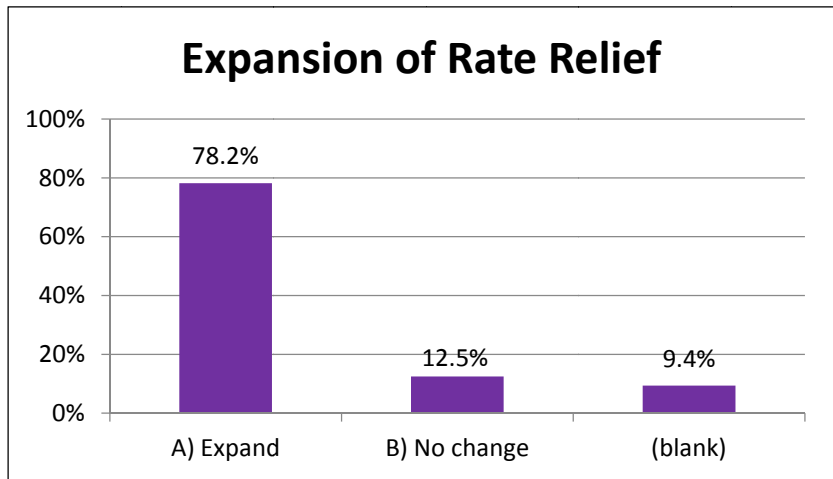
- A. I support an increase in residential rates of up to \$10 per month (with a proportional increase in industrial/commercial rates) to immediately begin to fund critical wastewater, stormwater, and flood protection needs to address public health and safety risks.
- B. I prefer an increase in residential rates of not more than \$4 per month (with a proportional increase in



industrial/commercial rates) with the understanding that this continues to defer critical repairs and reinvestment in wastewater, stormwater, and flood protection needs.

Question 4

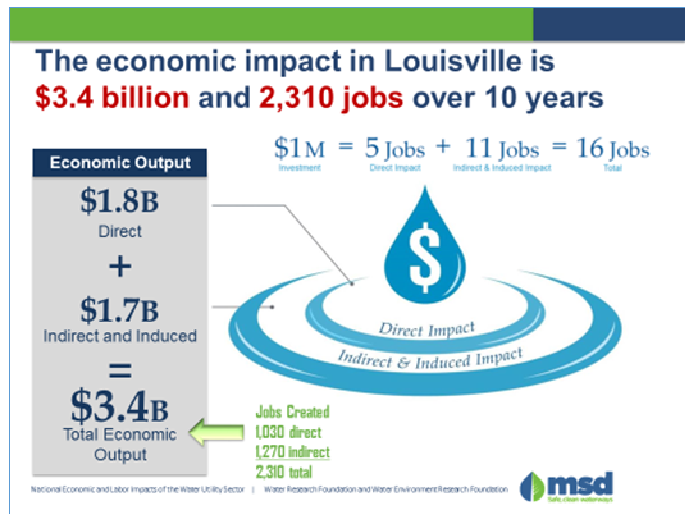
- A. I support the expansion of MSD’s Rate Relief Program to assist customers who meet federal criteria established for other utility rate assistance programs.
- B. I do not support the expansion of MSD’s Rate Relief Program to assist customers who meet federal criteria for other utility rate assistance programs.



Detailed results from the Community Input Forms can be found in **Appendix E**. In addition to the structured Community Input Form, MSD captured the community’s comments, questions, and input at each community meeting to provide additional context about the community’s sentiments regarding the CRRP. Along with a presenter, each community meeting was assigned a “scribe” who attended on MSD’s behalf to record comments and questions raised by audience members during the open dialogue session. A full accounting of these notes can be found in **Appendix E** along with a summary of general observations about the comments and questions received.

Building Community Resilience

Louisville’s economic prosperity depends on effective and reliable wastewater, stormwater and flood protection systems. As Mayor Fischer and others have noted, Louisville is undergoing a transformation with \$1.2 billion in investment downtown projected for completion by 2018; new transportation infrastructure, hotels, and attractions popping up all over the area; and, growth occurring in neighborhoods, businesses, and parks (projections are for \$6 billion in development for metrowide Louisville). The public health and safety systems that MSD provides are an imperative foundation to support that transformation and for the community’s economic viability.



In addition, investing the \$4.3 billion into Louisville’s infrastructure will have a significant economic impact for many years. Solidifying a funding plan to repair and rehabilitate the wastewater, stormwater, and flood protection infrastructure on an aggressive but achievable timeline will support existing Louisville business operations; it will also lay the foundation necessary to support new businesses as they weigh options on where to launch new ventures. Also, contractors, suppliers, vendors, and engineers will perform the more



than \$4 billion in work MSD would be undertaking. According to national research, the economic impact in Louisville can be expected to be \$3.4 billion and 2,310 jobs over just 10 years.

Investments in critical systems support Louisville's efforts to become a "*Resilient City*" by ensuring the proper infrastructure systems are in place for a thriving and sustainable future. This aligns with the priorities identified by local citizens at the **100 Resilient Cities Workshop** held in Louisville on January 31, 2017. The top shocks and stresses identified by work groups included severe or catastrophic weather, aging infrastructure, and infrastructure vulnerability or failure.

With a Chief Resiliency Officer now on board, Louisville is ready to begin addressing the shocks and stresses that challenge our community's resiliency. The CRRP directly responds to the resiliency issues related to aging infrastructure, climate change, and public health protection. The CRRP is ready to go. Beginning to implement the CRRP now can be an important "jump start" to demonstrate Louisville's commitment to our resiliency response program.



Summary

Neglecting this essential public health and safety protection infrastructure system is no longer an option—serious failures are occurring at an increasingly rapid pace. The ability to successfully apply temporary repairs rather than permanent fixes diminishes significantly with each passing day.

Community input confirms that Louisville can no longer avoid renewing and restoring its vital wastewater, flood protection, and stormwater management facilities. Responses from those who engaged in the community conversation are as follows:

- 90 percent of the community understands and agrees with the need for investing in the community's wastewater, stormwater and flood protection systems to reduce risks to public health and safety rather than continuing to defer critical repairs and reinvestment.
- 89 percent of the community believes beginning to address the public health and safety risks as quickly as possible is important.
- 71 percent of respondents support an increase in residential rates of up to \$10 per month (with a proportional increase in industrial and commercial rates) to immediately begin to fund critical wastewater, stormwater, and flood protection needs to address public health and safety risks.
- 78 percent of the community supports expanding MSD's Rate Relief Program to assist customers who meet federal criteria established for other utility rate assistance programs.

This input echoes the priorities identified by local citizens at the 100 Resilient Cities Workshop hosted by Louisville Metro in early 2017, including the risks of severe or catastrophic weather, infrastructure vulnerability, and aging infrastructure.

Based on responses from an engaged community, the clear direction and vision that was delivered to MSD was that the time is **now** to initiate the CRRP solutions to address the risks associated with Ohio River flood protection, inland flooding, wastewater treatment, viaduct flooding, aging infrastructure, and Consent Decree completion. The message of the need and action resonated throughout the entire community. This initiative is good for the health and safety of residential customers, needed for creating a sustainable business environment, and critical to building Louisville into a resilient city.

Properly functioning wastewater, stormwater, and flood-protection systems are the foundation upon which our city's future is built. Our children and grandchildren will be affected by the decisions and the investments we make today—and the legacy we leave for them.



Appendix A: Communication Materials

- 1. Bill Insert**
- 2. Presentation**
- 3. Highlight Sheets**
- 4. Library Poster**
- 5. MSD Newsletters**
- 6. Rainfall Infographic**
- 7. MSD Contact Card**

Appendix B: Community Engagement

- 1. Community Presentations**

Appendix C: Third-Party Distribution of Information

- 1. Community Newsletters**
- 2. News Media**
- 3. Advertisements**

Appendix D: Digital Outreach

- 1. Website**
- 2. Story Map**
- 3. Social Media**

Appendix E: Community Input

- 1. Community Input Form Results**
- 2. Comments/Questions Received by Meeting**
- 3. Comments/ Question Received by Topic**

APPENDIX A

COMMUNICATION MATERIALS

- 1. Bill Insert**
- 2. Presentation**
- 3. Highlight Sheets**
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Appendix A

1. Bill Insert

The following bill insert was mailed to 122,858 MSD customers that receive a paper bill providing an overview of the Critical Repair & Reinvestment Plan and encouraging them to participate in community meetings and to complete the on-line Community Input Form on the MSD website.

Message to the community—aging critical infrastructure

February/March 2017

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The bottom line is this: at MSD, we're here to make Louisville a better place. A cleaner place. A healthier place. To have a real impact on the quality of life of the place we all call home. Working together, we can continue to pursue our Vision of "Safe, Clean Waterways for a Healthy and Vibrant Community."

Sincerely,



James A. Parrott
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Rain gardens help infiltrate rainwater before it reaches the drainage system, and reduce the amount of stormwater and pollutants running into storm drains, combined sewers or streams.

For your **FREE Rain Garden Guide**, contact MSD Customer Relations at 502.587.0603, or online at CustomerRelations@LouisvilleMSD.org.



CONTACT US 24/7/365
502.587.0603

CustomerRelations@LouisvilleMSD.org



'Flushable' wipes... are more expensive than you think

Toss your wipes into the trash— NOT into the toilet!

Wipes do not break down quickly, even if their labels read "flushable." They can cause problems for home plumbing systems and lead to sewer backups. Wipes also clog and damage sewer line pumps, screens and other mechanical parts at water quality treatment centers. This costs wastewater utilities nationwide a great deal of expense. MSD employees must repair clogged pumps an average of two out of every three days. Wipes cause 60 percent of these clogs.



Shawn Smith clears a clog containing flushable wipes at MSD's Cedar Creek Water Quality Treatment Center.

Disconnecting **your** **downspouts** can **pay** **big** dividends

one-time incentive
\$100 per
downspout*
disconnection from
sewer system



Keeping rainwater out of the sewer system helps prevent sewer overflows into our local waterways and sewer backups into homes.

To see if your downspouts or sump pump connect to the sewer system, residential customers can contact MSD at **502.587.0603** or **CustomerRelations@LouisvilleMSD.org**.

Downspout Disconnection Program

A typical 8-inch neighborhood sanitary sewer pipe can handle wastewater from approximately 200 homes. This pipe can become overwhelmed when as few as six homes have downspouts connected to the sewer line. To relieve this situation, MSD offers residential customers a one-time incentive of **\$100 per downspout*** for disconnection from the sewer system. **Customers must contact MSD in advance of the disconnection.**

Sump Pump Disconnection

The typical 8-inch neighborhood sanitary sewer pipe can become overwhelmed with as few as eight sump pumps connected to the system. MSD's Plumbing Modification Program **pays for a licensed plumber to disconnect the sump pump from the sanitary sewer** and redirect the water in a safe and effective way.

* To be eligible to receive the downspout disconnection incentive payment, MSD MUST INSPECT your downspouts PRIOR to disconnection. Offer expires 11-30-2017.

OUR VISION

Achieving Safe, Clean Waterways
for a Healthy and Vibrant Community

OUR MISSION

Providing Exceptional Wastewater,
Drainage and Flood Protection Services
for Our Community

CONTACT US 24/7/365
502.587.0603

CustomerRelations@
LouisvilleMSD.org



Appendix A

2. Presentation

To ensure that representative voices across all areas of the community were engaged in the dialogue, MSD requested opportunities to meet with existing community groups rather than solely relying on MSD sponsored public meetings. The following presentation was delivered at each community meeting.

A recording of an actual presentation being delivered by MSD Executive Director Tony Parrott is available for viewing online through MetroTV at the following link:

http://louisville.granicus.com/MediaPlayer.php?view_id=2&clip_id=4972

Partnering to Protect Public Health and Safety – Neighborhoods of Metro Council District 4

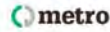
April 6, 2017



[Intro Video](#)



Louisville is Committed to Becoming a Resilient City



February 1, 2017, Courier-Journal article on 100Resilient Cities Workshop

CITY GETTING HELP TO FACE THREATS

Effort aims to protect Louisville from shocks, stresses

JAMES BRUGGERS

columnist

Louisville may be able to tap into billions of dollars of free services from some of the world's leading companies or organizations as part of its participation in a network of 100 resilient cities. The city will have to be able to face a variety of shocks, stresses and risks. The first step is to identify the risks and then focus on the problems it will seek to solve.

Among the problems that made the...

Top six shocks identified by workgroups

- » Economic crisis
- » Severe or catastrophic weather
- » Limited resilience or ability to recover
- » Riot or civil unrest
- » Hazardous materials accident
- » Cyber attack

Top seven stresses identified by workgroups

- » Poverty and inequality
- » Lack of workforce and poor health
- » Low-performing education systems
- » Aging infrastructure
- » Racial and lack of social cohesion
- » Degradation of built and natural environment
- » Climate change

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- » Economic crisis
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- » Hazardous materials accident.
- » Cyber attack.

Top seven stresses identified by workgroups

- » Poverty and inequality.
- » Lack of workforce and poor health.
- » Low-performing education systems.
- » Aging infrastructure.
- » Racial and lack of social cohesion.
- » Degradation of built and natural environment.
- » Climate change.



MSD is foundational to Louisville's transformation



\$1.2 billion investment downtown with 2018 projected completion

LOUISVILLE DOWNTOWN PARTNERSHIP

Louisville Metro development estimated to exceed **\$6 billion**

Louisville's prosperity depends on this vital system

Yum! Brands

UPS

NORTON HEALTHCARE

PIZZA PAPA JOHN'S

Humana.

KentuckyOne Health

GE

Ford

BAPTIST HEALTH LOUISVILLE

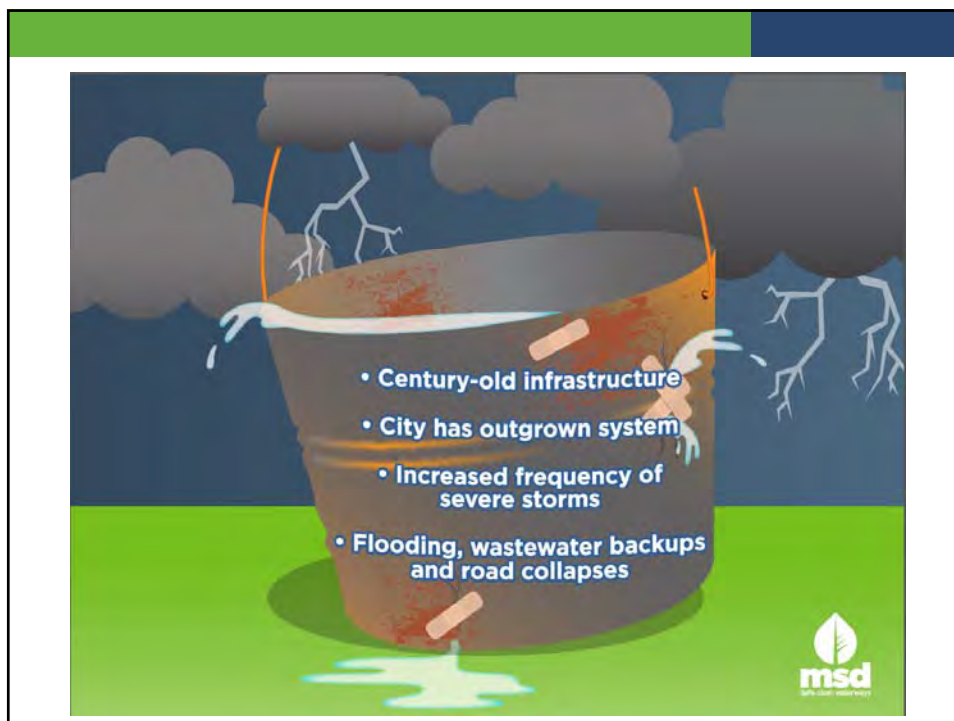
msd
Safe. Clean. Waterways.

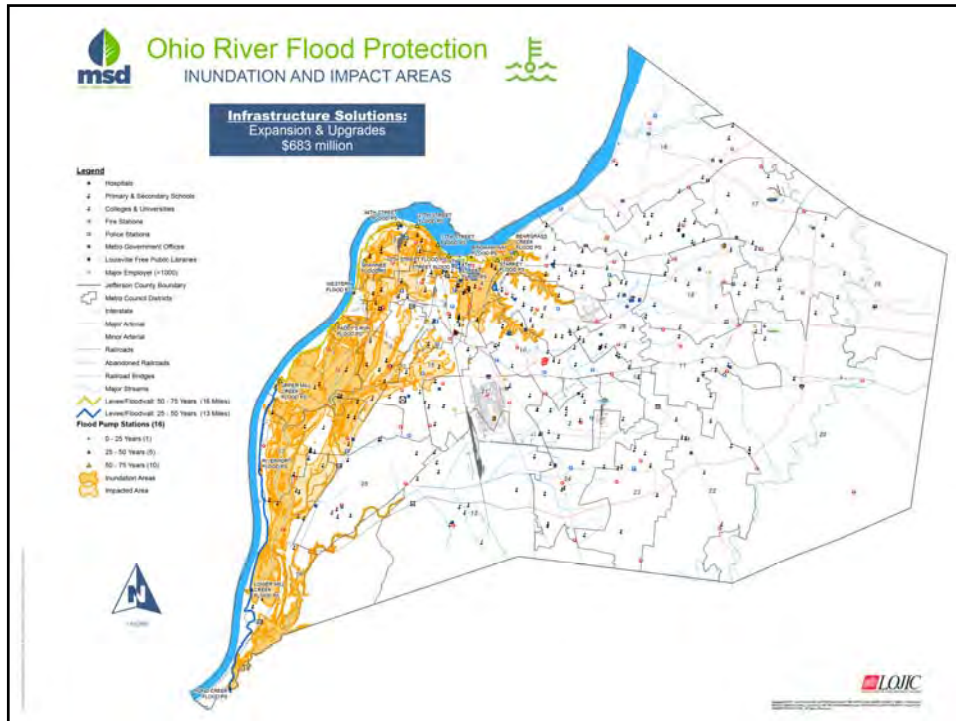
We cannot transform while this is our reality

Yuck! Louisville still has \$934M sewer problem
 James Struggers, @jstruggers 6:17 a.m. EDT (EST) 20, 2016
 As MSD enters the home stretch on a 19-year sewer system cleanup, there's progress but spills continue and costs rise
 With no hesitations, strands 2000 and beyond

Torrential rain triggers flash flooding across metro Louisville
 Posted Jul 12, 2015 8:41 AM EDT Updated Jul 19, 2015 8:57 AM EDT
 By Julie Givens
 LOUISVILLE, KY (WAVE) - Cars were stranded, homes flooded, and streets impassable thanks to flash flooding triggered by a round of torrential rain Sunday morning.

Sewer leak dumps up to 50,000 gallons of sewage into Beargrass Creek
 UPDATED 8:09 PM EST Jan 01, 2016
 LOUISVILLE, Ky. —A sewer leak dumped up to 50,000 gallons of sewage into Beargrass Creek. The Metropolitan Sewer District said it had to shut down the Nightingale pump station to work on a sewer main collapse off Phillips Lane.





Paddy's Run Flood Pumping Station

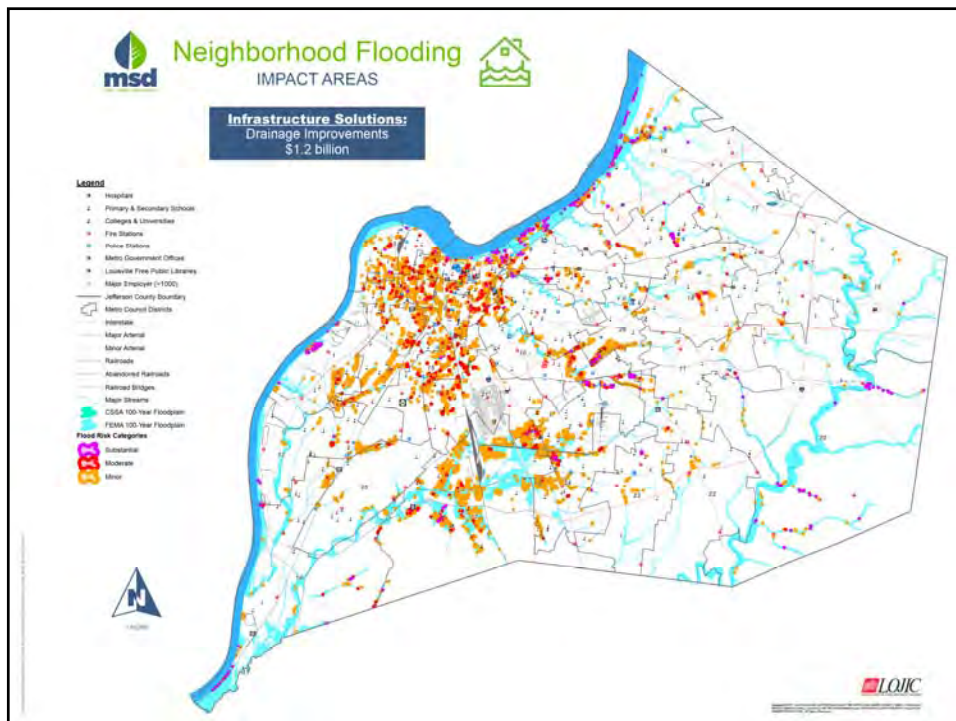
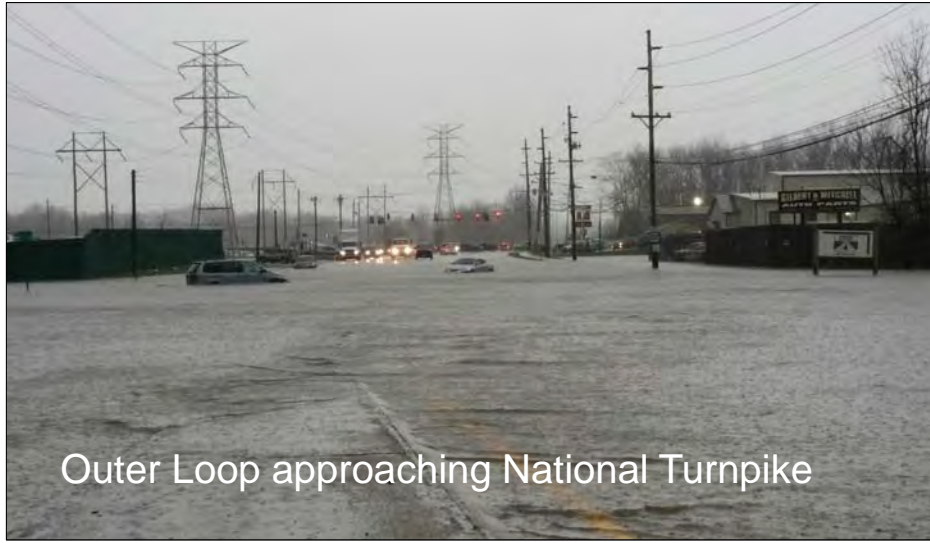


- Constructed in 1953
- Protects 35,000 of our Friends and Neighbors

Part of the larger system that protects **\$23.8 billion** in property



RISK: Stormwater drainage and inland flooding



Water rescues were necessary in 2015

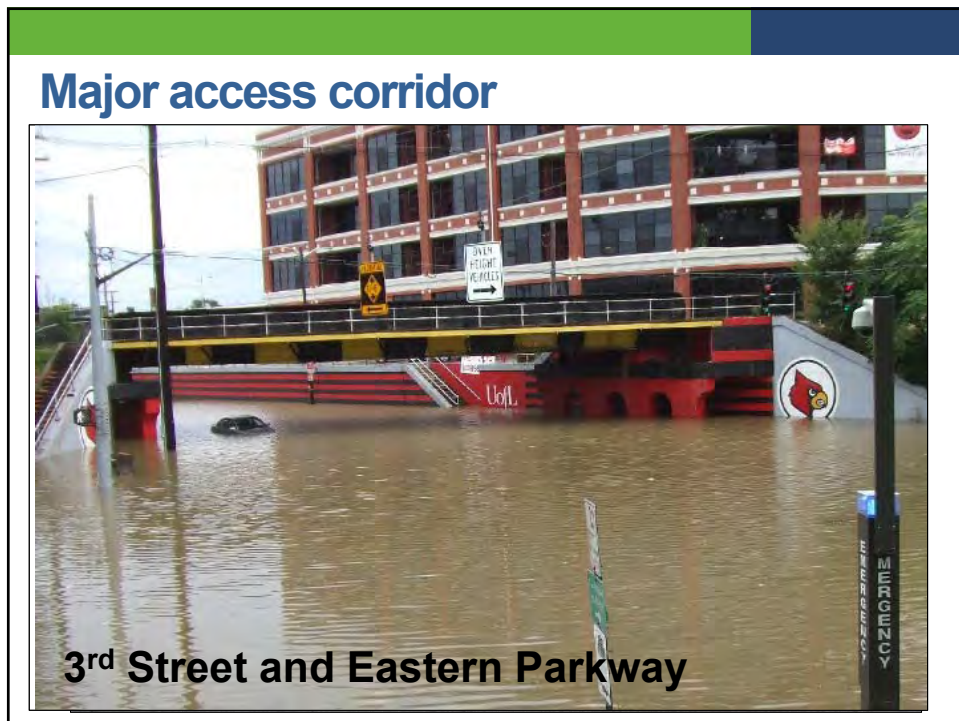
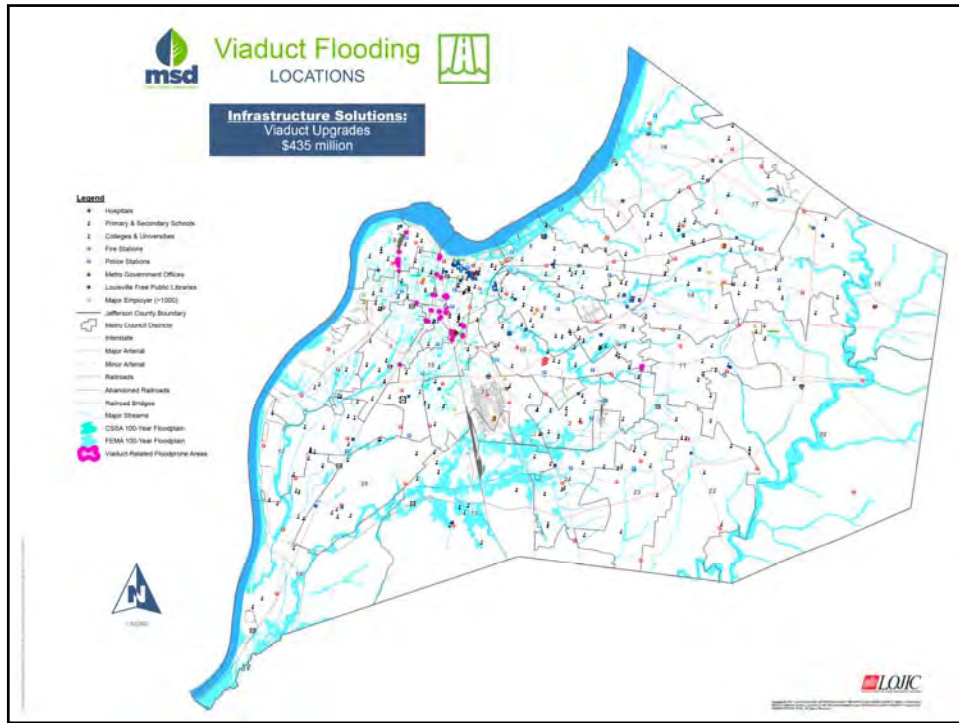


Sutherland and Dunbarton area



RISK: Viaduct drainage challenges

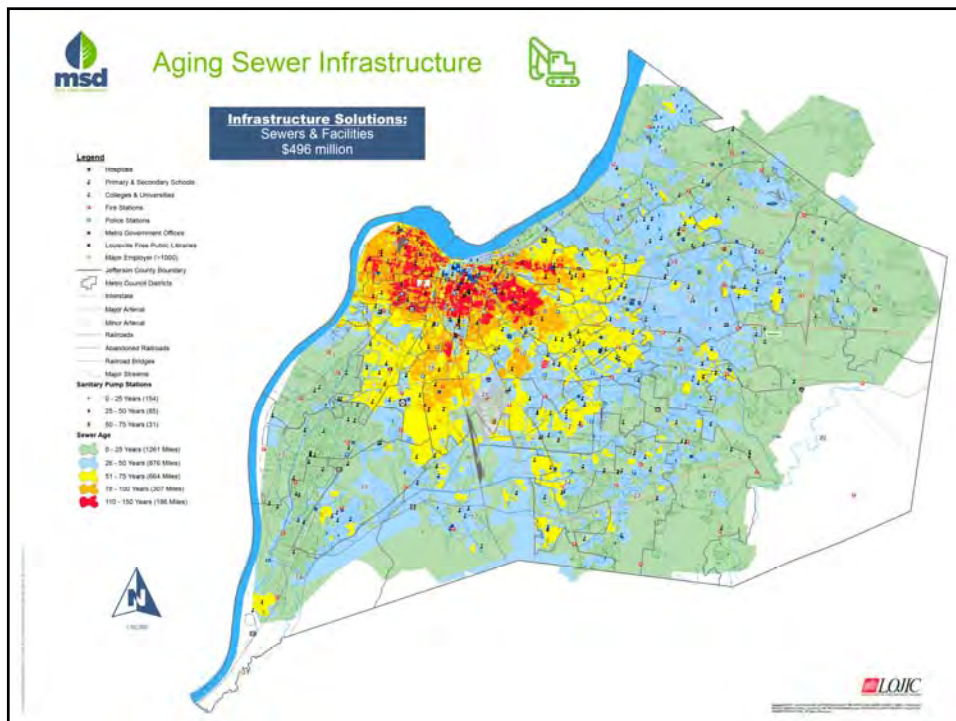




RISK: Crumbling sewer infrastructure



Trolley gets stuck in sinkhole downtown
Friday, November 7th 2014, 9:58 pm EST
LOUISVILLE, KY (WAVE) – Several passengers were on board a trolley as it drove over a sewer grate that gave way, creating a small sink hole in downtown Louisville, according to MetroSafe.





Broadway & Floyd 90-inch brick sewer collapse - July, 2015



Broadway sewer - originally built in 1867

Southwestern sluice gate constructed in 1975

First failure = 1983

More than 2,000 homes and businesses flooded



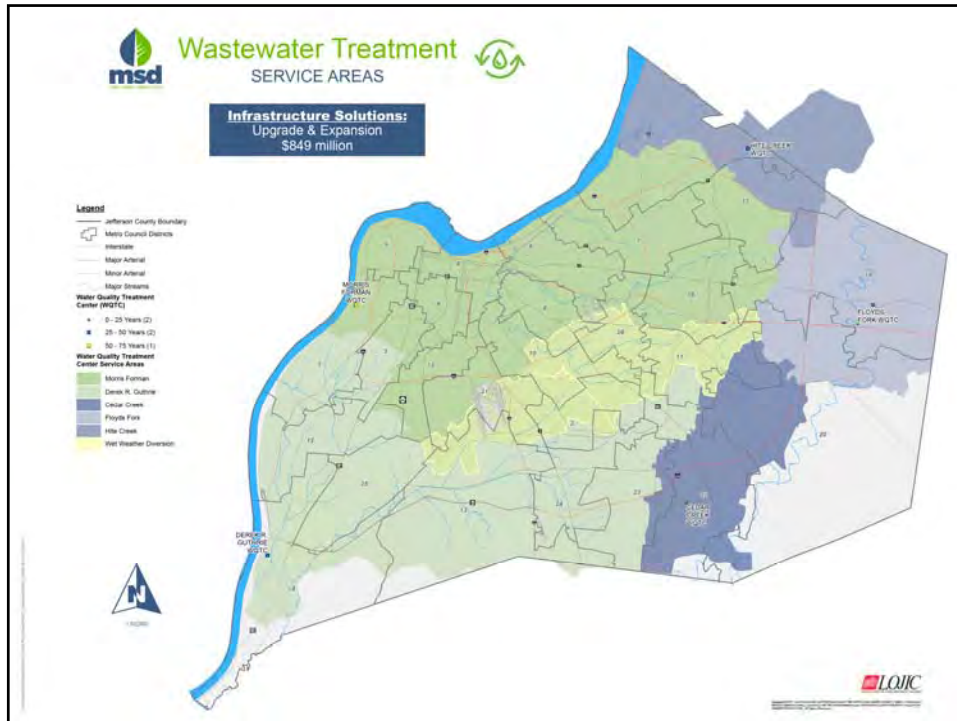
Second failure = Spring 2016

RISK: Wastewater treatment facilities



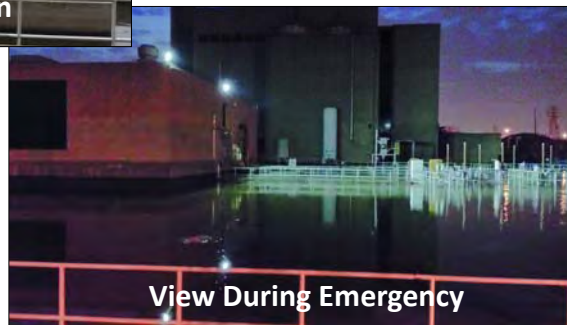
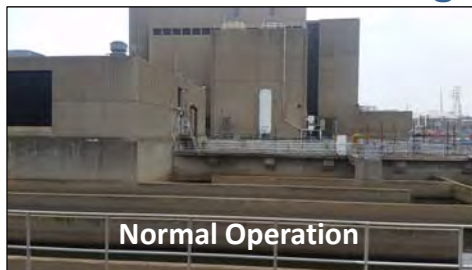
Morris Forman Water Quality Treatment Center





Morris Forman plant power outage could have had devastating community impacts

2015



RISK: Consent Decree Obligations



More than \$400 million invested over the past decade



Typical CSOs along Beargrass Creek

Logan St Basin Construction



~\$500 million more necessary to reach completion by 2024



Consent Decree to-date

Combined Sewer Overflows
60% reduction

Sanitary Sewer Overflows
70% reduction

Consent Decree program status:

- ✓ fully compliant
- ✓ on-time
- ✓ on budget

Catastrophic events are occurring around us

Flash flooding on Interstate 71 leaves motorists stuck

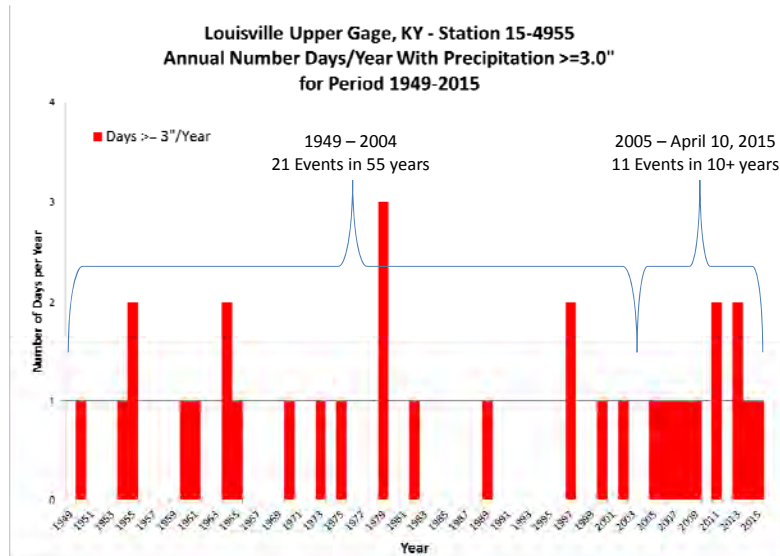
9 FIRST WARNING WEATHER
FLOOD WATERS TAKE OVER TRI-STATE HIGHWAYS
DRIVERS STUCK ON ROAD AS HEAVY RAIN COMES DOWN

Cincinnati

Paducah

West Virginia

Increased Frequency of Extreme Storms



We must renovate the outdated system to serve tomorrow's Louisville



Some infrastructure in our downtown business core pre-dates the Civil War



With challenges come opportunities



MSD has the infrastructure solutions



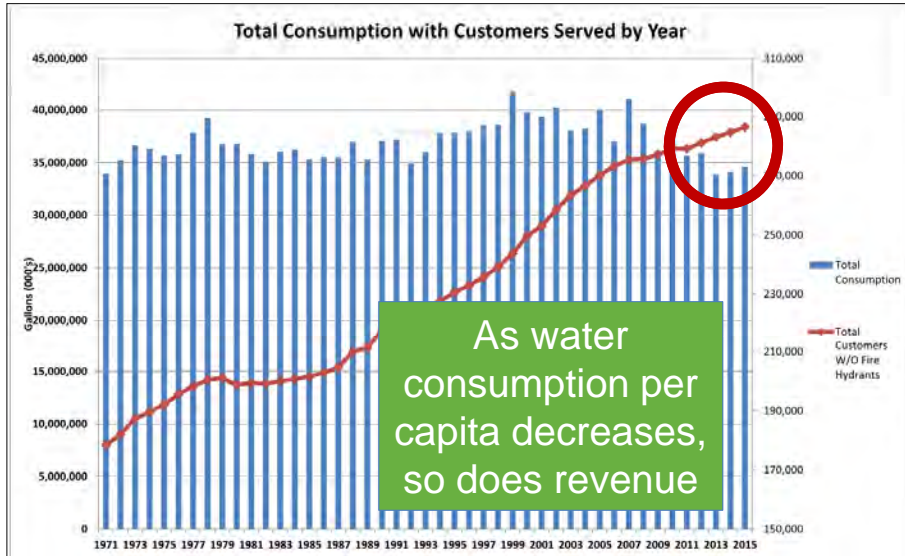
MSD infrastructure solutions

More than two years of analysis and careful planning

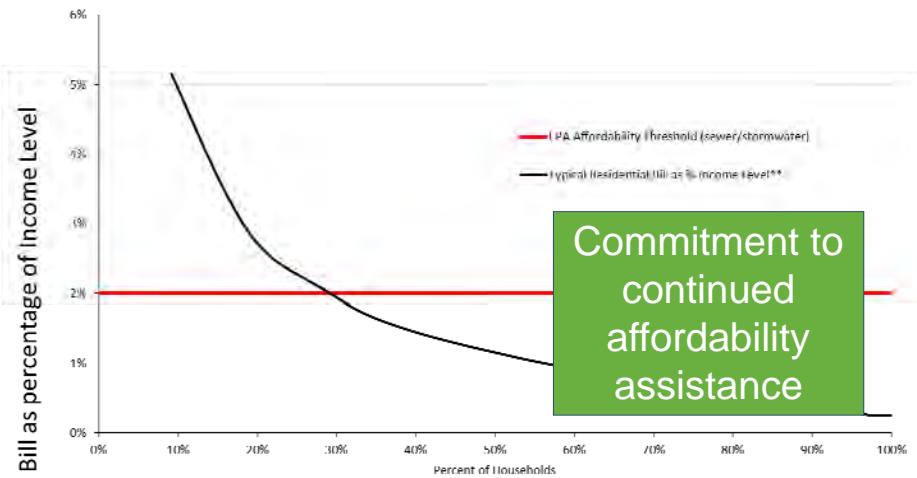


\$4.3 billion

Financial realities must be acknowledged



As stewards of the community's investment, must consider impact to all customers



** 2015 Cost of Service Study, assumes bimonthly billing, 10,000 gallons water, 8,500 gallons adjusted sewer flow, 5/8 inch connection

(WRAP) Wastewater Rate Assistance Program

Need help with your MSD bill?

MSD offers a 6% personal rate reduction for wastewater charges to qualified low-income customers.

WRAP applicants must fall within Federal Poverty Guidelines on Gross Income

Family Size	Annual Income
1	\$1,276
2	\$1,728
3	\$2,211
4	\$2,678
5	\$3,178
6	\$3,678
7	\$4,160
8	\$4,633

Apply online
Visit msd.com/apply

Apply in person
Visit our office at 10000 Highway 100, Louisville, KY 40220

Urban Government Center
10000 Highway 100, Louisville, KY 40220

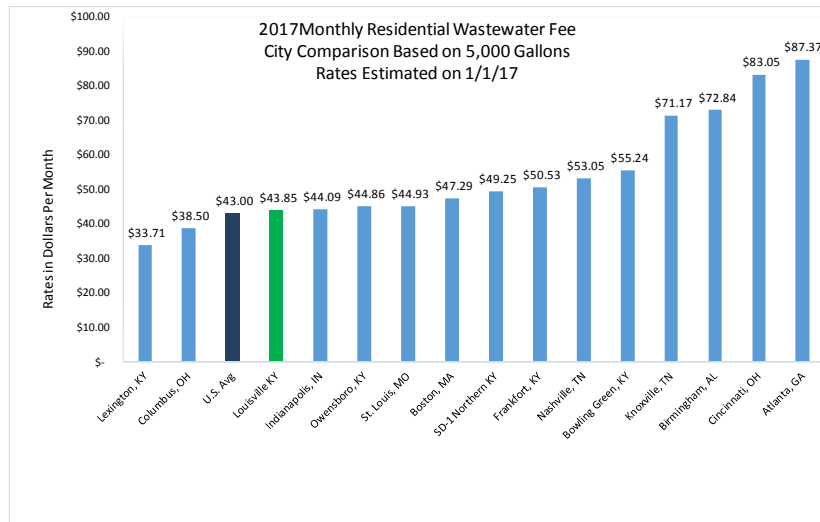
Heritage Commons Center
10000 Highway 100, Louisville, KY 40220

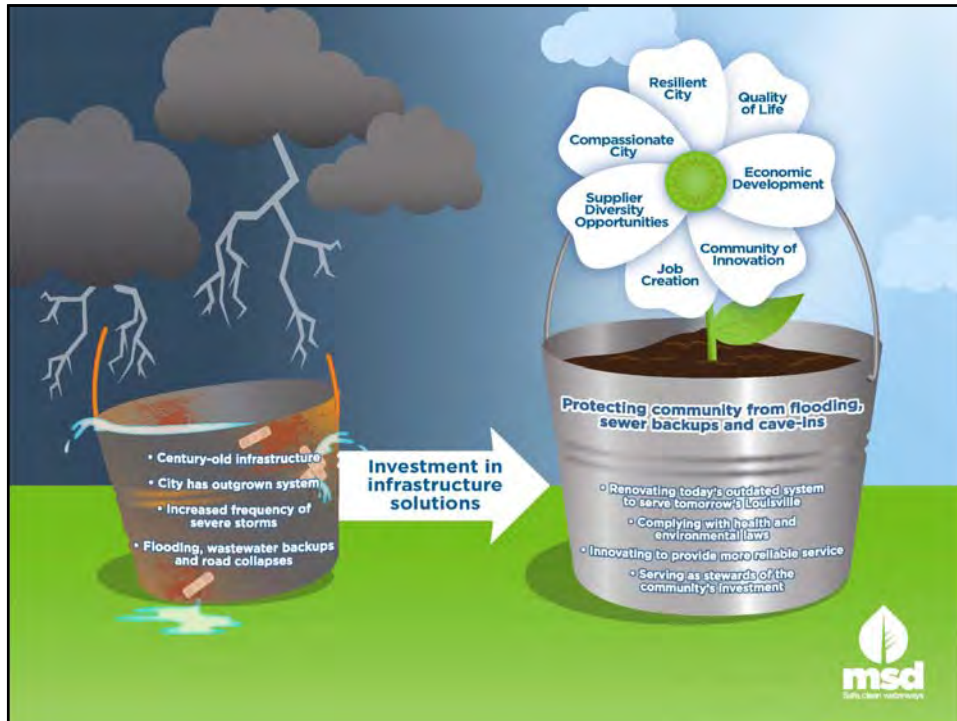
Southwest Government Center
10000 Highway 100, Louisville, KY 40220

msd
Safe, clean waterways



Louisville will remain competitive





Renovating today's outdated system to serve tomorrow's Louisville

Complying with health and environmental laws

Innovating to provide more reliable service

Serving as stewards of the community's investment



The flower bucket infographic on the right side of this block is identical to the one in the top image, showing a silver bucket with a flower growing out of it. The petals are labeled with community goals: 'Resilient City', 'Quality of Life', 'Economic Development', 'Community of Innovation', and 'Job Creation'. The center of the flower is labeled 'Supplier Diversity Opportunities' and 'Compassionate City'. The bucket is labeled 'Protecting community from flooding, sewer backups and cave-ins'.

The economic impact in Louisville will be **\$3.4 billion** and **2,310 jobs** over 10 years



Every \$1 we invest = \$2.62 for local economy

Source: U.S. Department of Commerce



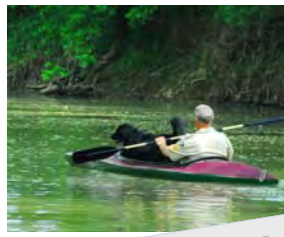
We invite you to join us in our **Community Conversation**

Community Conversation guiding principles

- **TRUTHFUL** information
- **FAIR** cost to all involved
- **GOODWILL** to strengthen neighborhoods
- **BENEFICIAL** investment across all of Louisville



Risks to Today and Tomorrow's Louisville



What will be OUR legacy?



Make sure your voice is part of the discussion

- Comments and questions during meetings
- Paper input form distributed tonight
- www.louisvillemtd.org/community-input-form



Help bring many voices to the table for this crucial conversation

To schedule a presentation, please contact:

- Sandra Gibson at sandra.gibson@louisvillemtd.org or **502-540-6352**
- Wes Sydnor at wesley.sydnor@louisvillemtd.org or **502-540-6000**



QUESTIONS?



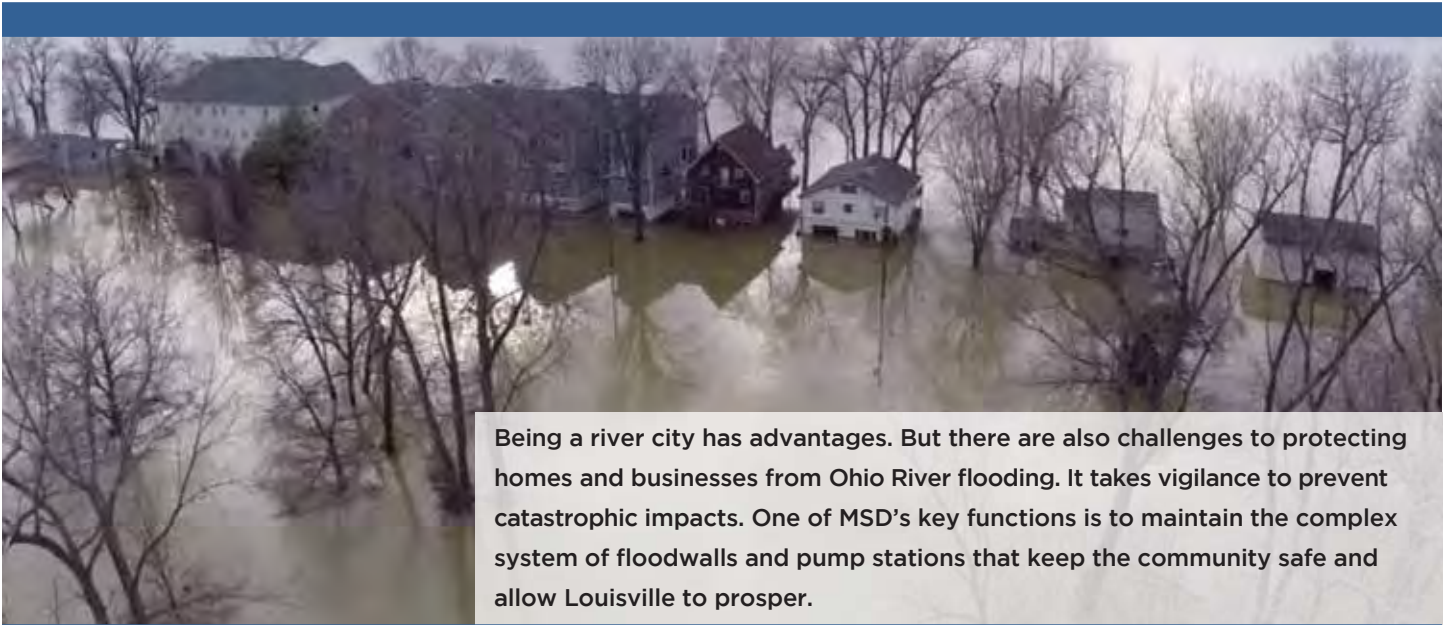
Appendix A

3. Highlight Sheets

Based on each of the six public health and safety risk categories identified by the Critical Repair & Reinvestment Plan, a Highlight Sheet was created that presented the information in a community-relevant format with supporting visuals. The Highlight Sheets were also used as the basis for content for the dedicated Critical Repair & Reinvestment Plan website. The Highlight Sheets were on display at community meetings, on MSD's website for download, and available upon request at community meetings.



PUBLIC HEALTH & SAFETY RISK: Ohio River Flood Protection



Being a river city has advantages. But there are also challenges to protecting homes and businesses from Ohio River flooding. It takes vigilance to prevent catastrophic impacts. One of MSD's key functions is to maintain the complex system of floodwalls and pump stations that keep the community safe and allow Louisville to prosper.

The 1937 flood of the Ohio River led to construction of an extensive system of flood control measures. Much of that system, including the floodwall constructed in 1940s and '50s, is still in service. The pumping stations that redirect flood waters away from homes and businesses are 60+ years old and operating with original parts that are no longer available for replacement.

Did you know?

Much of the 29-mile flood protection system that keeps the Ohio River at bay was built during the era when Truman was president, and Louisville citizens were adjusting to life at home after defending our country in WWII.

What is needed?

Along with age, the increased frequency of severe storms adds to the strain. The need for flood protection against the Ohio River is growing. MSD estimates that \$683 million is required so that Louisville's Ohio River flood protection facilities can perform as designed to keep local homes and businesses safe.



Real-World Consequences

One example provides a snapshot of the potential risk. The Paddy's Run Pumping Station is part of the Ohio River Flood Protection System that protects more than 200,000 citizens, 87,000 homes, 6,000 businesses, and \$23.8 billion in property in more than 40 neighborhoods. Built in 1953, Paddy's Run is one of the 16 major flood pumping stations built with 1950s technology but doing a 21st century job.

For more information, visit
LouisvilleMSD.org/CriticalRepairPlan

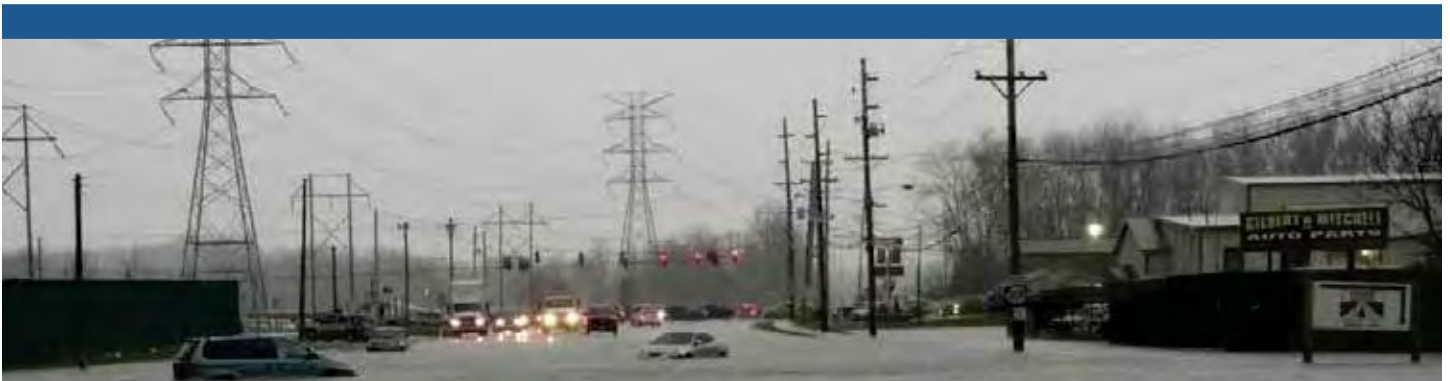
502.587.0603

CustomerRelations@LouisvilleMSD.org





PUBLIC HEALTH & SAFETY RISK: Neighborhood Flooding



Inland flooding occurs whenever a heavy rainstorm overwhelms the stormwater and drainage systems within the community. This is different from Ohio River flooding which occurs when flood waters traveling from upriver cause the river to swell out of its banks. In recent years more frequent intense rain events have resulted in inland flooding all throughout Louisville, representing one of the greatest public health and safety risks that the community faces.

Sewage backup in basements, water rescues that included the elderly and small children, and flooded out homes and businesses are just some of the public health and safety realities that come with stormwater drainage and inland flooding. The cost of property loss, business closures, and emergency services is difficult to calculate because of the magnitude. Making matters worse, many of Louisville's stormwater systems are still combined with sanitary sewer or wastewater systems. This means a mixture of sewage and stormwater backs up into homes and streets when the system is overwhelmed, exposing the community to harmful bacteria found in sewage.

Did you know?

MSD has identified areas across the entire Louisville community that are challenged by inland flooding. So even if you don't live in an area that has experienced flooding, chances are good that you work there, your children may go to school there, or the nearest hospital may be located there. This problem ultimately impacts every single person in Louisville.

What is needed?

MSD estimates that \$1.2 billion is needed to upgrade Louisville's inland drainage systems.



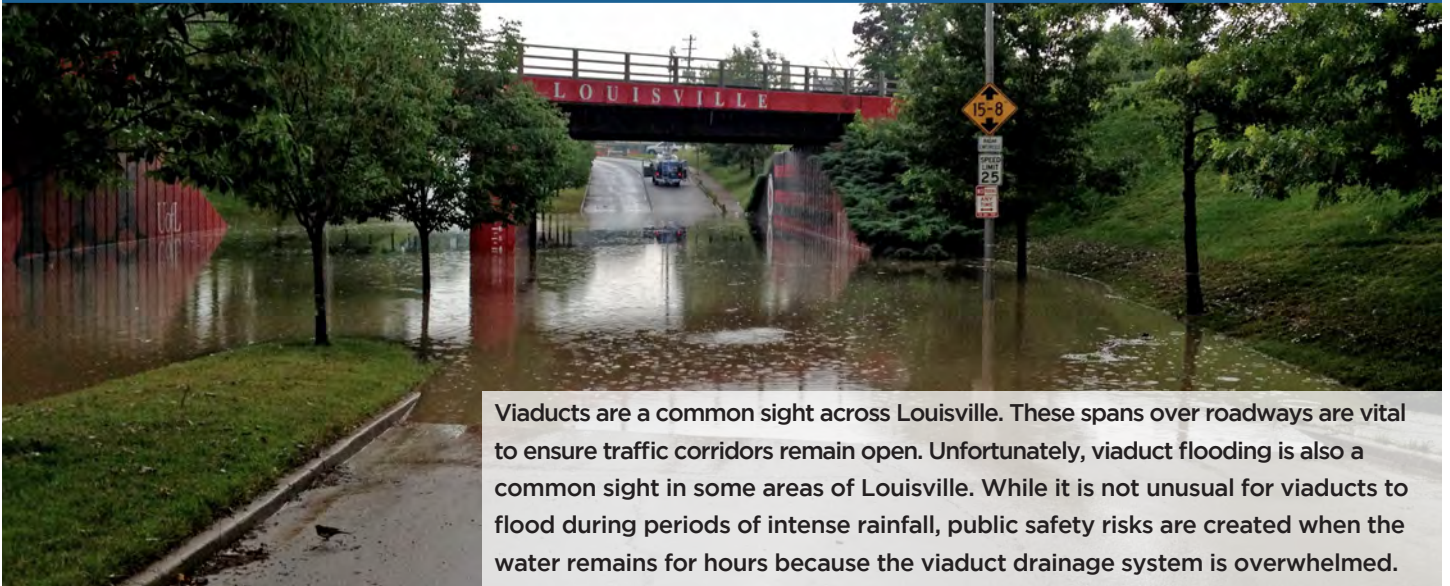
Real-World Consequences

During the flooding that occurred in 2015, water rescues had to be performed across the community, including the Sutherland Drive and Dunbarton Wynde area. Particularly frightening is the image of two toddlers being brought to safety across contaminated floodwater. During the same flooding incident, sewer backups occurred across the community, including Okolona.

For more information, visit
LouisvilleMSD.org/CriticalRepairPlan

502.587.0603
CustomerRelations@LouisvilleMSD.org





Viaducts are a common sight across Louisville. These spans over roadways are vital to ensure traffic corridors remain open. Unfortunately, viaduct flooding is also a common sight in some areas of Louisville. While it is not unusual for viaducts to flood during periods of intense rainfall, public safety risks are created when the water remains for hours because the viaduct drainage system is overwhelmed.

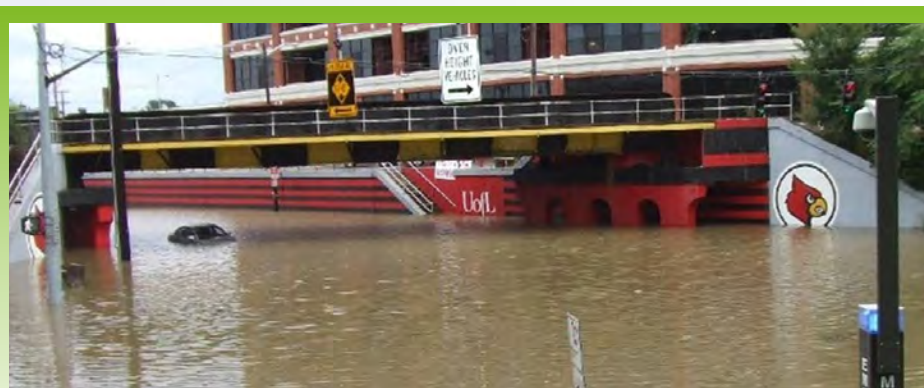
The drainage system that prevents viaduct flooding is a critical part of Louisville's sewer, stormwater and flood protection systems. Viaduct flooding is a safety issue that puts motorists at risk. When viaducts flood and cannot drain, impacts are far-reaching. Roadways are blocked, forcing drivers from across the community to find alternate routes to destinations. Public safety vehicles may lose precious time in responding to medical emergencies or calls for police assistance. Economic growth can be affected as developers and business owners choose locations outside of Louisville, rather than risk the access challenges created by flooded roadways.

Did you know?

MSD is responsible for drainage from 32 of the 34 viaducts in Louisville including several surrounding the University of Louisville campus such as the one at 3rd Street and Eastern Parkway emblazoned with the Louisville Cardinals logo.

What is needed?

In order to protect citizens and economic growth, viaduct drainage systems must be upgraded and maintained. The estimated cost to address the necessary viaduct upgrades is \$435 million.



Real-World Consequences

The viaduct at 3rd Street and Eastern Parkway highlights the far-reaching impacts of viaduct flooding. When this major transportation corridor is impassable because of flooding, the impact has ripple effects for commuters, students, and public safety vehicles like fire, police and ambulances. It also impacts much of the investment and development that is occurring within and around the University, including the construction of the 40-acre technology park that will bring hundreds of jobs to the community.

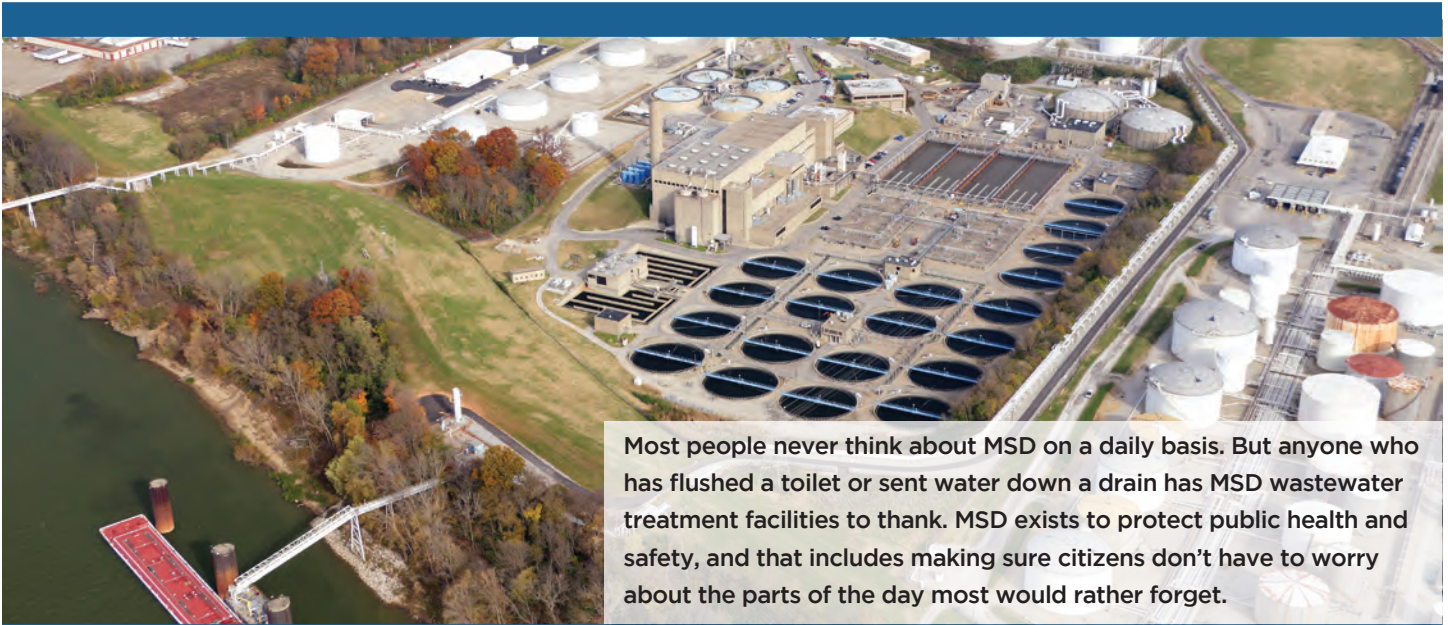
For more information, visit
LouisvilleMSD.org/CriticalRepairPlan

502.587.0603
CustomerRelations@LouisvilleMSD.org





PUBLIC HEALTH & SAFETY RISK: Wastewater Treatment



Most people never think about MSD on a daily basis. But anyone who has flushed a toilet or sent water down a drain has MSD wastewater treatment facilities to thank. MSD exists to protect public health and safety, and that includes making sure citizens don't have to worry about the parts of the day most would rather forget.

In order to protect public health and safety, MSD must treat wastewater from homes and businesses to remove pollutants, including harmful bacteria before it is discharged back into local waterways. Five Water Quality Treatment Centers (WQTCs), including the largest facility in Kentucky—the Morris Forman WQTC—treat wastewater for Jefferson County and Crestwood in Oldham County. Given the critical nature of the services these treatment facilities perform, interruption of operations at any one of them could result in contamination of our local waterways and potential impacts to public health if people come in contact with the waterway at the point of discharge or for many miles downstream.

Did you know?

The Morris Forman Water Quality Treatment Center began operation in 1958. That year, Eisenhower was in his second term as president, and Elvis was inducted into the Army. The original Morris Forman treatment center continues to serve Louisville.

What is needed?

MSD estimates that \$849 million is required to upgrade and expand the five water quality treatment centers to meet the immediate needs of customers and support Louisville's continued growth and prosperity.

For more information, visit
LouisvilleMSD.org/CriticalRepairPlan

502.587.0603

CustomerRelations@LouisvilleMSD.org

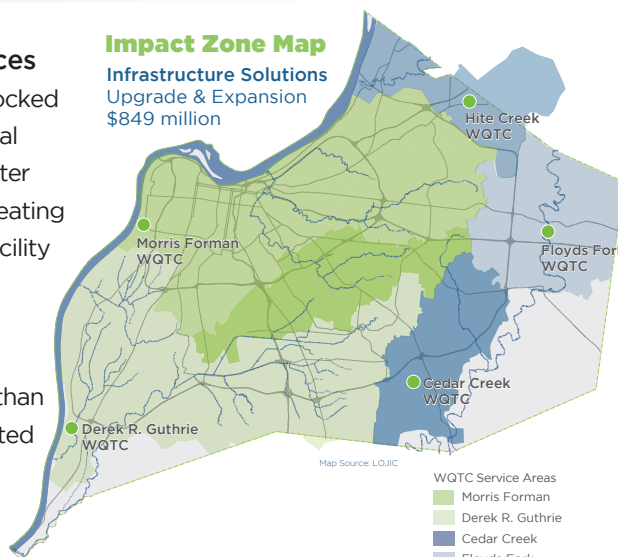


Real-World Consequences

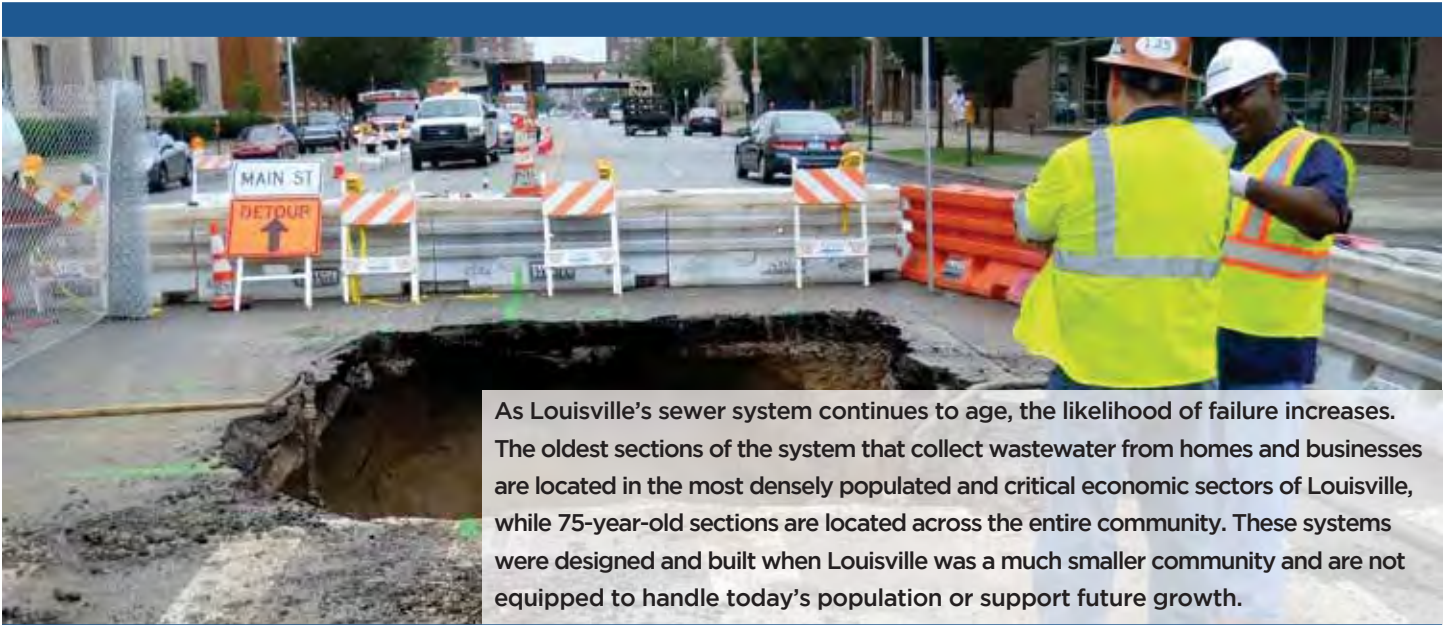
In 2015, a lightning strike knocked out the high-voltage electrical system at Morris Forman Water Quality Treatment Center creating a total power outage. The facility was flooded, and operations halted for about eight hours while the MSD team repaired damaged equipment. More than 100 million gallons of untreated sewage had to be diverted into the Ohio River, creating a public health concern due to bacterial contamination in the river. Installation of a backup power supply to the plant had been planned before the power outage occurred, but limited funds in the MSD budget for investments caused it to be delayed.

Impact Zone Map

Infrastructure Solutions
Upgrade & Expansion
\$849 million



* Flow normally sent to Morris Forman is diverted to Derek R. Guthrie



As Louisville's sewer system continues to age, the likelihood of failure increases. The oldest sections of the system that collect wastewater from homes and businesses are located in the most densely populated and critical economic sectors of Louisville, while 75-year-old sections are located across the entire community. These systems were designed and built when Louisville was a much smaller community and are not equipped to handle today's population or support future growth.

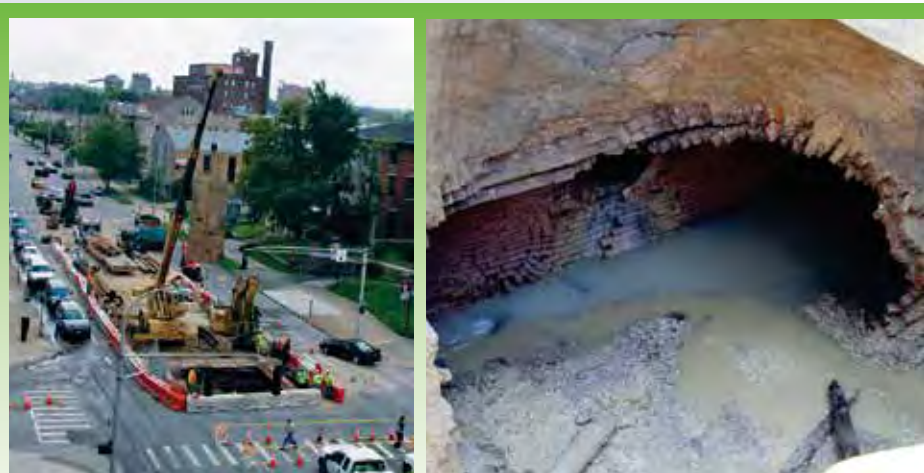
It is not simply the century-old structures that are at risk. The massive gates in the Southwestern Sluice Gate Structure, originally installed in 1975, are the last line of defense from the Ohio River for much of west and southwestern Jefferson County. In 1983 these gates failed during an intense rain event, flooding 2,000 homes and businesses. First responders struggled to gain access to evacuate victims because streets were under several feet of water and sewage. One of these same sluice gates failed again in 2016 during routine operations. MSD crews worked around the clock to secure the gate so public safety would not be compromised if a flood event occurred. As a result, MSD is proceeding with replacement of all three gates using emergency funds.

Did you know?

A large portion of the sewer under Broadway in the heart of downtown Louisville is made of brick—not steel or concrete—and was built in 1867, shortly after the Civil War ended. Because it is made of bricks, the structure literally begins to “unravel” when just one or two bricks start to fail.

What is needed?

MSD estimates that \$496 million is required to upgrade existing sewers and facilities to continue to convey sewage away from homes and businesses and keep the community safe from failing roadways and structures.



Real-World Consequences

In 2015, the old Civil War-era sewer under Broadway and Floyd Streets collapsed. As the bricks unraveled, businesses and commuters in Louisville's main business and hospital district had to maneuver around the large gaping hole in this busy roadway. Thankfully, there was not a vehicle, such as a school bus, on top when the roadway opened up. The sewer system in that area has experienced four major collapses since 2012.

For more information, visit
LouisvilleMSD.org/CriticalRepairPlan

502.587.0603

CustomerRelations@LouisvilleMSD.org





PUBLIC HEALTH & SAFETY RISK: Consent Decree



Over the past 10 years, MSD has invested more than \$400 million toward achieving compliance with a federal Consent Decree to improve area waterways, protect public health, and enhance the community's quality of life by reducing sewer overflows countywide. And an estimated \$500 million of work is still necessary to reach completion by December 2024.

In response to the federal Consent Decree, MSD developed the Integrated Overflow Abatement Plan to control combined sewer overflows and eliminate sanitary sewer overflows and other unauthorized discharges in MSD's sewer system. The plan defined \$850 million in capital improvements, and was approved in 2009 by the U.S. Environmental Protection Agency (EPA) and the Kentucky Department for Environmental Protection. To assure that the community benefits of such a significant investment were fully realized, MSD negotiated a Consent Decree with the regulators that is based on continual updates about the system, rather than static assumptions made during the early years of the program.

Did you know?

MSD can proudly report that the Consent Decree program—over the first 10 years—has been fully compliant, on-time and under budget. This reflects MSD's recognition that the Consent Decree program is a legacy investment for the community that must be well-managed and properly executed.

What is needed?

MSD estimates that nearly \$500 million—in addition to the more than \$400 million already invested over the past ten years—is needed to reach completion and achieve compliance by 2024.



Real-World Consequences

While neighborhoods and commercial areas across Louisville Metro have benefitted from the more than \$400 million in Consent Decree investment over the past decade, the magnitude of the required cost has impacted MSD's ability to invest in normal upkeep, repair, and replacement of other critical areas of the system. To minimize impacts on ratepayers, investment in non-Consent Decree infrastructure systems was reduced. The result is that Louisville's aging system of pipes, pumps, treatment plants, and flood gates are now in urgent need of rehabilitation if they are to continue reliably protecting public health and safety.

For more information, visit
LouisvilleMSD.org/CriticalRepairPlan

502.587.0603
CustomerRelations@LouisvilleMSD.org



Appendix A

4. Library Poster

Copies of the Critical Repair & Reinvestment Plan were made available at all Public Library branches for review and input. The following poster was on display at the Public Libraries and in other locations to encourage community members to review and comment on the Critical Repair & Reinvestment Plan.

Join the discussion

Public Health and Safety Are at Risk



Above:

- Collapse of brick sewer, built in 1867, Broadway at Floyd Street
- Boat rescue during flooding event
- Part of the Ohio River Flood Protection System
- Submerged cars near University of Louisville

The wastewater, stormwater and flood protection systems that have supported us for more than 100 years simply will not sustain the future we all want for Louisville. To find solutions, we must first understand the needs. MSD has done that—the “Critical Repair & Reinvestment Plan” is a detailed analysis of these systems and the investment needed to protect public health and safety.

Every neighborhood is impacted

No matter where you live, work or play in Louisville, critical systems impact you. Solutions have been developed that must be implemented. It is not a question of if the risks will be addressed—the question is how soon the community wants the critical projects to be completed.

Join the discussion

A community challenge of this magnitude requires a community solution. MSD is embarking on a wide-reaching conversation to talk directly with you about the risks, the solutions and the timing of the investments.

For a list of community forums visit LouisvilleMSD.org/CriticalRepairPlan

Voice your opinion

The draft “Critical Repair & Reinvestment Plan” and summaries are available for review and comment at any branch of the Louisville Free Public Library or MSD’s website at LouisvilleMSD.org/CriticalRepairPlan. Comments on the draft will be accepted until 5 PM on March 1, 2017.

Provide comments online at LouisvilleMSD.org/CriticalRepairPlan, or mail written comments to:

Critical Repair Plan
MSD
700 West Liberty Street
Louisville, KY 40203-1911



Appendix A

5. MSD Newsletters

MSD produces a monthly community newsletter called Streamline. The following editions from January 2017, February 2017, March 2017, and April 2017 feature articles about the Critical Repair & Reinvestment Plan. The newsletters are available on MSD's website and are sent out digitally to all subscribers.

STREAMLINE

News and Events at Louisville MSD · January 2017

OUR VISION

Achieving Safe, Clean Waterways
for a Healthy and Vibrant Community



The dirt flies at the MSD Shawnee Park Basin Project groundbreaking event. Shown left to right: Eric Browne (Browne E&C Services), Matthew Ulliman (Ulliman Schutte Construction), Sadiqa Reynolds (Louisville Urban League), Tony Parrott (MSD Executive Director), Joyce Horton Mott (MSD Board), Cheri Bryant Hamilton (Louisville Metro Councilwoman, District 5) and Marty Storch (Metro Parks Deputy Director). Above right: Shovels stand at the ready prior to the event.

Breaking ground for Shawnee Park Basin Project

MSD broke ground on the \$60 million Shawnee Park Basin Project on December 6, 2016. This project is key to reducing sewer overflows into the Ohio River. At the same time, MSD is committed to preserving the historic nature of Shawnee Park. The basin—which will be largely invisible to the public when completed—will be constructed under a portion of the Great Lawn in Shawnee Park.

The project is a collective effort between MSD, Louisville Metro Parks, The Olmsted Parks Conservancy, community leaders, and local residents that will also feature new park amenities including an open-air pavilion, enhanced green space, premium landscaping, a new paved parking area for the spray pad, a resurfaced loop road, renovation of the lily pond, and restoration of the Ball House and athletic courts.

Basins, like this one, and the Ohio River Tunnel that will run underneath downtown, by 2020, will capture and

treat 98 percent of the combined sewer overflow volume for a typical year of rain.

The Project will create 130 local job opportunities, including positions for carpenters, ironworkers, electricians, masons, pipefitters, heavy equipment operators and more. For more information and project updates, please visit ShawneeParkBasinProject.org.



OUR MISSION

Providing Exceptional Wastewater, Drainage
and Flood Protection Services for Our Community

24/7/365

502.587.0603 · CustomerRelations@LouisvilleMSD.org



Reclaiming flood-prone land

MSD partnered with the Salt River Watershed Watch to restore a riparian stream buffer on MSD-owned property on Bartley Drive. The planting of native trees, shrubs, and grasses will create a forested stream buffer over time that will improve stream health by providing shade and habitat along Cedar Creek.

The flood-prone property was purchased through a FEMA grant that stipulates the land cannot be developed. More than 200 trees, shrubs, and grasses were planted to restore the property and return the land to a natural, forested state.

The volunteer tree plantings took place on Saturday, December 10, 2016. MSD's **Wes Sydnor** and **Erin Wagoner** participated with volunteers from the Salt River Watershed Watch and students from duPont Manual High School.



Wes Sydnor welcomes the volunteers to the restoration site.



A young volunteer prepares to plant a sapling as part of the riparian stream buffer on Bartley Drive.

MSD Milestones

Welcome to MSD

Geary Lasley, Mechanical Maintenance Supervisor
Troy Wethington, Utility Trainee

Congratulations on your promotion/reclassification

CORRECTION—Andrej Ajanovic, Staff Attorney
David Glenn, Field Specialist
Whitne McFadden, Utility Worker III
Robert Morris, Master Maintenance Mechanic

Welcome to a new role

Chris Hendrix, Sanitary Department
Sonja Smith, Supplier Diversity Compliance Inspector

Happy service anniversary

10 years	Stephen Miles	James Vaughan
	Lonnie Gaines	Sheila Edwards
	Keith Gallai	Jason Walls
5 years	Lynne Fleming	Mary Landgrave

Congratulations on your retirement

Tom Madden
Barbara Mendelsberg—has decided to delay her retirement. We are glad you are staying!

**MSD is available 24/7
 at 502.587.0603**

Report a sanitary sewer backup before contacting a plumber. Determining if the problem is located on the public side of the system will help to avoid unnecessary plumber expense.

Making a difference in the health of our streams

Working together, all of us can help achieve safe, clean waterways. Delaying the use of your washer and dishwasher during periods of heavy rain can help. The extra water these



machines use can overload the sanitary sewers and cause them to overflow. If possible delay that load of laundry or dishes to give the sewer system time to catch up.



Visit msdprojectwin.org for more information concerning ways that you can be part of the solution for decreasing and eliminating sewer overflows.



Disconnecting downspouts from the sewer system

Water from falling rain and melting snow usually absorbs into the ground or flows into nearby creeks and streams through natural drainage paths and specialized stormwater systems. However, serious problems can occur when stormwater drains directly into the system intended for wastewater from dishwashers, sinks, showers, toilets and tubs.

How MSD Can Help

To minimize the amount of rainwater entering your community's wastewater system, MSD offers several free programs to help you modify and correct improperly installed drainage connections. One of our most popular programs is the Downspout Disconnection Program. Through this program, you can receive a one-time incentive of **\$100 for each downspout** disconnected from the wastewater system on your property.

For details about the Program, please contact MSD Customer Relations. **Phone: 502.587.0603**
Email: CustomerRelations@LouisvilleMSD.org



Plan your rain garden now

Rain gardens help infiltrate rainwater before it reaches the drainage system, and reduce the amount of stormwater and pollutants running into storm drains, combined sewers or streams.

For your **FREE Rain Garden Guide**, contact MSD Customer Relations at 502.587.0603, or online at CustomerRelations@LouisvilleMSD.org.

Resolving drainage issues for our community

Drainage initiatives have been approved for these areas:

- Belmar Drive
- Largo Court
- Sherry Lynn Court
- Tycoon Way
- Valletta/Denham roads
- Walnut Hills Drive

Project DRI (Drainage Response Initiative) invests in neighborhood drainage improvements throughout Louisville Metro. The dedicated capital funding and crew work conducted annually under this program have enhanced Louisville Metro's drainage system and decreased localized flooding and standing water for our customers.



Customer Compliments

I had a backup in my yard. **Pat Beasley, Derrick Eddins** and **Greg Thornton** went beyond their call of duty. They were very informative and professional.

— Marysue Kastin

I want to thank **Vernon Johnson, Maurice Nichols, Shari Payne** and **Ronald Smith** for clearing the roots from my sewer line. They were very professional, answered all of my questions and installed a new pipe access. It was clear they knew their stuff, worked as a team and did their job quickly. Many thanks and well done.

— Michael Burch

Jay Kustes, James Rutledge and **Bill Sanders** performed a great job on the sewer pipe removal and replacement and the replacement of the deteriorating driveways at my home and my neighbor's home. They were productive, efficient and courteous. They seemed to love their work and explained to me what they were doing with competence and enthusiasm. We appreciate their professionalism and hard work to improve our neighborhood.

— Shere Jones



700 West Liberty Street
Louisville, KY 40203-1911



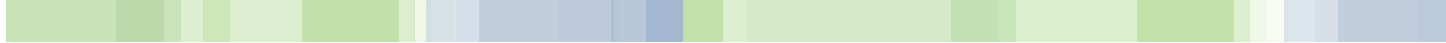
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MSD Board information:
You can find information about
MSD Board actions on our website,
msdrecords.LouisvilleMSD.org

The public is welcome to attend MSD Board meetings.
Access <http://msdrecords.louisvillemsd.org/openmsd/board.aspx> for the full schedule of both regular and Board committee meetings.



Upcoming Events

JANUARY 2

MSD Offices closed

For emergency service anytime, phone MSD's Customer Relations at 502.587.0603

JANUARY 3

Clifton Heights Force Main Project Meeting

6:30 pm, American Printing House for the Blind
1839 Frankfort Avenue

JANUARY 10

MSD Audit Committee Meeting

4 pm, 700 West Liberty Street

JANUARY 16

MSD Offices closed

For emergency service anytime, phone MSD's Customer Relations at 502.587.0603

JANUARY 19

Can You Dig It? Contractor Outreach Forum

10 am - Noon, Kentucky Center for African American Heritage
1701 W Muhammad Ali Boulevard

JANUARY 23

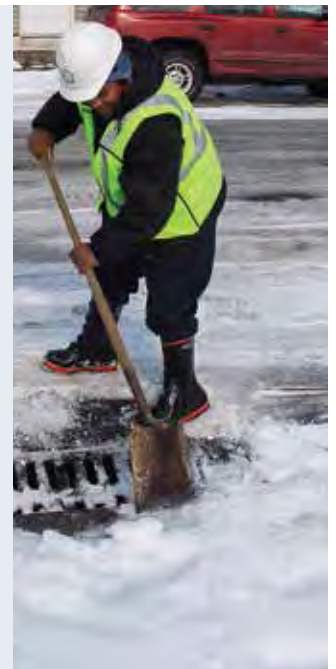
MSD Board Meeting

1 pm, Open Session, 700 West Liberty Street

Help keep street drains flowing

Catch basins and street gutter drains cannot function properly when their grates are clogged with leaves, ice and snow. Please clear away debris from catch basin grates.

If a basin still does not drain, contact **MSD Customer Relations— at 502-587-0603—** we will send someone to help.



Make plans now to attend Ohio River Sweep

Saturday · June 17, 2017 · 9 a.m. to Noon

STREAMLINE

News and Events at Louisville MSD · February 2017

OUR VISION

Achieving Safe, Clean Waterways
for a Healthy and Vibrant Community



The 1937 flood of the Ohio River led to construction of our flood protection system, including Beargrass Flood Pump Station—shown above—built in 1953. It is still operating with original parts that are no longer available for replacement.

Message to the community —aging critical infrastructure



Tony Parrott
MSD Executive
Director

Louisville, like many cities, is faced with aging infrastructure that must be maintained and refurbished in order to continue to serve a growing community. Some of MSD's underground infrastructure predates the Civil War, and much of our flood protection system was built in the 1940s and '50s. In addition, an increased frequency of severe storms in recent years has amplified the need for our system to be ready to protect against the worst of today's weather.

MSD has completed an extensive analysis of these systems and has developed a Critical Repair & Reinvestment Plan to address the challenges posed by this aging infrastructure. The difficult truth is the solutions come with a price tag of \$4.3 billion over the next 20 years, including almost \$500 million to finish the remaining Consent Decree projects to meet the federal order to reduce sewer overflows.

We want to hear from you:

Louisville can no longer avoid renewing and restoring its vital wastewater, flood protection and stormwater management facilities. Input is needed from the community to determine how soon the critical projects should be completed.

The entire Critical Repair & Reinvestment Plan is online for your review, as well as available in each of Louisville's public library branches. To view the Plan and provide feedback, visit: LouisvilleMSD.org/CriticalRepairPlan

The bottom line is this: at MSD, we're here to make Louisville a better place. A cleaner place. A healthier place. To have a real impact on the quality of life of the place we all call home. Working together, we can continue to pursue our Vision of "Safe, Clean Waterways for a Healthy and Vibrant Community."

Sincerely,

James A. Parrott
MSD Executive Director



OUR MISSION

Providing Exceptional Wastewater, Drainage
and Flood Protection Services for Our Community

24/7/365

502.587.0603 · CustomerRelations@LouisvilleMSD.org





Remembering The 1937 Flood

In January 1937, seventy percent of Louisville was flooded, mainly in the western and central sections, requiring evacuations of more than 230,000 residents. Ninety people lost their lives due to the event. Property damage from that flood calculated in today's dollar value would top \$3.3 billion.

Louisville was just one of many Ohio River Valley cities to suffer devastation from the flood. On January 27, 1937 the river at Louisville reached its highest recorded level of 57.15 feet. This record still stands today. Crews at the Louisville Water pump station kept the city in clean drinking water despite being stranded at the site for days.

The Ohio River Flood Protection System—was built in response to The 1937 Flood. Construction was scheduled to begin in 1941, but was delayed due to U. S. involvement



MSD Flood Protection System

- **Protects 110 square miles** of Louisville Metro
- **29 miles of floodwall and earthen levee** protect when the river rises
- **16 flood pumping stations** push water through or over the levees into the river
- **In 2015, MSD pumped 16 billion gallons** of floodwater out of the city into the river



This page: Historical photos of 1937 Flood in Louisville, courtesy the U.S. Army Corps of Engineers.

in World War II. Construction finally began in 1947. The city and county governments paid for the land and the U.S. Army Corps of Engineers provided the design and construction work. Each completed section was turned over to the city of Louisville. MSD became responsible for the Flood Protection System in 1987.

The 1937 Flood, continued



Beargrass Flood Pump Station was completed in 1956 and is still serving our community today.

One piece of this system is MSD's Beargrass Pump Station —construction began in July 1953 and was completed for a cost of \$5 million in March 1956. When built, it was the second largest pump station in the world. Today, MSD crews must fabricate parts to keep the facility running because replacement parts are no longer available.

Along with age, the increased frequency of severe storms adds to the strain on our infrastructure. The need for flood protection against the Ohio River is growing. MSD estimates that \$683 million is required to ensure Louisville's Ohio River flood protection facilities continue to keep local homes and businesses safe. Lessons learned in 1937 should never be forgotten.



Pond Creek Flood Pump Station in southwestern Jefferson County

Take a look!

Check out our new user-friendly website LouisvilleMSD.org

MSD Milestones

Welcome to MSD

Francis Becht III, Health & Safety Administrator
Randal Clifton, Electrical Maintenance Supervisor
Nathaniel Ferrell, Laborer-Collections
Annetta Gibson, Safety & Security Investigator
Yajaira Morphonios, Capital Program Controls Manager
Pasqual Reynolds, Laborer-Collections

Congratulations on your promotion/reclassification

Ellis Anderson IV, Sanitary Supervisor
Bruce Binkley, Master Maintenance Mechanic
Caleb Deerr, Utility Worker II
David Denzik, Master Maintenance Electrician
Heather Dodds, Regulatory Compliance Administrator
Michael Dorton, Utility Worker II
James Ellsworth, Process Tech I
Dan French, Records and GIS Services Manager
Debra Johnson, Revenue Specialist II
Mark Keller, Control Systems Specialist
Kevin King, Process Tech I
David Mulloy, Engineer II
Jermaine Murphy, Sanitary Supervisor
Robin Shaw, Records Administrator
Sharon Worley, Regional WQTC Program Manager

Happy service anniversary

25 years	Zonetta English	Peggy Noble
10 years	Cassandra Anderson	Elbert Bledsaw Jr.
5 years	Chad Crabtree	Mike Steinbock

Congratulations on your retirement

James Bobbitt	Julie Potempa
----------------------	----------------------

Customer Compliments

I called MSD to get information about a service request at my property, and **Marya Summers** was very helpful, polite and gave me all the information I needed. She provided very good customer service.

— Kathy Anderson

Da' Rius Calloway, **Christopher Hendrix**, **Ronald Smith**, **Kevin Snodgrass** and **Denzil Whalin** came out to my property and were very neat, polite and informative. They did an awesome job. This was my first customer service experience with MSD, and it was very pleasant.

— Ben Hundley

I really appreciate the work that **Pat Berry**, **Vikki Huelsman**, **Horace Gaither** and **Jeff Nalley** do for MSD's Plumbing Modification Program. I appreciate that MSD pays for this service to help protect residents' basements. What a way to give back to the community!

— Malisa Hlavacek



700 West Liberty Street
Louisville, KY 40203-1911



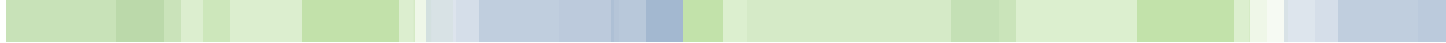
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The public is welcome to attend MSD Board meetings.
Access <http://msdrecords.louisvillemsd.org/openmsd/board.aspx> for the full schedule of both regular and Board committee meetings.



Upcoming Events

FEBRUARY 14
MSD Infrastructure Committee Meeting
1 pm, 700 West Liberty Street

FEBRUARY 16
MSD Customer Service Committee Meeting
1 pm, 700 West Liberty Street

FEBRUARY 21
Derek R. Guthrie WQTC Facility Plan Public Hearing
6 pm, Southwest Regional Library
9725 Dixie Highway

FEBRUARY 23
MSD Personnel Committee Meeting
2 pm, 700 West Liberty Street

FEBRUARY 27
MSD Board Meeting
1 pm, Open Session, 700 West Liberty Street

Make plans now to attend
Ohio River Sweep

Saturday · June 17, 2017 · 9 a.m. to Noon

Use kitty litter on your sidewalks this winter instead of salt



When it rains or snows, all that stormwater has to go somewhere. As it flows into creeks and streams, and eventually to the Ohio River, stormwater accumulates things like sidewalk salt, which can harm our waterways. This winter use kitty litter on your sidewalks instead of salt. **Together we can achieve safe, clean waterways for our community.**

STREAMLINE

News and Events at Louisville MSD · March 2017

OUR VISION

Achieving Safe, Clean Waterways
for a Healthy and Vibrant Community

Morris Forman WQTC gets much-needed repairs



The new high-yard switch house is lifted from the transport truck bed.

In February, equipment to complete the new high-voltage yard at MSD's Morris Forman Water Quality Treatment Center (WQTC) began arriving. A new high-yard switch house was set into place by two cranes on February 24, 2017. The building was transported 1,200 miles from South Dakota and weighs 76,000 pounds. Work on the new high-yard should be complete by June 2017.

Morris Forman WQTC experienced a power outage due to a surge in the high-voltage yard on April 8, 2015.

Continued on page 2



A 115-foot truck delivered the new high-yard switch house from South Dakota.



This sewer line running underneath Broadway, built in 1867, is made of three rings of brick. In the past few years three sections of this sewer have collapsed as age and high water flow during storms take their toll.

Join the conversation about aging critical infrastructure

Louisville, like many cities, is faced with aging infrastructure that must be maintained and refurbished in order to continue to serve a growing community. Some of MSD's underground infrastructure predates the Civil War, and much of our flood protection system was built in the 1940s and '50s. In addition, an increased frequency of severe storms in recent years has amplified the need for our system to be ready to protect against the worst of today's weather.

MSD has completed an extensive analysis of these systems and has developed a Critical Repair & Reinvestment Plan to address the challenges posed by this aging infrastructure. The difficult truth is that the solutions come with a price tag of \$4.3 billion over the next 20 years.

We want to hear from you:

Go to any public library branch, or visit LouisvilleMSD.org/CriticalRepairPlan to review the plan and submit your opinion.



OUR MISSION

Providing Exceptional Wastewater, Drainage
and Flood Protection Services for Our Community

24/7/365

502.587.0603 · CustomerRelations@LouisvilleMSD.org



Continued from page 1 ... much needed repairs

While the power was out, approximately 40 percent of the treatment processes and equipment were flooded with diluted wastewater. Electrical, mechanical and treatment equipment in various portions of the facility were significantly damaged, and have relied on generator-supplied power since that time.

New oxygen generation equipment and a new generator for the effluent pump have also arrived and will be operational by June 2017. The new equipment will provide redundancy to the overall operational system at the facility.

Protecting our city's waterways is our mission

Morris Forman is Kentucky's oldest and largest wastewater treatment facility, beginning operation in 1958. It treats wastewater from 67 percent of Jefferson County and is a vital component in the health and safety of our community.



Cranes place a new oxygen generation component in place.

MSD Awards

Congratulations to the following MSD employees who received awards from the Kentucky Society of Professional Engineers (KSPE)

- MSD Engineering Director **John Loechle** was awarded the Outstanding Achievement in Government Award, which recognizes outstanding service to the engineering profession in the public sector.
- Outstanding Contribution to MATHCOUNTS Award went to MSD Engineering Supervisor **Josh Dickerson**.
- MS4 Project Administrator **Erin Wagoner** was named Kentucky's Young Engineer of the Year. She now qualifies to enter the national competition. We wish her well!



**Make plans now to attend
Ohio River Sweep**
Saturday · June 17, 2017 · 9 a.m. to Noon
LouisvilleMSD.org/OhioRiverSweep2017



Plan your rain garden now

Rain gardens help infiltrate rainwater before it reaches the drainage system, and reduce the amount of stormwater and pollutants running into storm drains, combined sewers or streams.

For your **FREE Rain Garden Guide**, contact MSD Customer Relations at 502.587.0603, or online at CustomerRelations@LouisvilleMSD.org.

**MSD is available 24/7
at 502.587.0603**

Report a sanitary sewer backup before contacting a plumber. Determining if the problem is located on the public side of the system will help to avoid unnecessary plumber expense.



MSD Milestones

Welcome to MSD

- Dustin French-Marzian**, Utility Trainee
- John Kozumplik**, Operations Control Manager
- Robert Lamar**, Utility Trainee
- Kimberly Loechle**, Development Specialist II
- Randy Mudd**, Collections Supervisor
- William Pike**, Auto/Heavy Equipment Technician

Congratulations on your promotion/reclassification

- Nick Age**, Construction Inspector II
- Brandon Corker**, Utility Worker I
- Chris Galloway**, Utility Leader
- Robert Givens**, Utility Worker II
- Greg Hicks**, Construction Inspector III
- Ken Hudgins**, Master Maintenance Electrician
- Terry Lloyd**, Construction Inspector III
- Megan McWilliams**, Utility Worker II
- David Miller**, Utility Worker II
- Shari Payne**, Utility Worker III
- Ron Smith**, Utility Leader
- Mark Southard**, Construction Inspector III
- Tremaine Williams**, Process Technician I
- Gary Zollman**, Construction Inspector III

Welcome to a new role

- Ricky Warman**, TVI Department

Happy service anniversary

- 25 years** Janice Cox

Congratulations on your retirement

- Michael Ryan**

Clifton CSO Basin Project Update

Construction of the Clifton Heights Combined Sewer Overflow (CSO) Basin Project is well underway. (Shown above) About one-third of the slab floor is complete. This basin will offer the public and Beargrass Creek protection from combined sewer overflows.

Customer Compliments

Kudos to **Tracey Crawley** for helping me resolve my drainage issue. She was very professional and thorough.

— Sheila Schwager

My street was flooded, but **Nkenge Hannah** cleared all of the trash and debris from the storm drain. It was a job well done.

— Nicole Smith

Adam Bader, Phillip Bradley and **David Reynolds** corrected a drainage issue at the front of my property and restored it to the original state. They did a remarkable job. They kept us informed throughout the whole process, and it looks nice.

— Patricia Friedman

Charles Bright is a great receptionist and security guard. The front desk runs really smoothly.

— Stacey Witten

When I called MSD recently, I talked to **Charlotte Whitfield-Baker**. She was very knowledgeable and easily solved my problem. She did a great job!

— Judy Michels



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Louisville, KY 40203-1911



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openmsd/board.aspx](http://msdrecords.louisvillemsd.org/openmsd/board.aspx) for the full schedule of
both regular and Board committee meetings.



Upcoming Events

MARCH 8
MSD Community Conversation Meeting
Louisville Metro District 10
6 pm, Louisville Nature Center, 3745 Illinois Avenue

MARCH 21
MSD Community Conversation Meeting
Louisville Metro District 9
6:30 pm, Girl Scouts of Kentuckiana, 2115 Lexington Road

MARCH 27
MSD Board Meeting
1 pm, Open Session, 700 West Liberty Street



Making a difference in the health of our streams

**Jefferson County dogs produce four dump-truck
loads of waste EVERY day.**

Pet waste that is left behind on sidewalks, in parks and at home
finds its way to local waterways when it rains. Please do your
part to help by scooping the poop!

Properly dispose of it in the trash.

**Working together,
we can achieve safe, clean
waterways for our community.**



The Value of Water — MSD Executive Director speaks at Congressional Hearing

On March 22, The Value of Water Campaign released an economic impact analysis explaining how investments in the nation's water infrastructure affects economic growth and employment. The report release coincided with World Water Day, Water Week, as well as global and national efforts to draw attention to the need for investment in water infrastructure. The report,



MSD Executive Director Tony Parrott participated in a briefing on Capital Hill in Washington, D.C. on World Water Day—March 22.

“The Economic Benefits of Investing in Water Infrastructure” is available at TheValueOfWater.org.

As part of World Water Day, MSD Executive Director Tony Parrott shared the message, “Economic Opportunity of Investing in Water Infrastructure,” at the nation's capital.

Utility Infrastructure is foundational to Louisville's continued transformation to become a Resilient City. Projects totaling \$6 billion are planned for Louisville Metro—new transportation infrastructure, hotels, convention center, businesses and attractions. “We believe the public health and safety systems that MSD provides are an essential foundation to support that transformation. In fact, it is fair to say that Louisville's prosperity depends on effective and reliable wastewater, stormwater and flood protection systems,” said Parrott.

Some of Louisville's sanitary sewer systems were built in the late 1800s. The oldest sections of our system are in our most densely populated and critical economic areas. Most of the area within the Watterson Expressway has wastewater, stormwater and flood protection infrastructure that is 60 to 150 years old.

Critical Repair and Reinvestment Plan

MSD has developed a comprehensive 20-year plan to address these issues. However, it comes with a \$4.3 billion price tag to bring our infrastructure up to a passing grade. Additionally, we are still committed to spend \$900 million to support our existing federal Consent Decree to reduce the amount of sewage entering our waterways.

STREAMLINE

News and Events at Louisville MSD

April 2017

OUR VISION

Achieving Safe, Clean Waterways
for a Healthy and Vibrant Community

Now is the time to rebuild

“As a community we must decide how important the risks are to the health and safety of our community, and how fast we want to address the problems. It is no longer a matter of if we will address these issues, but how fast do we address them,” stated Parrott. It is estimated for every \$1 we spend on infrastructure, as much as \$2.62 economic benefit comes back to the community.

You can join the local conversation—view the risks and read the plan to address the issues, and leave your comments at <http://LouisvilleMSD.org/CriticalRepairPlan>

Join the conversation about aging critical infrastructure

Louisville, like many cities, is faced with aging infrastructure that must be maintained and refurbished in order to continue to serve a growing community.

MSD has completed an extensive analysis of these systems and has developed a Critical Repair & Reinvestment Plan to address the challenges posed by this aging infrastructure. The difficult truth is that the solutions come with a price tag of \$4.3 billion over the next 20 years.

We want to hear from you:

Go to any public library branch, or visit

LouisvilleMSD.org/CriticalRepairPlan

to review the plan and submit your opinion.



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  [LouisvilleMSD](https://www.facebook.com/LouisvilleMSD)

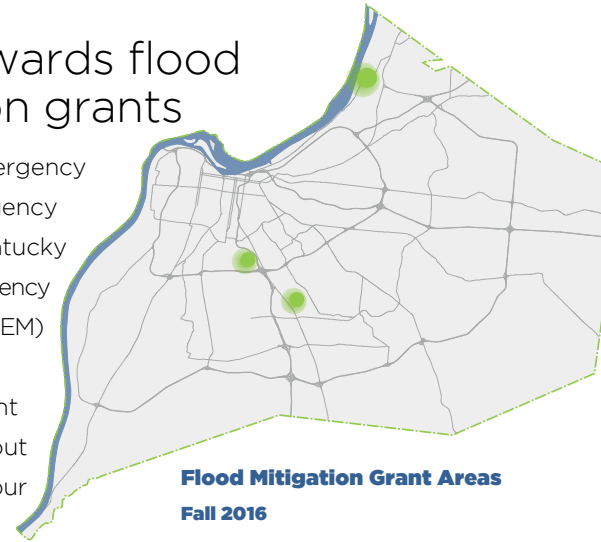


Collapsed sewer halts traffic

Many of the sewers in downtown Louisville are more than 100 years old, and they are vulnerable to erosion caused by groundwater from heavy rains. On March 10, a portion of Clay Street at Muhammad Ali Boulevard experienced a cave-in. This 30-inch sewer line was built in 1900. The resulting void was 18 to 20 feet deep.

FEMA awards flood mitigation grants

The Federal Emergency Management Agency (FEMA) and Kentucky Division of Emergency Management (KDEM) approved nearly \$4 million in grant funding for buyout of 17 homes in four flood-prone



**Flood Mitigation Grant Areas
Fall 2016**

areas of Louisville Metro. The grants cover two areas in central Jefferson County along the South Fork Beargrass Creek and Greasy Ditch; and, one along the Ohio River in the northeastern part of the county.

The areas approved for this funding have experienced repeated localized flooding. Eligible property owners within the grant areas will be offered the higher value of “pre-damage” or “current fair-market value” for their homes, which enables them to purchase comparable homes outside of the flood-prone area. Renters may be eligible for relocation funds.

MSD has been using buyouts like these to deal with the community’s most severe flood-prone areas. Homes purchased as part of the program will be demolished, and the property used for flood storage, stream buffer restoration or parkland.



MSD-owned property on Bartley Drive, restored by planting of native trees, shrubs and grasses, will create a forested stream buffer over time that will improve stream health by providing shade and habitat along Cedar Creek. The flood-prone property was purchased through a FEMA grant and the house demolished, per terms of the grant.



Make plans now to attend Ohio River Sweep

Saturday · June 17, 2017 · 9 a.m. to Noon

LouisvilleMSD.org/OhioRiverSweep2017

Agencies provide opportunity for supplier diversity networking



Director of Procurement and Supplier Diversity Rene' Thomas speaks with attendees about how to do business with MSD.

The Joint Utility Reception "Window of Opportunity," held at The Olmsted on March 16, attracted more than 250 attendees for supplier diversity networking. MSD co-hosted the event with Louisville Water Company, LG&E and KU Energy, and Louisville Metro Government. The event was created to encourage economic inclusion and cultivate economic development through working with minority and woman-owned businesses and other diverse companies, as the sponsoring utilities and local government seek to provide our customers with outstanding service.

MSD Milestones

Welcome to MSD

Zach Baird, Communications Designer
Sarah Bertke, Engineer II
Henry Donovan, Seasonal Employee
Aleksey Dubrovensky, Senior Project Controls Specialist
Michael Evans, Seasonal Employee
Zachary Kilgore, Seasonal Employee
Donald Layne, Seasonal Employee
Ian McAden, Seasonal Employee
Bryon Richardson, Construction Inspector I
Miko Santana, Seasonal Employee
Darryl Smith, Seasonal Employee

Congratulations on your promotion/reclassification

Tim Bailey, Maintenance Electrician III
Don Bary, Maintenance Electrician III
Louis Boutin, Maintenance Electrician II
David Ciez, Floodwall Maintenance Mechanic III
Grant Gravitt, Maintenance Mechanic II
Joy Jackson-Brittle, I&FP Senior Technician
Dana Price, Board, Policy & Records Program Manager
Michael Sauls, Maintenance Electrician II
Andrew Taylor, Utility Worker III
Ricky Terry, Process Technician II
John Woodward, Maintenance Electrician II

Welcome to a new role

Tadd Gilmore, Utility Trainee

Happy service anniversary

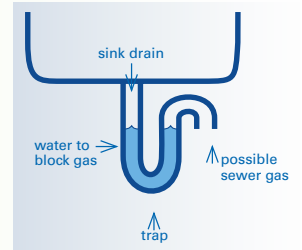
25 years Charles Buckner
20 years Gregory Thornton
5 years Darron Stone

Sewer odor...a smelly nuisance

Sometimes pipes and drains connected to sewer systems smell like rotting eggs. Sewer odor is also known as hydrogen sulfide. It forms naturally as sewage and other materials decompose. Weather, speed of wastewater flow and other factors can help it develop.

While sewer odor is unpleasant, it is not a serious threat to people, animals or plants in the small concentrations that may develop at most homes and commercial buildings.

Both indoor drains and the sewer system are designed to keep sewer odor from escaping. Most outdoor catch basins feature water traps that keep sewer odor from seeping out. Adding a few gallons of fresh water in the drain usually solves the problem in most homes.



If odors persist, check under sinks for drain pipe leaks. If you're not comfortable doing it yourself, ask a licensed plumber to check for leaks and estimate repairs.

If you smell sewer odor near outside catch basins, contact Customer Relations Department at **502.587.0603** or **CustomerRelations@LouisvilleMSD.org**. Tell us the specific location so the problem can be corrected.

Customer Compliments

Jesse Barrett, **Derek Ramsey** and **Ricky Tobin** did a great job repairing the gutter in front of my driveway. **Sean Brown** has also been here to work on plating our driveway. We can now drive comfortably without fear of damaging our tires. They were all very professional, courteous and expedient in accomplishing the repair. Thank you for getting this all done so quickly.

— Ron Carter

When I called MSD recently, I talked to **Charlotte Whitfield-Baker**. She was very knowledgeable and easily solved my problem. She did a great job!

— Judy Michels

Casey Bowlin, **Darrell Goodwin** and **Walter Jackson** installed a new property service connection at my home. I was very pleased with the crew's hard work, and it was fascinating to watch them work. I'm also happy with the quick turnaround time.

— Donnie Pryor



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Upcoming Events

APRIL 6
MSD Community Conversation Meeting
Metro Council District 4
5:30 pm, Copper & Kings Distillery, 1121 E Washington Street

APRIL 10
MSD Community Conversation Meeting
Metro Council District 20
7 pm, PNC Achievement Center, 1411 Beckley Creek Parkway

APRIL 11
MSD Audit Committee Meeting
4 pm, 700 West Liberty Street
MSD Community Conversation Meeting
City of Hurstbourne
6 pm, Hurstbourne City Hall, 200 Whittington Parkway

APRIL 18
MSD Infrastructure and Finance Committees Meeting
2 pm, 700 West Liberty Street
MSD Wet-Weather Stakeholders Group Meeting
5:30 pm, 700 West Liberty Street

APRIL 24
MSD Board Meeting
1 pm, Open Session, 700 West Liberty Street

APRIL 27
Ohio River Tunnel Informational Session
9 am, MSD Central Maintenance Facility
3050 Commerce Center Place



Supporting education and training for the trades

Students in the Heavy Equipment Science Magnet Program at Fairdale High will soon learn how to operate a dump truck as part of their career training. MSD's **Glen Cooper** turned over the keys to Greg Walters of Jefferson County Public Schools, on Thursday, March 16. The truck had reached the end of its useful life for MSD, but still had plenty to offer the students of Fairdale. The Heavy Equipment Science Magnet was initiated 17 years ago to address the growing need for skilled labor and equipment operation.

Appendix A

6. Rainfall Infographic

Messaging about the Critical Repair & Reinvestment Plan also included the impact of increased frequency of extreme storm events on Louisville’s aging systems. The following infographic helped to deliver this message. It was displayed at all community meetings and was posted on MSD’s various social media platforms.

Flooding is getting worse in Louisville and here's why.



68,000

people lived in Louisville when the majority of our sewers and infrastructure were built—many of which, date back to the Civil War.



70 years old

is the age of some of our pumping stations and parts are no longer readily available to fix them.

1,500,000

people are estimated to be living in Louisville by 2025. Our infrastructure can't keep up with the increased need for drainage and flood protection.



Major Rain Events

Flooding has more than doubled over the last decade.

In the last 10 years, there have been 11 major rain events. In the 20 years before that, there were only 4.



1,500 houses
were flooded in 2015.



2 inches

of rain in 24 hours constitutes a major rain event in Louisville.

100s

of roads have been closed in the last decade due to increased flooding.



Critical Repair & Reinvestment Plan



6 major challenges

- modernize Ohio River flood protection
- reduce neighborhood flooding
- protect key thoroughfares
- upgrade water quality treatment
- refurbish crumbling infrastructure
- Consent Decree & Support Systems



\$4.3 billion

is needed to make the improvements that will protect our city. \$683 million of that is to protect from flooding and severe damage. \$1.2 billion of that is to protect from inland flooding and drainage.



1 decision

needs to be made—how quickly to accomplish this task. If \$2 billion would have been spent before Katrina, New Orleans might not have flooded. Today it has cost nearly \$250 billion to rebuild.



Learn more about the Critical Repair & Reinvestment Plan, visit LouisvilleMSD.org.

Appendix A

7. MSD Contact Card

The following Contact Card was developed to assist community members who requested information from MSD staff about the Critical Repair and Reinvestment Plan. The cards include the dedicated website address as well as relevant phone numbers, and were distributed by MSD employees at community meetings, at public gatherings, or anywhere citizens expressed interest in learning more about the Plan.



Safe, clean waterways

Your opinion matters!

MSD wants to hear from you about the future of Louisville's wastewater, flood protection and stormwater systems.

Learn more and share your input at

[www.LouisvilleMSD.org/
CriticalRepairPlan](http://www.LouisvilleMSD.org/CriticalRepairPlan)

APPENDIX B

COMMUNITY ENGAGEMENT

1. Community Presentations

Appendix B

1. Community Presentations

The following table provides a list of meetings where MSD made presentations to a group of community members including the name of the group, the date of the presentation, and the number in attendance.



Meetings with Presentations		
Date	Meeting	Number in Attendance
10/27/2016	Rotary Club of Louisville	147
11/18/2016	Kentucky Society of Professional Engineers	120
1/9/2017	Greater Louisville Inc.	27
1/19/2017	MSD's Can You Dig It Event	300
1/30/2017	Prairie Village Neighborhood Association	35
2/3/2017	Builders Industry Association	130
2/16/2017	Jefferson County League of Cities	22
2/27/2017	Old Louisville Neighborhood Council	24
2/27/2017	Highlands – Douglass Neighborhood Association	20
2/28/2017	MSD Field Day	197
3/3/2017	University of Louisville Sustainability Roundtable	7
3/3/2017	American Society of Civil Engineers	68
3/8/2017	District 10	33
3/9/2017	Rubbertown Community Advisory Committee	23
3/14/17	American Public Works Association (APWA)	40
3/16/2017	Urban League/Faith Leaders Meeting	13
3/21/2017	District 9	18
3/22/2017	University of Louisville Green Engineering and Sustainable Design Course	13
3/28/2017	Louisville Forward	35
3/30/2017	District 6	45
4/2/2017	Breckenridge Neighborhood Association	7
4/6/2017	District 4	9
4/10/2017	District 20	5
4/11/2017	City of Hurstbourne	16
4/13/2017	MSD Retiree Club	15
4/17/2017	Southwest Neighborhood Association	8
4/19/2017	Russell Neighborhood Association	10
4/24/2017	Shelby Park Neighborhood Association	6
5/8/2017	Districts 11, 22, & 23	2
5/16/2017	District 12	19
5/17/2017	Upper Highlands Neighborhood Association	25
5/18/2017	Louisville Democratic Club	2
5/23/2017	Newburg Community Meeting	14
5/23/2017	Building Owners and Managers Association	21
TOTAL REACHED		1,476

APPENDIX C

THIRD-PARTY DISTRIBUTION OF INFORMATION

- 1. Community Newsletters**
- 2. News Media**
- 3. Advertisements**

Appendix C

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Sign up for Metro Government e-newsletters, notices and alerts by email, text or RSS





District 17 E-Newsletter

Louisville Metro sent this bulletin at 01/20/2017 03:03 PM EST




Glen Stuckel
 Metro Council
 District 17

eNewsletter

glen.stuckel@louisvilleky.gov
 502.574.1117

Planning/Zoning Public Hearings

There are three upcoming public hearings regarding land use in District 17. The first is a request for a conditional use permit and variance for off-street parking in association with a proposed hotel at 10200 and 10455 Champion Farms Drive. This hearing before the Board of Zoning Adjustment will be Monday, January 23 in the Old Jail Building, 514 West Liberty Street. The meeting will begin at 8:30 a.m. and continue until all cases are heard. Laura Mattingly is the case manager. She can be reached at laura.mattingly@louisvilleky.gov with any questions or concerns. Please reference case number 16CUP1073.

The next meeting is a review of a zone change request from C-1 Commercial to C-2 Commercial at 3383 Freys Hill Road. A waiver regarding landscape buffer areas will also be considered. The Land Development and Transportation Committee will hear this case on Thursday, January 26 at the Old Jail Building, 514 West Liberty Street. The meeting will begin at 1 p.m. and continue until all cases are heard. Beth Jones is the case manager. She can be reached at beth.jones@louisvilleky.gov. Please reference case number 16ZONE1068 with any questions or concerns.

On Wednesday, February 1, the Development Review Committee will consider a Revised District Development Plan for a 5,075 square foot building addition with associated waivers on property located at 12201 Westport Road. The hearing will be held at the Old Jail Building. It will begin at 1 p.m. and continue until all cases are heard. Dante St. Germain is the case manager. He can be reached at dante.st.germain@louisvilleky.gov. Please reference case number 16DEVPLAN1247 with any questions or concerns.

MSD's Critical Repair and Reinvestment Plan

MSD is hoping to meet over the next few months with community groups, neighborhood associations, and others throughout the city to discuss its long-term plan to deal with flooded roadways, destroyed homes, and other issues related to its systems. This plan can be reviewed at www.LouisvilleMSD.org/CriticalRepairPlan. In essence, it looks at critical risks and the associated solutions in six areas including crumbling sewer infrastructure, stormwater drainage and inland flooding, and wastewater treatment facilities. If your group/organization would like to request an MSD representative to be present at an upcoming meeting, please contact Steve Tedder at steve.tedder@louisvillemsd.org.

Legal Aid Society's Know Your Rights Clinic

The Legal Aid Society is offering a Know Your Rights Clinic to citizens who are interested in information about domestic violence hearings in Family and District Courts. The clinic will be held on Friday, February 10 at noon in the Jefferson County Public Law Library, 514 West Liberty Street. Attorneys will assist in filing protection orders and discuss safety of clients as well. Call the Law Library at 574-5943 to make a reservation or with any questions.

Metro Government recently changed its eNews delivery system. The new system will allow better viewing capabilities for all subscribers. With this new system, however, you are unable to reply to this email message. To send me a message regarding an item in this eNewsletter, please email me directly at Glen.Stuckel@louisvilleky.gov.



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District 12 eNewsletter: January 25, 2017

Louisville Metro sent this bulletin at 01/25/2017 01:54 PM EST



COUNCILMAN RICK BLACKWELL
 (502) 574-1112 | 601 W. Jefferson Street | Louisville, KY 40202

District 12 e-News



Councilman Rick Blackwell
601 West Jefferson Street
(502) 574-1112

[Email Rick](#)

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(502) 574-1112

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[Visit the D12 Website](#)

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Coffee with your Councilman - THIS SATURDAY



Join Councilman Blackwell for a cup of coffee at the first Coffee with Your Councilman of 2017. This monthly meeting is an informal way to connect with Councilman Blackwell and the District 12 office. You can ask questions, voice concerns and find out what's going on in Southwest

Louisville.

Please stop by and enjoy a cup of coffee on us!

WHEN: Saturday, January 28th from 10:00 am - Noon

WHERE: Sister Bean's Coffeeshouse, 5225 New Cut Road.

For more information, please contact Liz McQuillen in the District 12 office at liz.mcquillen@louisvilleky.gov.

VITA Tax Service at Sun Valley Community Center



The Louisville Asset Building Coalition (LABC) is a 501(c)(3) organization that is a broad public/private collaborative dedicated to promoting financial stability and asset building for individuals and families. The Louisville Asset Building Coalition's Volunteer Income Tax Assistance (VITA) is a free, widely successful tax preparation and Earned Income Tax Credit (EITC) Campaign that offers a wide variety of financial services to the community. They are once again gearing up for the busy tax season and offer the following services:

- FREE Federal and State Tax Preparation
- FREE Tax Assistance
- Access to many additional Financial Resources
- Check Cashing Referral
- Debit Cards for depositing your tax refund
- Savings Bonds

The South-end VITA location is at Sun Valley Community Center (6505 Bethany Lane)

Tuesdays and Thursdays- 9:00am to 7:00pm

Wednesday- 10:00am to 4:00pm

Fridays (in February only)- 10:00am to 4:00pm

Saturdays- 10:00am to 2:00pm

For information and for a list of all of the VITA sites, visit: www.labcservices.org or call 2-1-1

Colonial Gardens Redevelopment Moves Forward



Plans have been filed for the \$5 million redevelopment of Colonial Gardens in south Louisville. The adaptive reuse project includes renovating the 7,000-square-foot historic Colonial Gardens building, as well as adding two new, one-story buildings that will share a common patio and garden area. Citizens sought successfully to designate the iconic Colonial Gardens building, located across from Iroquois Park, as a local landmark in 2008. The city purchased the property in 2013 to help foster its commercial redevelopment.

"The combination of the re-vamped Colonial Gardens across from one of the city's greatest concert venues, Iroquois Amphitheater, will be a win for south Louisville. This is another example of the positive momentum we have in the south and southwest, and we are excited to welcome people from all across Metro Louisville to see what we have to offer."

The site's developer, Underhill Associates, is in talks with local restaurant groups to occupy the space on the corner of Kenwood Avenue and New Cut Road. Construction is expected to begin on the property in summer 2017.

To view renderings of the project provided by Architectural Artisans, visit <http://portal.louisvilleky.gov/codesandregs/permit/detail?type=URBAN&id=17COA1007>

Compassionate Cities Index - Take the Survey!



The Compassionate Cities Index is a project from University of Louisville's Institute for Sustainable Health & Optimal Aging, in partnership with Louisville Metro Government, the University of Louisville School of Medicine, the International Charter for Compassionate Cities, Compassionate Louisville and the International Charter for Compassion.

In order to get a comprehensive picture of compassion across Louisville, we need to collect 67 survey responses from each of the 37 standard ZIP codes in Jefferson County. Help us reach our goal and [take the brief survey today!](#)

Participants in the study must be over the age of 18 residing in Jefferson County. Participants can [complete the survey online at here](#) or contact the Institute at (502) 852-5228 to receive a paper survey to complete.

Study volunteers also are needed to participate in a 30-minute semi-structured interview. If you are interested in being interviewed, please contact Lauren Humpert, study coordinator, at (502)852-5228 or lauren.humpert@louisville.edu

MSD's 20 Year Public Safety Plan

Louisville MSD has completed an extensive analysis of the wastewater, stormwater and flood protection systems that protect the community. Now, MSD wants to talk directly with the public about the risks, the solutions, and most importantly how soon the work will begin.



Flooded roadways, destroyed homes, and raw sewage overflows are reminders that

Louisville's ability to transform depends on the most basic public health and safety protection systems - wastewater, stormwater and flood protection. MSD has identified the critical needs in these areas in a draft 20-year Critical Repair & Reinvestment Plan, developed solutions and is ready to move forward.

However, the solutions come with a large price tag - \$4.3 billion over the next 20 years, including almost \$500 million to finish the remaining federal Consent Decree obligations for managing sewer overflows. Recognizing the magnitude of the impact on ratepayers and the community, MSD is embarking on a wide-reaching community conversation.

Interested citizens can review the Critical Repair & Reinvestment Plan and summaries through March 1, 2017 at any branch of the Louisville Library or on MSD's website at www.LouisvilleMSD.org/CriticalRepairPlan.

ABC Notice - 2119 Upper Hunters Trace

The owners of B-Quick Liquor, LLC DBA/B-Quick Liquor at 2119 Upper Hunters Trace, Ste. B have applied for an NQ Retail Malt Beverage Package and 2 a.m. Extended Hours License(s). The required advertisement ran in the Courier-Journal on Friday, January 20th.

Any person, association, corporation, or body politic may protest the granting of the license(s) by writing the **Department of Alcoholic Beverage Control, 1003 Twilight Trail, Frankfort, Ky. 40601-8400, within 30 days of the date of this legal publication.**

Some of the reasons for refusal of a license as stated in KRS 243.450 are

- Premise does not comply fully with all alcoholic beverage control statutes and regulations of the board.
- The applicant or the premises does not comply with all regulations of a city administrator.
- The applicant has done an act for which a revocation of license would be authorized.
- The applicant has made any false material statement in his application.

Other factors include public sentiment in the area, number of licensed outlets in the area, potential for future growth, type of area involved, type of transportation available and financial potential of the area.

Report Pothole Locations

In addition to the systematic block by block Pothole Blitz Metro Public Works performs beginning in March each year, the Roads and



Operations Division works year- round patching potholes whenever they are reported to us. Public Works encourages anyone who spots a pothole in Louisville to report it to MetroCall as quickly as possible. There are several ways to do it:



- Call 311 or 574-5000
- Email to metro.call@louisvilleky.gov
- Live Chat at www.louisvilleky.gov/metrocall
- Tweet @LouMetro311, OR
- Include #502pothole in any tweet

Whichever method you choose, make sure to be as specific with location information as you can. Don't assume someone else has reported it.

Rental Housing Registry - FREE - Required by March 1, 2017



Effective March 1, 2017, all property located in Louisville Metro and occupied or offered for occupancy in exchange for money or any other consideration must be registered with Louisville Metro Government. Registration itself is free and the information required includes the rental unit street address along with current contact information of the owner and managing operator.

New owners must register within thirty days of any ownership transfer. Any change in contact information must be updated on the registry within thirty days of said change.

Registration is FREE but requires an account with Develop Louisville. Click the links below to establish an account and access the registry, or to get detailed information and instructions on registry requirements.

- [Easy to follow "how to" registry information](#) (PDF file)
- [Set up your Develop Louisville Account now](#)

<https://louisvilleky.gov/government/codes-regulations/rental-registry>

Black History Month Honoree Applications Now Open



The Louisville Metro Council and the Community Affairs Committee are once again celebrating Black History Month by honoring the incredible African American leaders of our city.

With so many deserving African American leaders who's work and compassion shines through each and every day, we are asking for your help in nominating honorees to be chosen to represent District 12! If you know of an exceptional individual who deserves to be recognized for their contribution to our community and city, please follow the steps below to have their name be one of those chosen to be honored this year.


*Please include **ALL** following contents in your submission

- Your Honoree's Name
- Mailing Address
- Contact Telephone Number
- A "Brief Bio"

PLEASE NOTE: All honoree nominations must be submitted by email to District 12 Legislative Assistant, Liz McQuillen, at liz.mcquillen@louisvilleky.gov, by the close of business on **Friday, February 3rd**.

The selected honoree will be recognized at the 15th Annual Black History Month Program on Thursday, February 23, 2017 an noon in the Metro Council Chambers.

Sun Valley After School Program 2017



AFTER SCHOOL PROGRAM

Monday through Friday, after school until 6 p.m., beginning January 23

Snacks
Homework
Dinner

Crafts, board games, Wii, gym games, computer time and much more!

Dependent on registration numbers, buses will take participants from local schools to the center. Come to the center to register.

FEES
Registration \$10
Up to 3 days \$30
All week (5 days) \$90

SUN VALLEY COMMUNITY CENTER
6905 Derbyway Ln 40272
502/937-8802

METRO PARKS AND RECREATION
Escape. Explore. Connect.

"Know Your Rights" Clinic offered by Legal Aid Society February 10th



The Legal Aid Society in conjunction with the Jefferson County Public Law Library is offering a Know Your Rights Clinic to citizens who are interested in information about domestic violence hearings in our Family and District Courts. (EPO, IPO, DVO)

WHAT: Know Your Rights Clinic: Domestic Violence Hearings

WHEN: Friday, February 10, 2016 at 12:00 pm, Noon

WHERE: Jefferson County Public Law Library (514 W. Liberty Street 2nd Floor.)

PURPOSE: Clients will receive assistance from attorneys regarding filing protection orders.

Safety will also be discussed.

RSVP: Call the Law Library at (502) 574-5943 to make a reservation.

District 12 Public Works Updates



Lower Hunters Trace Bridge Repair Work - Kentucky Transportation Cabinet inspected this bridge and determined that it needed repairs. The bid has been awarded through Metro Public Works to Churchill McGee to begin the repair work. Construction is expected to take approximately two weeks and will be completed by February 17.

3316 - 3503 Blanton Lane - LG&E has been issued Permit Number 17RW1082 to close one lane at this location to replace poles.

1620 Dawn Drive - LG&E has been issued Permit Number 17RW1081 to close one lane at this location for the installation of a pole.

10610 Freeport Drive - LG&E has been issued Permit Number 17RW1120 to close one lane to install a pole.

For more details or to see additional permitted work throughout Metro Louisville, visit the map [here](#).

You are receiving this message because you have had contact with our office in the past.

If you would like to be removed from the mailing list, please follow the "Unsubscribe" instructions below or email Liz.McQuillen@louisvilleky.gov.



Visit <http://www.louisvilleky.gov>
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District 4 Newsletter

Louisville Metro sent this bulletin at 04/10/2017 07:22 PM EDT



Councilwoman Barbara Sexton Smith
 601 West Jefferson Street
 (502) 574-1104
[Email Barbara](#)

*Imagine a community where everyone feels **CONNECTED!***

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Christa Robinson
 Legislative Assistant
 (502) 574-3453
[Email Christa](#)

April 11 and 18 Community Meetings- Get Connected!



Join Councilwoman Barbara Sexton Smith and members of Louisville Metro Emergency Services, The Office of Addiction Services and Louisville Metro Sustainability for Conversations with the Councilwoman at 6:00 PM on

April 11th at Meyzeek Middle School located at 828 S Jackson St. and on April 18th at Louisville Central Community Center, Inc. located at 1300 W Muhammad Ali Blvd.



Evadne Chism
 Legislative Liaison
 (502) 574-3460
[Email Evadne](#)

What does Emergency Management Services do?

[Emergency Management Agency](#) coordinates the work of 95 agencies during disasters. It supports you and first responders with disaster preparation, response, recovery and mitigation efforts. It is your emergency response team for the entire community.

[Emergency Medical Services](#) keeps you alive during the critical period of your sudden injury or illness. It is your primary medical care provider during emergencies.

[MetroSafe 911](#) takes your emergency calls and connects you to police, fire department, emergency medical help and other first responders. It's your primary help line.

[MetroCall 311](#) takes your non-emergency calls and provides customer service. It's your connection to the city government.

Committee Assignments

- Public Safety
- Government Accountability, Ethics, Intergovernmental Affairs
- Appropriations, NDF's and CIF's

To subscribe to this e-Newsletter [click here.](#)

[Office of Addiction Services](#)

The Office of Addiction Services works to coordinate community resources to impact the opioid epidemic. We foster a united community-wide approach among the various service providers and stakeholders to address the addiction epidemic.

Plans include:

- Creating a comprehensive website that lists all available drug treatment services within our community
- Providing education and outreach to future professionals through schools of medicine, nursing, social work etc.
- Creating a Treatment Advisory group to promote the various types of treatment and work to remove barriers to treatment. This group will also facilitate collaboration among treatment providers.
- Developing an outreach team that will engage direct service providers like emergency rooms and hospitals to address the stigma of addiction as well as tackle overdose prevention through education.

The Office of Addiction Services also oversees the [MORE Center](#) and the [Syringe Exchange Program](#).

[Louisville Metro Office of Sustainability](#) was formed in 2012 with a mission of promoting environmental conservation, the health, wellness and prosperity of our citizens, and embedding sustainability into the culture of the Louisville community. The Office works to create a culture of sustainability through broad-based education and awareness efforts as well as implementation of projects and initiatives to influence behavior change. They will have additional information about the [cool roof rebate program](#)

April 19 and 24 MSD Community Meetings



CRITICAL REPAIR & REINVESTMENT PROGRAM MEETING

Wednesday, April 19, 2017

or

Monday, April 24, 2017

Central High School

1130 W. Chestnut Street

6:00 PM- 8:00 PM

Flooded roadways, destroyed homes and raw sewage overflows are reminders that our city's ability to thrive depends on the most basic public health and safety protection systems – wastewater, stormwater and flood protection. MSD has completed an extensive analysis of these systems, and input is needed from the community to determine how soon the critical projects should be completed.

While Louisville can no longer avoid renewing and restoring its vital systems, the difficult truth is the solutions come with a price tag of \$4.3 billion over the next 20 years. This includes almost \$500 million to finish the remaining Consent Decree projects to meet the federal order to reduce sewer overflows.

Recognizing the magnitude of the impact on ratepayers and the community, MSD is leading a wide-reaching community conversation.

Dialogue is underway through presentations with community groups, business leaders, neighborhood associations, and faith-based organizations. A variety of public-friendly resources are also available to convey the complex message of necessary investments, to help citizens arrive at informed opinions, and to encourage input on the timing of these investments.

A dedicated website can be found at www.louisvillemsd.org/CriticalRepairPlan that includes:

- A video message offering an overview of the challenge and the opportunity to engage
- Brief summaries of the six categories of risk to public health and safety including local pictures of real consequences
- Links to the full Critical Repair & Reinvestment Plan for review (hard copies of Volume 1 have also been distributed to every public library in the county)
- A comment form to provide direct input (<http://louisvillemsd.org/community-input-form>)

Louisville can no longer avoid investing in public health and safety systems, and informing the public on the risks and solutions is critical. The MSD team is committed to continued community engagement and encourages input.

April 15 Shelby Park 2017 Spring Improvement Day



ShelbyPark/Smoketown Neighborhood Clean-Up

Saturday, April 15

9am

Gather at Shelby Park

9am-Noon

Clean-up throughout Shelby Park/ Smoketown

Noon-1pm

Community Picnic at Shelby Park

sponsored by Brown-Forman

Get Connected!



These are photos from the
Community Meeting held March 21st.

Neighbors in Action!
Let your voice be heard!
Get connected!

Cafe Louie at the Western Library



With Fannie Cox

State Rep. Attica Scott with Branch Manager Natalie Woods

Cafe Louie

Café LOUIE is a partnership with the Leadership Louisville Center and the Friends of the Library to host informal meetings with legislators at their local library branches. The meetings take place on Saturday mornings from 9 – 10 a.m.



Karen Welch and David McGuire

Craft Gallery

Janeen Barnhart Exhibit Opening



Fund for the Arts Imagine 2020

**Fund for the Arts
Imagine 2020**

(pictured Christopher Davis, Mo McKnight Howe, Aldy Milliken, Jo Haas, Tenoramentae Young, Gil Holland)



A. Phillip Randolph Dinner

2017 honoree

John Johnson and his wife Courtrina

Neighborhood Associations

Butchertown TBD butchertownpres@gmail.com 1st Tuesday @ 6:00 pm

Germantown Paristown 1094 E. Kentucky St. (502) 396-4836 judithmagrem28@gmail.com 3rd Monday @ 6:00 pm

Original Highlands 1228 E. Breckenridge St (502) 287-3938 jmatthewblair@icloud.com 3rd Monday @ 6:00 pm

Phoenix Hill 451 Baxter Avenue (502) 583-7133 phoenixhillna@gmail.com 2nd Monday @ 5:30 pm

Portland Now 2503 Montgomery St. (502) 438-0189 larry.stoess@gmail.com 1st Tuesday @ 6:30 pm

Russell 528 S. 18th Street (502) 457-2785 hharrington@maineentsport101.com 1st Saturday @ 7:00 pm

Shelby Park 600 E. Oak Street (502) 417-5336 [Shelby Park NA on Facebook](#) Thursday @ 6:00 pm

Smoketown 325 E. Kentucky Street (502) 836-7661 666@webberconsulting.org 3rd Monday @ 6:00 pm

April 15 - Louisville GROWS HUGE Plant Sale



APRIL 15, 10AM-4PM

536 N. 44TH ST.

Get your garden ready for growing with plant starts from the Louisville Grows' greenhouse! Whether you're a master gardener or novice, planting these seedlings will guarantee that you'll have a green thumb this growing season. We will have plant starts, information about how to start your own community garden, ongoing workshops, community partners, and



local vendors.

All plant starts are just \$1.50 so more people all across Louisville can grow in their own backyards or community gardens.

Notice of Planning & Design Public Meetings



For basic details for below case/s please visit <http://www.louisvilleky.gov/PlanningDesign/>. Click on "Search Case Information" link on the left navigation bar. Then select the "home" tab and select the type of case and enter the above case number. For specific case information please call or email the listed case manager. If you have any questions please contact Planning & Design directly at 574-6230

The attached invitation is being forwarded to you on behalf of the applicant for the development proposal described. This is for an informational meeting the applicant is required to conduct before a formal application can be made with Louisville Metro Planning and Design Services for this development proposal.

[Meeting+Letter+for+Permit.pdf](#)

The meeting to discuss this development proposal will be held on

Wednesday, April 19 at 6:00pm

1411 Christy Avenue.

April 20 New Roots Community Canvas



WE NEED YOUR HELP so Smoketown can have affordable, farm-fresh, organic food produce beginning Tuesday, June 13th.

- Community Canvas: Thursday 4/20, 5:30-7:00 PM. Meet at Coke UMC on Jackson and E. Breckinridge Street.
- Smoketown Fresh Stop Market Organizing Meeting : Tuesday, April 25th, 5:30-7:00 PM. Meet at Coke UMC on Jackson and E. Breckinridge Street.

Join New Roots at Coke Memorial United Methodist Church for a community door to door canvas and organizing meeting for the Smoketown Fresh Stop Market. New Roots is urging the Smoketown community to come to these events to learn how to become food justice leaders and help build and support the Fresh Stop Market, so everyone can have access to affordable, farm-fresh, organic produce. This growing season. Click <http://www.newroots.org/smoketown-neighborhood-market.html>

For more information about the Smoketown Fresh Stop Market or call New Roots at 502-509-6770 or email info@newroots.org.

Join the 2017 Pothole Blitz



The blitz is on! Metro Public Works (MPW) is moving through the streets of Louisville in a grid pattern to find and patch as many potholes as we can to repair the damage of winter. They need YOUR help by reporting potholes to MetroCall in one of three easy ways.

- Use the hashtag, #502pothole on Twitter. Include the hashtag along with the address or nearest intersection of the pothole location in any tweet, and MetroCall will get the message.
- The pothole reporting form that can be found at the top of the city website, Louisvilleky.gov. Click on the "Report a pothole" link, put in the location information and press send.
- Call MetroCall at 311 or 574-5000.

The #502pothole hashtag and the online form offer the advantage of avoiding the potential of having to wait on hold on the telephone. Public Works patches potholes on Metro Government maintained roads. Potholes on interstate highways should be reported to the Kentucky Transportation Cabinet at 1-877-For-KYTC (367-5982).

The dialogues will feature a data-driven interactive story map examining the historical impacts of redline policies and recent trends in segregation, wealth creation, property abandonment and development. Click [here](#) to explore the map

VITA and AARP Tax Assistance



Louisville Asset Building Coalition's Volunteer Income Tax Assistance, or VITA, and AARP Tax Aide programs utilize trained, IRS-certified volunteers who offer free tax services at more than 20 free sites across the city. The free service is available to individuals and families who earned less than \$64,000 in 2016.

Appointments for VITA free tax assistance service can be made now by calling 502-305-0005 or scheduling online

at <https://louisvillekyvita.cascheduler.com>. For a complete list of VITA locations and hours of operation, visit <http://labcservices.org> or call Metro United Way's 211 help referral service.

Go to [this link](#) for information about a free service for eligible individuals interested in filing their own taxes online.

AARP Tax Aide's mission is to serve any person who comes through the door, with special attention to those 60 and older. For a full AARP schedule and listing, including mobile sites, visit <http://www.aarp-tax-aide-lou.org> or call 502-394-3443.

Alcohol Beverage Control (ABC) Notifications



1032 Story Ave.

514 Baxter Ave.

Attached please find a New Location and Correction to Previous Ad memo and Courier Journal Legal announcement for an NQ4 Retail Malt Beverage by the Drink, Quota Retail Liquor by the Drink, Sunday Liquor by the Drink, and 4 a.m. Extended Drink Hours License(s) being applied for, located at 1032 Story Avenue, Louisville, KY. 40206. The ad ran in The Courier Journal Saturday, March 18, 2017.

- [new+location+or+ownership+change.pdf](#)
- [Courier+Journal+ABC+Ad.pdf](#)

Attached please find a New Location memo and Courier Journal Legal announcement for a Microbrewery, NQ Retail Malt Beverage by the Package, NQ4 Retail Malt Beverage by the Drink, Quota Retail Liquor by the Drink, Sunday Liquor by the Drink, and 2 a.m. Extended Drink Hours License(s) being applied for, located at **514 Baxter Ave.**, Louisville, KY. 40204 The ad ran in The Courier Journal Wednesday, March 15, 2017.

- [Courier+Journal+ABC+Ad.pdf](#)
- [new+location+or+ownership+change.pdf](#)

KRS 243.360 requires a person to first advertise their intention to apply for alcoholic beverage licenses in the newspaper. **Any person, association, corporation, or body politic may protest the granting of the license(s) by writing the Department of Alcoholic Beverage Control, 1003 Twilight Trail, Frankfort, Ky. 40601-8400, within 30 days of the date of this legal publication.**

April 13- Your Rights as a Renter

YOUR RIGHTS AS A RENTER: A CONVERSATION

JOIN THE DISCUSSION!

THURSDAY, APRIL 13th,
@ the Louisville Urban League at 5:30pm
1535 W Broadway,
Louisville, KY 40203

HOSTED BY:
 LOUISVILLE METRO HUMAN RELATIONS COMMISSION

QUESTIONS? CALL US!
 (502) 574-3631
 or stop by our office at 410 W Chestnut Street Suite 300A, Louisville, KY 40202

Did you know that April is Fair Housing Month? Let's come together as a community and a nation to celebrate the anniversary of the passing of the Fair Housing Act!

Your Rights As A Renter: A Conversation

Join The Discussion!
Thursday, April 13th
@ the Louisville Urban League at 5:30pm
1535 W. Broadway
Louisville, KY 40203
Hosted By:

Louisville Metro Human Relations Commission
Questions? Call Us!
(502) 574-3631

Or stop by our office at 410 W. Chestnut Street, Suite 300A
Louisville, KY 40202

Did you know that April is Fair Housing Month? Let's come together as a community and a nation to celebrate the anniversary of the passing of the Fair Housing Act!

LMPD Door To Door Solicitor Safety Tips



With the weather warming, door to door solicitors are increasing. Although most of these solicitors are legitimate and associated with legitimate companies, some are not. LMPD has already received some reports of door to door solicitors in the District. LMPD has not associated any criminal incidents related to door to door solicitors but they did want to pass on these tips for you.

- First and foremost, do not let them into your home for any reason. Do not allow them to use your phone or restroom.
- Do not give them money.
- If you have any doubts they are legitimate, ask for identification or credentials.
- Do not provide any personal information.
- You have the right to tell them no thank you, ask them to leave and close the door.

Call LMPD (574-7111) if you have any reason to believe they are not legitimate or refuse to leave. Also if you observe them looking in windows, trying doors or entering people's back yards, call LMPD immediately. If they become aggressive, irate or hostile, you can call 911 immediately.

Please call LMPD when the activity is occurring so officers can respond to the area and try to locate the subject and determine if they are legitimate.

Metro Ordinance 115.361 lists some general rules about solicitors:
http://www.amlegal.com/codes/client/louisville-jefferson-county_ky/

Stay safe and remember to let us know about any suspicious activity in your neighborhood.

New LMPD 5th Division Email. 5thdivlmpd@louisvilleky.gov This is a new email address that is monitored by the 5th Division Command Staff and District Resource Officers. If you would like to contact us about issues in your neighborhood this is a great way to let us know about it.

Important Numbers

Metro Call: 311 or (502) 574-5000
Air Pollution: (502) 574-6000
Animal Services: (502) 363-6609 or (502) 361-1318
Louisville Forward/Economic Development: (502) 574-4140
Planning & Design Services: (502) 574-6230
Community Services & Revitalization: (502) 574-4377
Public Works: (502) 574-5810
TARC: (502) 585-1234
PARC: (502) 569-6222
Legal Aid: (502) 584-1254
IPL (Code Enforcement): (502) 574-3321
Congressman John Yarmuth: (502) 582-5129
Solid Waste Management (SWMS): (502) 574-3571
Metro Parks: (502) 456-8100
Metro Police: (Non Emergency) (502) 574-7111 or (502) 574-2111
LMPD 1st Division: (502) 574-7167
LMPD 2nd Division: (502) 574-2478
LMPD 4th Division: (502) 574-7010
LMPD 5th Division: (502) 574-7636
Anonymous Tipline: (502) 574-LMPD (5673)
Metro Safe: (502) 572-3460 or (502) 574-7111
Vacant & Public Property Administration: (502) 574-4016
Brightside: (502) 574-2613
Master Commissioner Jefferson Circuit Court (Foreclosure Sales): (502) 753-4888
Your State Representative or State Senator: <http://www.lrc.ky.gov>

Calendar of Events

April 11- 6:00pm Community Meeting with Councilwoman Barbara Sexton Smith, Emergency Management Services, Office of Addiction Services and the Office of Sustainability at Meyzeek Middle School 828 S Jackson St, Louisville, KY 40203

April 13- 5:30pm Your Rights As A Renter: A Conversation, Louisville Urban League 1535 W. Broadway

April 15- 9:00am Join us for Mayor Fischer's Give-A- Day in Shelby Park 2017 Spring Improvement Day

April 15- 5:00pm-10:00pm 1619 Flux- Art+ Activism Neighborhood revitalization& The Creative Flow 1619 West Main Street

April 18 - 6:00pm Community Meeting with Councilwoman Barbara Sexton Smith, Emergency Management Services, Office of Addiction Services and the Office of Sustainability at Louisville Central Community Center, Inc. 1300 W Muhammad Ali Blvd, Louisville, KY 40203

April 19- 6:00pm-8:00pm MSD Community Meeting presenting a new revitalization plan. Central High School 1130 W. Chestnut Street

April 21- 4:00pm Studio Kremer Open House 1231 S. Shelby Street

April 24 – 6:00pm Vision Russell Action Activities Community Event Come out and provide input for the community conceptual plans for the Sheppard Park improvements and ideas for "Smart Stop" Bus shelter designs Louisville Urban League - 1535 W. Broadway

April 24- 6:00pm-8:00pm MSD Community Meeting presenting a new revitalization plan. Central High School 1130 W. Chestnut Street

April 26 - 5:30pm - 7:30pm Redlining Louisville YouthBuild Louisville, 800 S. Preston Street

April 27- 6:00pm Kentucky Shakespeare presents Julius Caesar at Baxter Square Park 1201 S. 12th Street. This event is FREE – everyone is welcome! Bring a chair, blanket snacks and enjoy the show!

April 28 - April 29 11th Annual Da'Ville Classic Drum Line Showcase
 St. Stephen Family Life Center, The Palace Theatre & The Mercury Ballroom
 The River City Drum Corp will present the 11th Annual Da'Ville Classic Drum Line Showcase HBCU Weekend on Friday, April 28th through Saturday, April 29th. The showcase will include a College and Career Fair, Greek Step Show Competition and a Drum Line Showcase. Events will be held at St. Stephen Family Life Center, The Palace Theatre and Mercury Ballroom. Call 502-772-7660 for more information or email rivercitydrumcor@bellsouth.net



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Appendix C

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City's flood, sewer work could top \$4 billion

James Bruggers, @jbruggers 7:04 a.m. ET Jan. 16, 2017

Agency warns of flooding, sink-holes from cave-ins, if it can't do much more to shore up its aging infrastructure.



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(Photo: Scott Utterback/CJ)

The Metropolitan Sewer District needs to spend as much as \$4.3 billion over the next two decades to upgrade its sewage and Ohio River flood protection systems and protect the community from likely heavier storms, a team of consulting engineers has concluded.

That includes spending about \$617 million between now and 2024 to complete and maintain new facilities, required by a 2005 federal consent decree to dramatically reduce overflows of bacteria-laden sewage into area waterways.

The agency's new long-term facilities plan written by the consulting engineers describes a community that's waited too long to make substantial reinvestments in facilities that protect hundreds of thousands of people from flooding, sewer-line cave-ins and failing sewage treatment. The plan identifies 506 projects and is scheduled to be posted on MSD's website Tuesday and made available in Louisville libraries the same day.

MSD is also kicking off a public comment period in advance of rate-setting that will occur this summer.

"We have this bucket that is old, and we have been trying to keep it together with Band-Aids because our consent decree" has dominated agency spending, MSD Executive Director Tony Parrott said. "We are having these flooding issues, we are having these wastewater backup issues, and we are having crumbling infrastructure under everybody's feet that nobody can see."

► **RELATED:** [Louisville's top environmental news of 2016 \(/story/tech/science/watchdog-earth/2016/12/29/bruggers-top-environmental-stories-2016/95954414/\)](#)

► **SEE ALSO:** [Construction begins on storage basin in Shawnee Park \(/story/tech/science/environment/2016/12/06/work-massive-shawnee-park-msd-basin-start/95015900/\)](#)

MSD has made no recommendation yet on rate changes but the engineers lay out one way to fund all of the proposed work on schedule over two decades that would involve a 23-percent rate increase in the first year, followed by more routine and decreasing rates through 2036.



Buy Photo

A crew from MSD replaces a catch basin at the corner of 3rd and Guthrie. The basin, made of brick from the late 1800s, has broken down causing a cave in. Jan. 13, 2017 (Photo: Scott Utterback/CJ)

The five-volume plan and the district's communication strategy follows a rebuke that MSD leadership received from the Louisville Metro Council and Mayor Greg Fischer last year after MSD failed to persuade the council to support a one-time, 20-percent bump in rates to free up borrowing capacity to begin work on the projects. Those political leaders told MSD to do a better job explaining the risks and needs, and do a better job of detailing how they planned to spend the money before coming back for such a large increase in 2017.

Fischer's spokesman, Chris Poynter, said the mayor – who hires MSD's executive director and appoints its board – has not yet taken a position on future MSD rate increases.

"This report and the public process that follows is important to help educate citizens about the real and long-term needs in Louisville to combat flooding and protect the city," Poynter said in a written statement. "It's important first to understand the scope of the issues."

Metro Council doubts

Metro Council President David Yates said council members "need to make sure we are not overburdened by taxes. We are reluctant to have any kind of increase."

But he complimented MSD for compiling the new facilities plan and said council members and their legal team will be scrutinizing it, and said he would remind MSD to do more to reach out to the public.

"I am hoping it's not doom and gloom," he said of the plan. "It's heartbreaking there are so many needs in the city we cannot afford."

► **FROM OCTOBER:** [Louisville still has \\$943M sewer problem \(/story/tech/science/environment/2016/10/22/yuck-louisville-still-has-943m-sewer-problem/87721810/\)](#)

► **READ MORE:** [City once again to monitor for toxic air \(/story/tech/science/environment/2017/01/14/louisville-once-again-monitor-toxic-air/96543110/\)](#)

But Yates added that he feels confident that if something is really needed for public safety, elected officials and the public "will want to pitch in."

Parrott said MSD took last year's criticism from council members and the mayor to heart and wants to begin a new conversation with the community. He said officials want to explain what they believe are serious life-and-death vulnerabilities and the upgrades needed to support current businesses and continued economic and population growth.

Greater Louisville Inc. spokeswoman Alison Brotzge-Elder said MSD and GLI representatives have met several times on the 20-year infrastructure plan. "It's too early to give much feedback on this, but it is of great importance to GLI and the community for a variety of reasons," she said. GLI is the metro area chamber of commerce.

Risks and solutions identified in the plan affect every neighborhood in Louisville and Jefferson County during a time of increasing heavy storms that have flooded hundreds of homes. An MSD presentation features headlines ripped from the Courier-Journal and other local news outlets of cars swamped in flooded roads and viaducts; photos of boat rescues; and giant sinkholes from century-old brick sewer collapses.

MSD has 16 Ohio River flood pumping stations – more than half beyond their designed lifespan. [The CJ last year reported on one of them at Paddy's Run in west Louisville \(/story/news/local/2016/06/11/city-plays-russian-roulette-flood-protection/84914818/\)](#) that is equipped with 1950s technology to do a 21st-century job of protecting 70,000 homes and 6,000 businesses in more than 40 neighborhoods extending from Park Duvalle to Middletown. It was designed to last 50 years and is now approaching 65.

Consultants offer warning

"We believe that the recommendations presented in this ... plan are essential to maintaining reliable facilities that will allow MSD to fulfill its responsibility for safe, clean waterways, and to help preserve and promote our competitiveness as a city," six engineers from the consulting firms of CH2M Hill, Strand Associates Inc., HDR Engineering Inc., Jacoby Toomz & Lantz Inc., wrote in their cover letter.

MSD officials will need to secure Metro Council approval for any rate increase greater than 6.9 percent. Last year's 20 percent proposal would have added about \$107 for the year to a typical residential customer, or about \$9 a month. MSD customers are billed every other month by the Louisville Water Co.

Council members last year said many of their constituents called them to protest higher rates, which MSD said would still keep them at or slightly above national averages.

► **RELATED:** [Protesters rally against Trump on climate \(/story/tech/science/environment/2017/01/09/protesters-rally-against-trump-climate/96338880/\)](#)

► **READ MORE:** [Ex-Louisvillian helps teens sue over climate \(/story/tech/science/environment/2017/01/09/ex-louisvillian-helps-teens-sue-over-climate/96114612/\)](#)

Parrott said the MSD board is looking into ways to expand its program to help low-income senior citizens pay their bills to other low-income families.



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The consultants wrote that taking on these projects now will require a bigger than normal increase in wastewater and drainage rates, which have generally fallen between 5 percent and 7 percent annually for years.

They identified one way to pay for all the work on a 20-year schedule: raise customers' rates 23 percent during the next fiscal year, followed by increases of 6.9 percent through 2024, dropping to 5 percent through 2030, then tailing off to 3.5 percent in 2036.

"If the community is unwilling to accept the rate increases necessary to fund the project schedules recommended, then many important projects will need to be deferred until the major consent decree spending is complete" in 2024.

But that nine-year delay "is almost certain to result in more infrastructure failures, an increase in the overall cost of implementing the facility plan, and an ever more rapidly increasing likelihood of a failure that could have serious consequences for the residents and business that make Louisville Metro their home," they warned.

An MSD basin, made of brick from the late 1800s, has broken down causing a cave in at 3rd and Guthrie. Jan. 13, 2017 (Photo: Scott Utterback/CJ)

Reach reporter James Bruggers at (502) 582-4645, [Facebook](https://www.facebook.com/jbruggers) and at jbruggers@courier-journal.com.

Highlights

- \$683 million for the Ohio River flood protection system. Prevents catastrophic impacts from Ohio River flooding.
- \$1.2 billion for stormwater drainage and inland flooding. Louisville has a hard time handling storms greater than 2 or 3 inches within 24 hours, and some 12,000 homes are in flood-prone areas. MSD wants to build more stormwater collection basins and increase funding for buying and removing frequently flooded homes.
- \$435 million for roadway viaduct upgrades. Flooding occurs at 34 viaducts in some areas with as little as 2 inches of rain. Flooded viaducts like one on Third Street near U of L impair police and firefighters and cause transportation headaches.
- \$496 million for crumbling sewers. There are 186 miles of sewers between 110 and 150 years old; 307 miles between 75 and 100 years old; 664 miles between 51 and 75 years old. Older ones are made of brick or brick and stone and when they collapse, they cause dangerous sinkholes in streets.
- \$849 million for wastewater treatment facilities. Morris Forman treatment plant serves 56 percent of the community but had a catastrophic failure in 2015 after lightning strike, sending millions of gallons of untreated sewage into the Ohio River. Its solids-handling facilities are wearing out and need to be replaced.
- \$617 million to complete \$943 million EPA-required plan to greatly reduce sewage overflows into area waterways.

Join the discussion

- Starting Tuesday, visit any branch of the Louisville Free Public Library to get access to the five-volume, 20-year facilities plan.
- Go online to www.LouisvilleMSD.org/CriticalRepairPlan (<http://www.LouisvilleMSD.org/CriticalRepairPlan>) to see the same plan.
- Use a comment form provided by MSD at that MSD web page.
- Email comments to CriticalRepairPlanComment@louisvillemad.org.
- Request MSD to send speakers to your community organization.
- Follow MSD website for notices of community meetings.

Buy Photo



A crew from MSD replaces a catch basin at the corner of 3rd and Guthrie. The basin, made of brick from the late 1800s, has broken down causing a cave in. Jan. 13, 2017 (Photo: Scott Utterback/CJ)

Read or Share this story: <http://cjky.it/2iD3Sr6>

Love Louisville, love the waterways | Letter

CJ Letter Published 4:07 p.m. ET Feb. 20, 2017 | Updated 11:49 a.m. ET Feb. 22, 2017



(Photo: Marty Pearl/Special to The C-J)

Louisville is a city rich in waterways, but in the 1800s our city was called “The Grave Yard of the West.” At that time, our low-lying areas, swampy areas, persistent flooding and poor sanitation systems regularly resulted in thousands of deaths. While things have improved since the 1800s, rain still comes down, the Ohio River still floods, the waterways are still polluted enough to be a public health issue. Just check out Beargrass Creek on any given day.

Since 2006, I have served on an MSD committee to help our community think about a positive, comprehensive, future-oriented approach to improving our infrastructure and clean up our waterways. Consider the alternative: floodwaters over half of our hometown and waterways so polluted they are a threat to public health. I believe we must act. The Ohio River will flood again, it is not a question of if, only when.

I hope that you can join us in working with our elected leaders to transform Louisville into a River City of the Future, one that is on the river but respects the power of the river and understands the value of clean water. See what MSD is proposing to keep us safe: <http://cjky.it/msdrepair>

David M. Wicks

Prospect 40059

Read or Share this story: <http://cjky.it/2m1CeqO>



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MSD Makes Public Case For Infrastructure Investments — And Rate Hikes

MSD Makes Public Case For Infrastructure Investments — And Rate Hikes

By Erica Peterson

(<http://wfpl.org/author/erica-peterson/>)

Photo: Creative Commons

ENVIRONMENT (<http://wfpl.org/category/environment/>) February 27, 2017



(<http://wfpl.org/louisville-metropolitan-sewer-district-makes-public-case-for-infrastructure-investments?share=facebook&nb=1>)



(<http://wfpl.org/louisville-metropolitan-sewer-district-makes-public-case-for-infrastructure-investments?share=twitter&nb=1>)



(<http://wfpl.org/louisville-metropolitan-sewer-district-makes-public-case-for-infrastructure-investments?share=email&nb=1>)

Louisville's Metropolitan Sewer District is making its case for city government to invest in critical repairs to its system.

The agency is holding a community meeting in Metro Council District 8 Monday night, and it will be holding other meetings throughout the month of March.

The meetings come after MSD's request for a 20 percent rate hike [was rejected by Metro Council last year](http://wfpl.org/louisville-sewer-rate-increase-dead-arrival-metro-budget-hearing/). (<http://wfpl.org/louisville-sewer-rate-increase-dead-arrival-metro-budget-hearing/>) At the time, council members said they felt blindsided by the request and questioned the long-term planning that went into such a steep increase.

Ultimately, [MSD had to settle for a 6.9 percent rate increase](http://wfpl.org/msd-board-approves-6-9-percent-rate-increase-warns-critical-infrastructure-will-suffer/) (<http://wfpl.org/msd-board-approves-6-9-percent-rate-increase-warns-critical-infrastructure-will-suffer/>), which is the largest increase its board could pass without Metro Council approval.

MSD Executive Director Tony Parrott said the agency learned from that experience and is approaching things differently this year.

"One of the things we heard last year was we needed to make sure we take it to the streets and we advise folks where the projects are and where the money will be spent," he said.

Enter the agency's [Critical Repair and Reinvestment Plan](http://louisvillemsd.org/CriticalRepairPlan) (<http://louisvillemsd.org/CriticalRepairPlan>), and the community meetings MSD is holding across the city to share the plan and take public comments on it.

The plan focuses on six key areas MSD has identified as needing significant work: the city's Ohio River flood protection system, addressing inland drainage and stormwater that floods neighborhoods, viaduct flooding relief projects, wastewater treatment, aging infrastructure, and the \$850 million federal consent decree to reduce sewer overflows into the Ohio River.

RELATED STORY

MSD Makes Public Case For Infrastructure Investments — And Rate Hikes

Climate Change Is The Reason Behind MSD's
Proposed Rate Hike

(<http://wfpl.org/climate-change-is-the-underlying-reason-behind-louisville-msds-proposed-rate-increase/>)

Parrott said MSD is collecting public comments on the plan until March 1 and is holding conversations across the city to take the public's pulse on the work that needs to be done.

"Do we do this program in 20 years, or do we defer some projects and do it in 30 years, or do we defer even more projects and do it in 40 years?" he asked. "That's essentially what the community conversation is about, to let folks know what the risks are, what project solutions are and then how fast do we do it. If the community is supportive of the 20-year timeframe, then we have to figure out how to kickstart the financing of the program."

Parrott said for MSD to address all of the critical projects outlined in the plan over two decades, it would require rates to rise about 23 percent for the first year, with smaller increases in subsequent years. He said that would result in the average bill rising by about \$10 a month, and he wants to hear how ratepayers feel about that.

"Because it is MSD's role to make sure that we bring these risks forward and have public conversation about it," he said. "Now it's up to the public to give us feedback on whether or not they understand the risks, number one, and then how they feel about funding it and essentially in areas where there may be other concerns about affordability, how they feel about rate assistance programs to help others who may have trouble paying bills."

The MSD board hasn't yet determined how large a rate increase it will seek this year.

The next community meeting is Monday evening at 6:30 at the Douglass Center Gym, 2305 Douglass Blvd.

Share on Twitter (<http://wfpl.org/louisville-metropolitan-sewer-district-makes-public-case-for-infrastructure-investments/?share=twitter>)

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Erica Peterson (<http://wfpl.org/author/erica-peterson/>) [@ericampeterson](https://twitter.com/ericampeterson)
(<https://twitter.com/ericampeterson>)

Erica Peterson reports on energy and the environment for WFPL. She is also Enterprise Editor.

(<http://wfpl.org/author/erica-peterson/>)

LOUISVILLE METRO COUNCIL ([HTTP://WFPL.ORG/TAG/LOUISVILLE-METRO-COUNCIL/](http://wfpl.org/tag/louisville-metro-council/)) MSD

([HTTP://WFPL.ORG/TAG/MSD/](http://wfpl.org/tag/msd/))

TOP STORIES

MSD holds meetings on its \$4.3 billion plan

James Bruggers, @jbruggers Published 1:34 p.m. ET March 6, 2017 | Updated 1:47 p.m. ET March 6, 2017

Meetings to be held in Metro Council Districts 10 and 9



Buy Photo

(Photo: Scott Utterback/CJ)

The Metropolitan Sewer District will hold at least two more meetings this month to explain how it wants to spend as much as \$4.3 billion over the next two decades to upgrade its sewage and Ohio River flood protection systems.

MSD has held several meetings already and the next one is in Metro Council District 10 at 6 p.m. Wednesday at the Louisville Nature Center, 3745 Illinois Ave.

Then on March 21, MSD officials will meet in Metro Council District 9, at 6:30 p.m., at the Girl Scouts of Kentuckiana, 2115 Lexington Road.

ADVERTISING

"We want to hear from you, and we will ask for your input at the meeting," MSD officials said in an announcement on MSD's website.

Flooded roadways, destroyed homes, and raw sewage overflows are reminders that our city's ability to thrive depends on the most basic public health and safety protection systems — wastewater, stormwater and flood protection, according to MSD. MSD has analyzed its needs and developed a Critical Repair & Reinvestment Plan and will decide about possible rate increases later this year.

Any increases above 7 percent would need Metro Council approval.

► **MORE: Flood, sewer work could top \$4 billion** (</story/news/local/2017/01/16/citys-flood-sewer-work-could-top-4-billion/96408698/>)

► **FROM OCTOBER: Louisville still has \$943M sewer problem** (</story/tech/science/environment/2016/10/22/yuck-louisville-still-has-943m-sewer-problem/87721810/>)

People can read more about the plan and opportunities for public involvement at the agency's [website, louisvillemsd.org](http://louisvillemsd.org) (<http://louisvillemsd.org/CriticalRepairPlan>).

Reach reporter James Bruggers at 502-582-4645 [S](#) and at jbruggers@courier-journal.com.

Read or Share this story: <http://cjky.it/2n717xF>

MSD work done; no treatment plant odors reported

James Bruggers, @jbruggers Published 8:46 a.m. ET April 13, 2017 | Updated 3 hours ago

Odor control system was shut down for three hours



(Photo: Scott Utterback/The C-J)

The Metropolitan Sewer District turned its odor control system off for three hours Thursday morning at the Morris Forman treatment plant in western Louisville and no neighbors complained, officials said.

The Louisville Metro Air Pollution Control District had issued an odor advisory, warning western Louisville residents that the Morris Forman sewage treatment plant might get unusually smelly during some construction activity. But both MSD and APCD officials said they received no odor complaints this morning while electricity was shut off at the plant and its odor control system.

Steve Tedder, MSD spokesman, said he had hoped that cool morning weather could also help lessen any potential smells.

He said electricians, starting at 8 a.m., were scheduled to shut off the electricity. The work was finished by about 10:30 a.m.

More: [Lack of backup power caused sewage plant spill \(/story/tech/science/environment/2015/05/29/lack-backup-power-caused-morris-forman-waste-water-treatment-plant-flood-sewage-spill/28154537/\)](/story/tech/science/environment/2015/05/29/lack-backup-power-caused-morris-forman-waste-water-treatment-plant-flood-sewage-spill/28154537/)

The work is related to major repairs from a [2015 lightning strike \(/story/tech/science/environment/2015/04/09/msd-spilling-huge-sewage-flow-ohio-river/25513365/\)](/story/tech/science/environment/2015/04/09/msd-spilling-huge-sewage-flow-ohio-river/25513365/) that damaged the [electrical system \(/story/tech/science/environment/2015/04/11/msd-stops-flow-raw-sewage-ohio-river/25630253/\)](/story/tech/science/environment/2015/04/11/msd-stops-flow-raw-sewage-ohio-river/25630253/) at the plant, he said.

The air district maintains an odor hotline at 502-574-7321 [@](#).

Reach reporter James Bruggers at 502-582-4645 [@](#) and at jbruggers@courier-journal.com.

Read or Share this story: <http://cjky.it/2p9XYCf>

Appendix C

3. Advertisements

MSD placed an advertisement about the Critical Repair & Reinvestment Plan in the following publication: Louisville Business First.

Message to the community

—aging critical infrastructure



Tony Parrott
MSD Executive
Director

Louisville, like many cities, is faced with aging infrastructure that must be maintained and refurbished in order to continue to serve a growing community. Some of MSD's underground infrastructure predates the Civil War, and much of our flood protection system was built in the 1940s and '50s. In addition, an increased frequency of severe storms in recent years has amplified the need for our system to be ready to protect against the worst of today's weather.

MSD has completed an extensive analysis of these systems and has developed a Critical Repair & Reinvestment Plan to address the challenges posed by this aging infrastructure. The difficult truth is the solutions come with a price tag of \$4.3 billion over the next 20 years.

We want to hear from you

Input is needed from the community to determine how soon the critical projects should be completed. The Critical Repair & Reinvestment Plan is online for your review, as well as available in each of Louisville's public library branches.

To view the Plan and provide feedback, visit:

LouisvilleMSD.org/CriticalRepairPlan

At MSD, we're here to make Louisville a better place. A cleaner place. A healthier place. To have a real impact on the quality of life of the place we all call home. Working together, we can continue to pursue our Vision of "Safe, Clean Waterways for a Healthy and Vibrant Community."

Sincerely,

James A. Parrott
MSD Executive Director



24/7/365

Customer Relations

502.587.0603

CustomerRelations@LouisvilleMSD.org



LouisvilleMSD

APPENDIX D

DIGITAL OUTREACH

- 1. Website**
- 2. Story Map**
- 3. Social Media**

Appendix D

1. Website

MSD developed a dedicated website about the critical Repair & Reinvestment Plan on its main website. Located at www.louisvillemsd.org/CriticalRepairPlan, the site provides information about the Plan including a video message of the challenge and the opportunity to engage, brief summaries of the risk to public health and safety including local pictures of real consequences, and links to the full Critical Repair & Reinvestment Plan for review and input.

The Community Input Form is also accessible from the website.



[Home](#) > [Critical Repair & Reinvestment Plan](#)

Critical Repair & Reinvestment Plan

Flooded roadways, destroyed homes and raw sewage overflows are reminders that our city's ability to thrive depends on the most basic public health and safety protection systems – wastewater, stormwater and flood protection.

MSD has completed an extensive analysis of these systems and has developed a Critical Repair & Reinvestment Plan to address the challenges posed by aging infrastructure, some of which dates back to the Civil War era.

The difficult truth is the solutions come with a price tag of \$4.3 billion over the next 20 years, including almost \$500 million to finish the remaining Consent Decree projects to meet the federal order to reduce sewer overflows.

Issues That We Are Facing:

The issues facing Louisville are complex and impact every part of the community. The Critical Repair & Reinvestment Plan document is extensive - five volumes and hundreds of pages. However, six issues have been identified that provide a snapshot of the challenges to public health and safety across the entire system.

Click each icon below for photos and a brief description of each issue.

- 
[Upgrade Ohio River Flood Protection](#)
- 
[Reduce Neighborhood Flooding](#)
- 
[Minimize Viaduct Flooding](#)
- 
[Upgrade Wastewater Treatment Facilities](#)
- 
[Prevent Collapsing Sewers](#)
- 
[Comply with Consent Decree](#)

We want to hear from you:

Louisville can no longer avoid renewing and restoring its vital wastewater, flood protection and stormwater management facilities. Input is needed from the community to determine how soon the critical projects should be completed.

The entire Critical Repair & Reinvestment Plan - also referred to as the MSD 20-year Comprehensive Facility Plan - is online [here](#) for your review, as well as available to review in person in each of Louisville's public library branches. [Click here](#) to read what your neighbors on the Wet Weather Team Stakeholder Group said about the Plan. [Read what we've heard so far from other community partners here.](#)

To provide feedback, visit the [Community Input](#) page [here](#).



[Home](#) > [Upgrade Ohio River Flood Protection](#)

Upgrade Ohio River Flood Protection

Being a river city has advantages. But there are also challenges to protecting homes and businesses from Ohio River flooding. It takes vigilance to prevent catastrophic impacts. One of MSD's key functions is to maintain the complex system of floodwalls and pump stations that keep the community safe and allow Louisville to prosper.

Did you know?

Much of the 29-mile flood protection system that keeps the Ohio River at bay was built during the era when Truman was president, and Louisville citizens were adjusting to life at home after defending our country in WWII.



Beargrass Creek pump station

The 1937 flood of the Ohio River led to construction of an extensive system of flood control measures. Much of that system, including the floodwall constructed in 1940s and '50s, is still in service. The pumping stations that redirect flood waters away from homes and businesses are 60+ years old and operating with original parts that are no longer available for replacement.

Real-World Consequences

One example provides a snapshot of the potential risk. The Paddy's Run Pumping Station is part of the Ohio River Flood Protection System that protects more than 200,000 citizens, 87,000 homes, 6,000 businesses, and \$23.8 billion in property in more than 40 neighborhoods. Built in 1953, Paddy's Run is one of the 16 major flood pumping stations built with 1950s technology but doing a 21st century job.

We Can Help

[Report a Problem](#) >

[Contact Us](#) >

[Pay My Bill](#) >

Call us 24/7: (502) 587-0603

Quick Links

[Consent Decree](#)

[Flood Protection](#)

[Floodplain Information](#)

[Current Projects](#)

[How You Can Help](#)

[Publications](#)

The 1937 flood of the Ohio River led to construction of an extensive system of flood control measures. Much of that system, including the floodwall constructed in 1940s and '50s, is still in service. The pumping stations that redirect flood waters away from homes and businesses are 60+ years old and operating with original parts that are no longer available for replacement.

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Paddy's Run Pump Station, constructed 1953

What is needed?

Along with age, the increased frequency of severe storms adds to the strain. The need for flood protection against the Ohio River is growing. MSD estimates that \$683 million is required so that Louisville's Ohio River flood protection facilities can perform as designed to keep local homes and businesses safe.

These public health and safety risks impact the entire Louisville community. [Click here](#) to view a "Story Map" that uses photos and maps to connect the risks geographically.

[Ohio River Flood Protection Fact Sheet](#) >

MSD Levees Protect:



87,000 homes



200,000 people



\$23.8 billion in property



[Home](#) > [Reduce Neighborhood Flooding](#)

Reduce Neighborhood Flooding

Inland flooding occurs whenever a heavy rainstorm overwhelms the stormwater and drainage systems within the community. This is different from Ohio River flooding which occurs when flood waters travelling from upriver cause the river to swell out of its banks. In recent years more frequent intense rain events have resulted in inland flooding all throughout Louisville, representing one of the greatest public health and safety risks that the community faces.

Did you know?

MSD has identified areas across the entire Louisville community that are challenged by inland flooding. So even if you don't live in an area that has experienced flooding, chances are good that you work there, your children may go to school there, or the nearest hospital may be located there. This problem ultimately impacts every single person in Louisville.



Outer Loop approaching National Turnpike

Sewage backup in basements, water rescues that included the elderly and small children, and flooded out homes and businesses are just some of the public health and safety realities that come with stormwater drainage and inland flooding. The cost of property loss, business closures, and emergency services is difficult to calculate because of the magnitude. Making matters worse, many of Louisville's stormwater systems are still combined with sanitary sewer or wastewater systems. This means a mixture of sewage and stormwater backs up into homes and streets when the system is overwhelmed, exposing the community to harmful bacteria found in sewage.

Real-World Consequences

During the flooding that occurred in 2015, water rescues had to be performed across the community.

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Real-World Consequences

During the flooding that occurred in 2015, water rescues had to be performed across the community, including the Sutherland Drive and Dunbarton Wynde area. Particularly frightening is the image of two toddlers being brought to safety across contaminated floodwater. During the same flooding incident, sewer backups occurred across the community, including Okolona.



What is needed?

MSD estimates that \$1.2 billion is needed to upgrade Louisville's inland drainage systems.

These public health and safety risks impact the entire Louisville community. [Click here](#) to view a "Story Map" that uses photos and maps to connect the risks geographically.

[Neighborhood Flooding Fact Sheet](#)

Neighborhood Flooding by the Numbers



\$56 million
Insurance claims
since 1997



4,500
drainage service
requests MSD
responded to
since 2000



12,000
homes and
businesses in the
100-year
floodplain



Home > Minimize Viaduct Flooding

Minimize Viaduct Flooding

Viaducts are a common sight across Louisville. These spans over roadways are vital to ensure traffic corridors remain open. Unfortunately, viaduct flooding is also a common sight in some areas of Louisville. While it is not unusual for viaducts to flood during periods of intense rainfall, public safety risks are created when the water remains for hours because the viaduct drainage system is overwhelmed.

Did you know?


MSD is responsible for drainage from 32 of the 34 viaducts in Louisville including several surrounding the University of Louisville campus such as the one at 3rd Street and Eastern Parkway emblazoned with the Louisville Cardinals logo.





The drainage system that prevents viaduct flooding is a critical part of Louisville's sewer, stormwater and flood protection systems. Viaduct flooding is a safety issue that puts motorists at risk. When viaducts flood and cannot drain, impacts are far-reaching. Roadways are blocked, forcing drivers from across the community to find alternate routes to destinations. Public safety vehicles may lose precious time in responding to medical emergencies or calls for police assistance. Economic growth can be affected as developers and business owners choose locations outside of Louisville, rather than risk the access challenges created by flooded roadways.

Real-World Consequences

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access challenges created by flooded roadways.

Real-World Consequences

The viaduct at 3rd Street and Eastern Parkway highlights the far-reaching impacts of viaduct flooding. When this major transportation corridor is impassable because of flooding, the impact has ripple effects for commuters, students, and public safety vehicles like fire, police and ambulances. It also impacts much of the investment and development that is occurring within and around the University, including the construction of the 40-acre technology park that will bring hundreds of jobs to the community.



Viaduct at 3rd Street and Eastern Parkway before storm event



Viaduct at 3rd Street and Eastern Parkway after storm event

What is needed?

In order to protect citizens and economic growth, viaduct drainage systems must be upgraded and maintained. The estimated cost to address the necessary viaduct upgrades is \$435 million.

These public health and safety risks impact the entire Louisville community. [Click here](#) to view a "Story Map" that uses photos and maps to connect the risks geographically.

| [Viaduct Flooding Fact Sheet](#) >

Viaduct Flooding by the Numbers

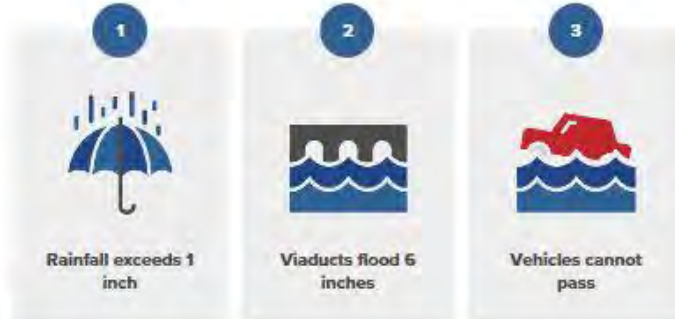
What is needed?

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These public health and safety risks impact the entire Louisville community. [Click here](#) to view a "Story Map" that uses photos and maps to connect the risks geographically.

| [Viaduct Flooding Fact Sheet](#) >

Viaduct Flooding by the Numbers



Just one inch of rain is all it takes to create a public health and safety risk. Flooded viaducts trap cars and people, block emergency responders and limit access to homes and businesses.



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Home > Upgrade Wastewater Treatment Facilities

Upgrade Wastewater Treatment Facilities

Most people never think about MSD on a daily basis. But anyone who has flushed a toilet or sent water down a drain has MSD wastewater treatment facilities to thank. MSD exists to protect public health and safety, and that includes making sure citizens don't have to worry about the parts of the day most would rather forget.

Did you know?

The Morris Forman Water Quality Treatment Center began operation in 1958. That year, Eisenhower was in his second term as president, and Elvis was inducted into the Army. The original Morris Forman treatment center continues to serve Louisville.



Portions of the Louisville community that would be impacted by wastewater treatment plant failures

In order to protect public health and safety, MSD must treat wastewater from homes and businesses to remove pollutants, including harmful bacteria before it is discharged back into local waterways. Five Water Quality Treatment Centers (WQTCs), including the largest facility in Kentucky—the Morris Forman WQTC—treat wastewater for Jefferson County and Crestwood in Oldham County. Given the critical nature of the services these treatment facilities perform, interruption of operations at any one of them could result in contamination of our local waterways and potential impacts to public health if people come in contact with the waterway at the point of discharge or for many miles downstream.

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Real-World Consequences

In 2015, a lightning strike knocked out the high-voltage electrical system at Morris Forman Water Quality Treatment Center creating a total power outage. The facility was flooded, and operations halted for about eight hours while the MSD team repaired damaged equipment. More than 100 million gallons of untreated sewage had to be diverted into the Ohio River, creating a public health concern due to bacterial contamination in the river. Installation of a backup power supply to the plant had been planned before the power outage occurred, but limited funds in the MSD budget for investments caused it to be delayed.



Morris Forman treatment plant prior to 2015 event



Morris Forman treatment plant during 2015 event

What is needed?

MSD estimates that \$849 million is required to upgrade and expand the five water quality treatment centers to meet the immediate needs of customers and support Louisville's continued growth and prosperity.

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| [Wastewater Treatment Fact Sheet](#) >

By the Numbers:



80 million
gallons per day treated at
Morris Forman Treatment Plant



89 million
gallons would fill Papa John's
Cardinal Stadium

Instead of filling Papa John's Cardinal Stadium with 55,000 fans, you could fill it with how much wastewater just one of our treatment centers processes every day.



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Home > Prevent Collapsing Sewers

Prevent Collapsing Sewers

As Louisville's sewer system continues to age, the likelihood of failure increases. The oldest sections of the system that collect wastewater from homes and businesses are located in the most densely populated and critical economic sectors of Louisville, while 75-year-old sections are located across the entire community. These systems were designed and built when Louisville was a much smaller community and are not equipped to handle today's population or support future growth.

Did you know?




A large portion of the sewer under Broadway in the heart of downtown Louisville is made of brick—not steel or concrete—and was built in 1867, shortly after the Civil War ended. Because it is made of bricks, the structure literally begins to “unravel” when just one or two bricks start to fall.



It is not simply the century-old structures that are at risk. The massive gates in the Southwestern Sluice Gate Structure, originally installed in 1975, are the last line of defense from the Ohio River for much of west and southwestern Jefferson County. In 1983 these gates failed during an intense rain event, flooding 2,000 homes and businesses. First responders struggled to gain access to evacuate victims because streets were under several feet of water and sewage. One of these same sluice gates failed again in 2016 during routine operations. MSD crews worked around the clock to secure the gate so public safety would not be compromised if a flood event occurred. As a result, MSD is proceeding with replacement of all three gates using emergency funds.

Real-World Consequences

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Real-World Consequences

In 2015, the old Civil War-era sewer under Broadway and Floyd Streets collapsed. As the bricks unraveled, businesses and commuters in Louisville's main business and hospital district had to maneuver around the large gaping hole in this busy roadway. Thankfully, there was not a vehicle, such as a school bus, on top when the roadway opened up. The sewer system in that area has experienced four major collapses since 2012.



2015 collapse of sewer under Broadway and Floyd Streets



What is needed?

MSD estimates that \$496 million is required to upgrade existing sewers and facilities to continue to convey sewage away from homes and businesses and keep the community safe from falling roadways and structures.

These public health and safety risks impact the entire Louisville community. [Click here](#) to view a "Story Map" that uses photos and maps to connect the risks geographically.

[Collapsing Sewer Infrastructure Fact Sheet](#)

By the Numbers

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[Collapsing Sewer Infrastructure Fact Sheet](#)

By the Numbers



3,315 miles

Total length of pipe maintained by MSD, which is more than enough to reach from California to Maine.



Home > Comply with Consent Decree

Comply with Consent Decree

Over the past 10 years, MSD has invested more than \$400 million toward achieving compliance with a federal Consent Decree to improve area waterways, protect public health, and enhance the community's quality of life by reducing sewer overflows countywide. And an estimated \$500 million of work is still necessary to reach completion by December 2024.

Did you know?

MSD can proudly report that the Consent Decree program—over the first 10 years—has been fully compliant, on-time and under budget. This reflects MSD's recognition that the Consent Decree program is a legacy investment for the community that must be well-managed and properly executed.





Butchertown green infrastructure project


In response to the federal Consent Decree, MSD developed the Integrated Overflow Abatement Plan to control combined sewer overflows and eliminate sanitary sewer overflows and other unauthorized discharges in MSD's sewer system. The plan defined \$850 million in capital improvements, and was approved in 2009 by the U.S. Environmental Protection Agency (EPA) and the Kentucky Department for Environmental Protection. To assure that the community benefits of such a significant investment were fully realized, MSD negotiated a Consent Decree with the regulators that is based on continual updates about the system, rather than static assumptions made during the early years of the program.

Real-World Consequences

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Real-World Consequences

While neighborhoods and commercial areas across Louisville Metro have benefitted from the more than \$400 million in Consent Decree investment over the past decade, the magnitude of the required cost has impacted MSD's ability to invest in normal upkeep, repair, and replacement of other critical areas of the system. To minimize impacts on ratepayers, investment in non-Consent Decree infrastructure systems was reduced. The result is that Louisville's aging system of pipes, pumps, treatment plants, and flood gates are now in urgent need of rehabilitation if they are to continue reliably protecting public health and safety.



What is needed?

MSD estimates that nearly \$500 million—in addition to the more than \$400 million already invested over the past ten years—is needed to reach completion and achieve compliance by 2024.

These public health and safety risks impact the entire Louisville community. [Click here](#) to view a "Story Map" that uses photos and maps to connect the risks geographically.

[Consent Decree Fact Sheet](#)

Find out more about Project WIN, MSD's program to improve local waterways, [here](#).



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Wet Weather Team Stakeholder Group Support

To gather public perspective, the Critical Repair & Reinvestment Plan was prepared with substantial input from the stakeholder group members of MSD's Wet Weather Team. Originally formed in 2006, the Wet Weather Team consists of community representatives, elected officials, MSD personnel, and technical consultants. The Stakeholder Group includes individuals recognized as community opinion leaders associated with environmental advocacy, business and industry, elected officials, local government, community neighborhood, recreation, public health, environmental justice, and organized labor interests.

Following extensive review and discussions of the Plan, the Stakeholder Group adopted a position in support of the Plan and implementation. The following statement was formally adopted by the group:

"We support this Vision for improving the community in the following ways:

- *enhance protection against the increased frequency of extreme storms that we have experienced, presumably related to the impacts of global climate change;*
- *reverse the trend of deferred maintenance that threatens the reliability of our facilities and the health and safety of our community; and*
- *provide for responsible growth and development consistent with applicable land use planning."*

Click [here](#) to read the full Memorandum adopted by the Stakeholder Group Members of the Wet Weather Team.

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Testimonials

Louisville & Jefferson County Riverport Industrial Park

"The Louisville & Jefferson County Riverport Industrial Park (Riverport) located in southwest Jefferson County, covers approximately 2,000 acres and is home to over 120 companies employing approximately 6,500 people from throughout the region. Riverport is protected by the Ohio River Flood Protection System which is maintained and operated by the Metropolitan Sewer District (MSD). Riverport benefits directly from the flood protection system administered in southwest Jefferson County by MSD. We appreciate all our partners, including MSD, in the successful continuing development of southwest Jefferson County."



Jefferson Community and Technical College System (JCTCS)

"JCTCS relies on the service provided by MSD to operate and serve the needs of our students every day. Because of the age of facilities around campus – the Broadway sewer is made of brick and was built in the 1860's – it is imperative that we reinvest to reduce the risks to operations and the health and safety of our students. We support reinvestment in aging pipes and drainage, to ensure that our students can attend classes without disruption, or safety concerns."



Spalding University

"Spalding University has a fast growing, urban campus that depends on reliable service from MSD for drainage, and sewer integrity to make sure that we can provide students a safe environment to learn. A pipe collapse due to an old system that needs to be overhauled has a significant disruption to the service that we can provide to our students. Being in downtown, the Spalding campus is susceptible to flooding during rain events. We support MSD's efforts to reinvest in these aging systems to address the needs of our campus and student population."

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Community Input Form

Over the past 10 years, MSD has invested more than \$400 million toward achieving compliance with a federal Consent Decree meant to improve area waterways, protect public health, and enhance the community's quality of life by reducing sewer overflows countywide. And an estimated \$500 million of work is still necessary to reach completion by December 2024. While neighborhoods and commercial areas across Louisville Metro have benefitted from the Consent Decree investment, the magnitude of the required cost has impacted MSD's ability to invest in normal upkeep, repair, and replacement of other critical areas of its systems. In an effort to minimize impacts on ratepayers, investment in non-Consent Decree infrastructure systems was reduced. As a result, the essential systems needed to support Louisville's transformation are now in serious need of repair and reinvestment.

MSD is seeking public input on the timing of making these repairs and reinvestments. Thank you for taking time to join the discussion! This input will be an important part of all the factors considered as these decisions are made.

Full name*

<input type="text"/>	<input type="text"/>
FIRST	LAST

Address

<input type="text"/>	<input type="text"/>
STREET	ZIP (5 DIGITS)

Email *

Would you like to receive our newsletter? No Yes, postal mail Yes, email

- 1.* I understand and agree with the need for investing in the community's wastewater, stormwater and flood protection systems in order to reduce risks to public health and safety rather than continuing to defer critical repairs and reinvestment.
 - I do not agree that the risks to public health and safety are as great as presented.
 - I don't yet have an opinion on this.
- 2.* I believe it is important to begin addressing the public health and safety risks as quickly as possible.
 - I believe that MSD should defer addressing these public health and safety risks until after 2024 when the required federal Consent Decree work is complete.
- 3.* I support an increase in residential rates of up to \$10 per month (with a proportional increase in industrial/commercial rates) to immediately begin to fund critical wastewater, stormwater, and flood protection needs to address public health and safety risks.
 - I prefer an increase in residential rates of not more than \$4 per month (with a proportional increase in industrial/commercial rates) with the understanding that this continues to defer critical repairs and reinvestment in wastewater, stormwater, and flood protection needs.
- 4.* I support the expansion of MSD's Rate Relief Program to assist customers who meet federal criteria established for other utility rate assistance programs.
 - I do not support the expansion of MSD's Rate Relief Program to assist customers who meet federal criteria for other utility rate assistance programs.

5. I have reviewed MSD's Critical Repair & Reinvestment Plan. Below are my comments:

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CITY *

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Would you like to receive our newsletter? No Yes, postal mail Yes, email

1. I understand and agree with the need for investing in the community's wastewater, stormwater and flood protection systems in order to reduce risks to public health and safety rather than continuing to defer critical repairs and reinvestment.
 - I do not agree that the risks to public health and safety are as great as presented.
 - I don't yet have an opinion on this.
2. I believe it is important to begin addressing the public health and safety risks as quickly as possible.
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 - I do not support the expansion of MSD's Rate Relief Program to assist customers who meet federal criteria for other utility rate assistance programs.

5. I have reviewed MSD's Critical Repair & Reinvestment Plan. Below are my comments:

I would like someone to contact me regarding comments or questions above

I'm not a robot 



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Appendix D

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Appendix D

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James Bruggers @jbruggers · Jan 16
 @louisvillemisd flood, sewer work could cost \$4.3B. @louisvillemayor wants community input.

ckky #2iD3Sr6 @courierjournal



City's flood, sewer work could top \$4 billion
 Louisville MSD has a new 20-year plan to reduce flooding, rebuild decades old flood-pumping stations and replace century-old sewer lines, and is looking for community input.

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Louisville MSD @louisvillemisd · Jan 17
 Aging infrastructure is a HUGE problem – see how this can change at vrl.ht/3rv66



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Louisville MSD
 Published by Orion Social Edition 171 · January 17 ·

MSD Executive Director Tony Parrott wants to talk to you about a real problem – Louisville's aging infrastructure – find out what he has to say at <http://vrl.ht/3rv6B> and join the conversation at <http://vrl.ht/3rv6C>

Louisville MSD @louisvillemisd · Jan 18
 Your #LouMSD Exec Dir Tony Parrott wants to talk to you about a real problem – watch this video to find out what that problem is #Louisville



0:38

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Louisville MSD @louisvillemisd · Jan 18
 #InfrastructureMatters – learn why & how you can support it at vrl.ht/3rvvp



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Louisville MSD
 Published by Orion Social Edition 171 · January 18 ·

The wastewater, stormwater and flood protection systems that have supported us for more than 100 years simply will not sustain the future we all want for Louisville. To find solutions, we must first understand the needs. MSD has done that—the "Critical Repair & Reinvestment Plan" is a detailed analysis of these systems and the investment needed to protect public health and safety. No matter where you live, work or play in Louisville, critical systems impact you. MSD is embarking on a wide-reaching conversation to talk directly with you about the risks and the solutions. Learn more about the Plan and make your voice heard at <http://vrl.ht/3rvuM>.



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Rob Candier, Elin Clayton and 7 others · Top Comments ·

1 share

Write a comment...

Deb H. Silverperson The page wont load
 Like Reply Message February 27 at 10:05am

Louisville MSD Ms. Silverperson, our apologies. Try this link: <http://louisvillemisd.org/CriticalRepairPlan>



Critical Repair & Reinvestment Plan | MSD
 LOUISVILLEMSD.ORG

Like Reply Remove Preview 1 · Commented on by Lou Mid 17 · February 27 at 10:07am

Louisville MSD @louisvillemisd · Jan 19
 Heard about our Critical Repair & Reinvestment Plan? Learn more at vrl.ht/3rvHz



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Louisville MSD
 Published by Cision Social Edition [?] · January 19 ·

Louisville is facing a HUGE challenge. The wastewater, stormwater and flood protection systems that have supported us for more than 100 years will not sustain the future we all want for Louisville. MSD has developed "Critical Repair & Reinvestment Plan" – a detailed analysis of these systems and the investment needed to protect public health and safety.

Solutions have been developed that must be implemented. It is not a question of if the risks will be addressed—the question is how soon the community wants the critical projects to be completed.

No matter where you live, work or play in Louisville, critical systems impact you. That's why we want you to join the community conversation. Learn more about the Plan and make your voice heard at <http://vrl.ht/3rvHK>.



Louisville MSD
 Published by Cision Social Edition [?] · January 19 ·

Think it's been raining a lot lately? Check out this #ThrowbackThursday

This time 80 years ago, Louisville and other cities along the Ohio River experienced the Great Flood of 1937. By January 19, homes and businesses across the city were taking in water.

The Louisville Flood Protection System now operated and maintained by Louisville MSD was constructed in response to the 1937 flood. Much of this system was built in the 1940s and 1950s.

Find out what needs to be done to update this critical infrastructure at <http://vrl.ht/3rvLG>



LouisvilleMSD @louisvillemsd · Jan 20

MSD Exec Dir Tony Parrott wants to talk to you about a real problem—find out what that problem is at

A message from Executive Director Tony Parrott
[youtube.com/...](https://www.youtube.com/watch?v=bejC03Gq2K9qE)



Louisville MSD
 Published by Cision Social Edition [?] · January 20 ·

MSD Executive Director Tony Parrott wants to talk to you about a real problem – Louisville's aging infrastructure – find out what he has to say at <http://vrl.ht/3rv7u> and join the conversation at <http://vrl.ht/3rv7v>

You Retweeted

Louisville MetroTV @louisvillemetro · Jan 23

MSD Critical Repair plan @louisvillemsd: [youtu.be/jC03Gq2K9qE?via=YouTube](https://www.youtube.com/watch?v=bejC03Gq2K9qE)

MSD Critical Repair plan @louisvillemsd
 MSD explains its critical repair plan
[youtube.com/...](https://www.youtube.com/watch?v=bejC03Gq2K9qE)



LouisvilleMSD @louisvillemsd · Jan 24

Aging infrastructure is a HUGE problem – see how this can change at vrl.ht/3rxID #CriticalRepair



Louisville MSD
 Published by Cision Social Edition [?] · January 24 ·

Aging infrastructure is a HUGE problem – see how this can change at <http://vrl.ht/3rxIE> #CriticalRepair



LouisvilleMSD @louisvillemsd · Jan 26

Heard about our Critical Repair & Reinvestment Plan? Learn more at [LouisvilleMSD.org/CriticalRepair](http://www.LouisvilleMSD.org/CriticalRepair) ... #CriticalRepair



Louisville MSD
 Published by Lou Msd [?] · January 26 ·

Heard about our Critical Repair & Reinvestment Plan? Learn more at <http://www.LouisvilleMSD.org/CriticalRepairPlan> #CriticalRepair



LouisvilleMSD @louisvillemsd · Jan 27
If you want to help us keep Louisville safe from flooding, learn more at louisvillemsd.org/CriticalRepair... #CriticalRepair



Louisville MSD added 29 new photos to the album:
Remembering the Great Flood of 1937.
Published by Lou Msd (?) · January 27

January 2017 marks the 80th anniversary of the Great Flood of 1937, which set a new high water record in Louisville on January 27. The Great Flood has left a lasting legacy in Louisville, including the Flood Protection System that protects us from Ohio River and inland flooding today. As we continue to experience more frequent periods of heavy rain, our attention has turned to the 1940s and '50s technology that protects 110 square miles of Louisville from flooding. This aging system will need serious repair if we want to continue to rely on it, and Louisville MSD wants to talk to you about this problem. You can learn more about the state of our critical infrastructure, and how we can improve it together, at <http://www.louisvillemsd.org/CriticalRepairPlan>. #CriticalRepair



LouisvilleMSD @louisvillemsd · Jan 30
MSD Exec Dir Tony Parrott wants to talk to you about a real problem – find out what that problem is at



A message from Executive Director Tony Parrott
[youtube.com](https://www.youtube.com/watch?v=UJ0dLGS8k&t=57s)

Louisville MSD
Published by Lou Msd (?) · January 30

MSD Executive Director Tony Parrott wants to talk to you about a real problem – Louisville's aging infrastructure – find out what he has to say at <https://www.youtube.com/watch?v=UJ0dLGS8k&t=57s> and join the conversation at <http://www.LouisvilleMSD.org/CriticalRepairPlan>

LouisvilleMSD @louisvillemsd · Feb 1
But you're right, @wattsroy – the sewers in the older parts of Louisville need work! See what we plan to do @ louisvillemsd.org/CriticalRepair

Jeff Watts-Roy @wattsroy
@louisvillemsd You charge more for wastewater than clean? For the love of God fix the sewers in Old Lou #hardworksewers

LouisvilleMSD @louisvillemsd · Feb 2
This AM, your #LouMSD is starting a conversation with @BIAofLouisville, hosted by @PriceWeber. #CriticalRepair



You: BIAofLouisville and PriceWeber

LouisvilleMSD @louisvillemsd · Feb 2
#LouMSD wants industry leaders, public reps like @BSextonSmith & YOU to be part of the #CriticalRepair conversation! louisvillemsd.org/CriticalRepair...



You: Barbara Sexton Smith, BIAofLouisville and PriceWeber

LouisvilleMSD @louisvillemsd · Feb 2
About 130 people are here with us, learning about #Louisville's infrastructure needs. louisvillemsd.org/CriticalRepair... #CriticalRepair



You: Barbara Sexton Smith, BIAofLouisville and PriceWeber

LouisvilleMSD @louisvillemsd · Feb 2
Winston Bennett questions your #LouMSD's Tony Parrott about our #CriticalRepair affordability plan.



You: BIAofLouisville and PriceWeber

LouisvilleMSD @louisvillemsd · Feb 2
Your #LouMSD Exec Dir Tony Parrott says we're looking into expanding our current program for low-income customers. #CriticalRepair



You: BIAofLouisville and PriceWeber

LouisvilleMSD @louisvillemsd Feb 2
Your #LouMSD thanks District 17 Councilman Glen Stuckel for joining the #CriticalRepair conversation louisvillemsd.org/CriticalRepair

LouisvilleMSD @louisvillemsd Feb 3
#InfrastructureMatters – learn why & how you can support it at story.cd/AAGCk8



Louisville MSD
Published by Cision [?] - February 3 -
#InfrastructureMatters – learn why & how you can support it at <http://story.cd/AAGCk8>



LouisvilleMSD @louisvillemsd Feb 5
It's happening under your feet. Infrastructure needs improvement to keep our community safe [cjkj #2jW39x](https://twitter.com/cjky/status/123456789)

"We are having crumbling infrastructure under everybody's feet that nobody can see."
- Tony Parrott



LouisvilleMSD @louisvillemsd Feb 6
Heard about our Critical Repair & Reinvestment Plan? Learn more at story.cd/AAGCIA



Louisville MSD
Published by Cision [?] - February 6 -
Heard about our Critical Repair & Reinvestment Plan? Learn more at <http://story.cd/AAGCIA>



LouisvilleMSD @louisvillemsd Feb 7
Aging infrastructure is a HUGE problem – see how this can change at story.cd/AAGCIG



Louisville MSD
Published by Cision [?] - February 7 -
Louisville is facing a HUGE challenge. The wastewater, stormwater and flood protection systems that have supported us for more than 100 years will not sustain the future we all want for Louisville. MSD has developed "Critical Repair & Reinvestment Plan" – a detailed analysis of these systems and the investment needed to protect public health and safety.
Solutions have been developed that must be implemented. It is not a question of if the risks will be addressed—the question is how soon the community wants the critical projects to be completed.
No matter where you live, work or play in Louisville, critical systems impact you. That's why we want you to join the community conversation. Learn more about the Plan and make your voice heard at <http://story.cd/AAGCIH>.



LouisvilleMSD @louisvillemsd Feb 8
This AM, you may have seen #MSDatWork on 6th St at Main & Market, fixing aging infrastructure in need of #CriticalRepair #trafficalert



NEWS FLASH

Our crews have been out this morning to fix a collapsed catch basin at 6th & Main. Part of the parking lane is closed and coned.



LouisvilleMSD @louisvillemsd · Feb 8
 This AM, you may have seen #MSDatWork on 6th St at Main & Market, fixing aging infrastructure in need of #CriticalRepair #trafficalert pic.twitter.com/S0LHug1e

LouisvilleMSD @louisvillemsd · Feb 9
 Our collapsed catch basin has been capped and plated, thanks to a great #LouMSD crew and their quick work! #CriticalRepair #MSDatWork



LouisvilleMSD @louisvillemsd · Feb 8
 Your #LouMSD is working on another collapsed catch basin in need of #CriticalRepair in the roadway on 7th & Cedar #MSDatWork #trafficalert



LouisvilleMSD @louisvillemsd · Feb 9
 Your #LouMSD hopes this has been an interesting story. Learn more about the problem of collapsing infrastructure at louisvillemsd.org/prevent-collap



LouisvilleMSD @louisvillemsd · Feb 8
 This brick catch basin was installed on Dec. 30, 1899. We had to pull loose pieces out to make the #CriticalRepair it needs #MSDatWork



LouisvilleMSD
 Published by Lou Mad !!! February 9 · 🌐

This week, Louisville MSD has been working downtown on 7th & Cedar Street because a manhole in need of #CriticalRepair collapsed. This sewer is made of 100+ year old brick.

Check out this video of Philip Weaver, one of our Sanitary Utility Leaders, explaining what he and his crew did to repair it. #MSDatWork



LouisvilleMSD @louisvillemsd · Feb 8
 The catch basin has been plated and barricaded. We'll update you later in the week on this 117-yr old catch basin in need of #CriticalRepair



LouisvilleMSD @louisvillemsd · Feb 9
 Your #LouMSD's Philip Weaver describes the work done on 7th and Cedar St this week after a manhole collapsed. #MSDatWork #CriticalRepair



Louisville MSD added 11 new photos from February 10 to the album: **Collapsed Sewer Repair at Seventh and Cedar Streets.**
 Published by Lou Mad [?] · February 10 ·

MSD experienced an example of collapsing infrastructure just outside the MSD Main Office on February 9, 2017. A brick catch basin connected to the combined sewer system, which was installed in 1899, collapsed on 7th and Cedar Streets.

Brick was a common sewer construction material in the 19th and early 20th century, valued for its durability. However, this infrastructure was not built to last for centuries or for the population they are now expected to serve. These brick structures experience "unraveling" over time, which is exacerbated by the increased amount of flow in the combined sewer system due to Louisville Metro's larger population and increasing annual rainfall.

Learn more about this problem and steps our community can take to mitigate it at <http://louisvillemso.org/CriticalRepairPlan>. #CriticalRepair



Louisville MSD Published by Cision [?] · February 10 ·

Interested in our plan to repair & reinvest in wastewater treatment & flood protection? Learn more, Give feedback! <http://story.cd/AAGG9>



LouisvilleMSD @louisvillemso · Feb 13
 Louisville depends on public health & safety –wastewater, stormwater & flood protection– to thrive #CriticalRepair bit.ly/LouCRRP



LouisvilleMSD @louisvillemso · Feb 13
 Interested in our plan to repair & reinvest in wastewater treatment & flood protection? Learn more, Give feedback! bit.ly/LouCRRP



Louisville MSD Published by Cision [?] · February 13 ·

Louisville depends on public health & safety –wastewater, stormwater & flood protection. #CriticalRepair <http://story.cd/AAGG3>



LouisvilleMSD @louisvillemso · Feb 14
 Join us for a Community Conversation about #Louisville's infrastructure needs THIS THURSDAY! Follow us for upcoming meetings #CriticalRepair

msd we want your input!

**Critical Repair & Reinvestment Plan
 Community Conversation**

FEBRUARY 16 | 7:00 PM
 JEFFERSON LEAGUE OF CITIES
 MIDDLETOWN CITY HALL
 11803 OLD SHELBYVILLE RD
 MIDDLETOWN, KY 40243

LouisvilleMSD @louisvillemso · Feb 14
 Aging infrastructure is a HUGE problem – see how this can change at story.cd/AAGG4p



Louisville MSD added an event.
February 14 · 🌐

Join us for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the Jefferson League of Cities, Middletown City Hall, 11803 Old Shelbyville Rd, Middletown, KY 40243.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at the Critical Repair & Reinvestment Plan section of our website.



FEB 16 Community Conversation Meeting
Thu 7 PM · Old Shelbyville Rd, Louisville, KY 402...
2 people interested

Like Comment

Mark French, Robin Bowling and 2 others

Bobby Oliver is there going to be multiple meetings so all Louisville citizens have a chance to hear what's going on?
Like Reply Message February 14 at 1:42pm

Louisville MSD Mr. Oliver, yes, we are in the process of finalizing several other meetings. You can see the full list of confirmed meetings on our website at <http://louisvillemad.org/CriticalRepairPlan>. More meetings will be posted as they are added to our Events Calendar.

Critical Repair & Reinvestment Plan | MSD
Flooded roadways, destroyed homes and raw...
LOUISVILLEMSD.ORG

Like Reply Remove Preview Commented on by Lou Mid 17 · February 14 at 2:03pm

Bobby Oliver Louisville MSD great to hear I'll be keeping an eye out.
Unlike Reply Message 1 February 14 at 3:59pm

Write a reply...

Louisville MSD added an event.
February 14 · 🌐

Join MSD and Louisville Metro Council District 8 for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the Douglass Center Gym, 2305 Douglass Blvd, Louisville, KY 40205.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at the Critical Repair & Reinvestment Plan section of our website.



FEB 27 Community Conversation Meeting
Mon 6:30 PM · Douglass Center Gym, 2305 Do...
17 people interested · 4 people going

Louisville MSD shared their event.
Published by Lou Mid [?] · February 14 · 🌐

Join us for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs THIS THURSDAY at the Jefferson League of Cities. #CriticalRepair



FEB 16 Community Conversation Meeting
Thu 7 PM · Old Shelbyville Rd, Louisville, KY 4...
2 people interested

LouisvilleMSD @louisvillemad · Feb 15
#InfrastructureMatters – learn why & how you can support it at story.cd/AAGG4t



Louisville MSD added an event.
February 14 · 🌐

Join MSD and Louisville Metro Council District 10 for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the Louisville Nature Center.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at the Critical Repair & Reinvestment Plan section of our website.



MAR 8 Community Conversation Meeting
Wed 8 PM · Louisville Nature Ctr · Louisville
19 people interested

Louisville MSD
Published by Cision [?] · February 14 · 🌐

Aging infrastructure is a HUGE problem – see how this can change at <http://story.cd/AAGG4p>



Louisville MSD
Published by Cision [?] · February 15 · 🌐

#InfrastructureMatters – learn why & how you can support it at <http://story.cd/AAGG4t>



LouisvilleMSD @louisvillemsd · Feb 16
 Heard about our Critical Repair & Reinvestment Plan? Learn more at story.cd/AAGG4w

Louisville MSD
 Published by Cision [?] · February 16 ·

Heard about our Critical Repair & Reinvestment Plan? Learn more at <http://story.cd/AAGG4w>

LouisvilleMSD @louisvillemsd · Feb 17
 MSD Exec Dir Tony Parrott wants to talk to you about a real problem – find out what that problem is at

A message from Executive Director Tony Parrott
 youtube.com

Louisville MSD
 Published by Cision [?] · February 17 ·

MSD Exec Dir Tony Parrott wants to talk to you about a real problem – find out what that problem is at <http://story.cd/AAGG41>

LouisvilleMSD @louisvillemsd · Feb 20
 Your #LouMSD wants you to join our community conversation with #Louisville Metro Council District 8! #CriticalRepair

msd we want your input!

Critical Repair & Reinvestment Plan Community Conversation

FEBRUARY 27, 2017 | 6:30 PM
 DISTRICT 8
 DOUGLASS CENTER GYM
 2305 DOUGLASS BLVD
 LOUISVILLE, KY 40205

LouisvilleMSD @louisvillemsd · Feb 20
 Your #LouMSD wants you to join our community conversation with #Louisville Metro Council District 8! #CriticalRepair

msd we want your input!

Critical Repair & Reinvestment Plan Community Conversation

FEBRUARY 27, 2017 | 6:30 PM
 DISTRICT 8
 DOUGLASS CENTER GYM
 2305 DOUGLASS BLVD
 LOUISVILLE, KY 40205

LouisvilleMSD @louisvillemsd · Feb 21
 #Louisville can no longer avoid renewing its vital wastewater, flood protection & stormwater management facilities. bit.ly/LouCRRP

Louisville MSD added an event
 February 21 ·

Join MSD and Louisville Metro Council District 9 for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the Girl Scouts of Kentuckiana, 2115 Lexington Rd, Louisville, KY 40206.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTKPuc>

MAR 21 Community Conversation Meeting
 Tue 9:30 PM - 2115 Lexington Rd, Louisville, K...
 11 people interested · 2 people going

LouisvilleMSD @louisvillemsd · Feb 24
 It's been a blustery AM at your #LouMSD's Morris Forman WQTC. Today, you'll see #MSDatWork updating MF's electrical systems. #CriticalRepair

LouisvilleMSD @louisvillemsd · Feb 24
 Morris Forman WQTC's electrical system has been in need of #CriticalRepair since a storm in April '15 that caused a serious temporary outage

LouisvilleMSD @louisvillemsd · Feb 24

These electrical systems are vital in the treatment of 153 MILLION gallons of wastewater EVERY DAY. #CriticalRepair #MSDatWork



0:09

LouisvilleMSD @louisvillemsd · Feb 24

Morris Forman WQTC's new switch house has arrived to help your #LouMSD w/the 100 M gal of wastewater treated daily at MF. #CriticalRepair



0:04

LouisvilleMSD @louisvillemsd · Feb 24

The switch house, here being carefully secured, will be transferred in mid air between 2 cranes to get it in the right place #CriticalRepair



0:02

LouisvilleMSD @louisvillemsd · Feb 24

The new 76K lb switch house was built in South Dakota and transported 12K miles on this truck to your #LouMSD. #CriticalRepair #MSDatWork



0:01

LouisvilleMSD @louisvillemsd · Feb 24

It's a windy day at Morris Forman WQTC. Luckily, this switch house is being supported by a 500 ton crane and a 300 ton crane #CriticalRepair



0:09

LouisvilleMSD @louisvillemsd · Feb 24

Another component of the oxygen generation system has arrived to Morris Forman WQTC. #CriticalRepair #MSDatWork



0:01

LouisvilleMSD @louisvillemsd · Feb 27

Your #LouMSD Exec Dir Tony Parrott spoke w/ @WFPLNews & @ericamperson about our #CriticalRepair and Reinvestment Plan. Find out more here!



0:04

You Retweeted

James Bruggers @jbruggers · Mar 6

@louisvillemsd holds meetings on its \$4.3 billion infrastructure plan cjk.y.it/2n717xF via @courierjournal



MSD holds meetings on its \$4.3 billion plan
Meetings aim to help people understand needs for sewage treatment and flood control systems before next rate request
courier-journal.com

0:02

Louisville MSD shared their event.
Published by Madelaine Brooke Ruggles [?] · March 6 ·

We want to hear from you at this week's Community Conversation. Join us this Wednesday evening for a public meeting to discuss Louisville's wastewater, stormwater and flood protection infrastructure and our plans for improvement.



MAR 8 Community Conversation Meeting
Wed 6 PM - Louisville Nature Ctr - Louisville
16 people interested

LouisvilleMSD @louisvillemsd · Mar 9
It's more than just protecting our homes right now, but to keep waterways safe & clean in the future #CriticalRepair goo.gl/dTkPuc



Louisville MSD
Published by Lou Msd [?] · March 9 at 9:53am ·

Public health & safety suffers as our systems age. Investment is needed to make necessary updates. #CriticalRepair <https://goo.gl/dTkPuc>



Louisville MSD added an event.
March 9 at 11:12am ·

Join MSD and Louisville Metro District 6 for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the California Community Center, 1600 St Catherine St, Louisville, KY 40210. We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTkPuc>



MAR 30 Community Conversation Meeting
Thu 6 PM - California Community Center - Louis...
5 people interested - 1 person going

LouisvilleMSD @louisvillemsd · Mar 10
#ICYMI - #Louisville MSD makes a case for critical infrastructure investment @wfpNews bit.ly/2mn0hjD #CriticalRepair



MSD Makes Public Case For Infrastructure Investmen..
MSD Director Tony Parrott said the agency learned from last year's experience and is approaching things differently this year.
wfp.org

Louisville MSD
Published by Cision [?] · March 10 at 10:00am ·

#ICYMI - #Louisville MSD makes a case for critical infrastructure investment @wfpNews bit.ly/2mn0hjD #CriticalRepair

LouisvilleMSD @louisvillemsd · Mar 13
Watch @lou_metrotv as MSD Exec Dir Tony Parrott presents the #CriticalRepair Plan to Intergov Affairs Cmte tmw @ 5pm



Louisville MSD
Published by Cision [?] · March 13 at 12:00pm ·

Tune in to Louisville Metro TV tomorrow night at 5PM as Louisville MSD Executive Director Tony Parrott presents the #CriticalRepair Plan to the Intergovernmental Affairs Committee. Learn more about the Critical Repair Plan at <http://story.cd/AAGPIX>



Louisville MSD
 Published by Clason [?] · March 14 at 2:00pm

Executive Director Tony Parrott will present our #CriticalRepair & Reinvestment Plan to the Louisville Metro Council Intergovernmental Affairs Committee today at 5pm! Watch it live on Louisville MetroTV.

You Retweeted
L'ville Urban League @LouisvilleUL · Mar 16
 @louisvillemsd meeting with faith leaders now @LouisvilleUL. The band aid approach is no longer feasible. Come talk solutions. Join us



You Retweeted
L'ville Urban League @LouisvilleUL · Mar 16
 Faith leaders here @LouisvilleUL paying attention to Tony Parrott @louisvillemsd Faith leaders please join us.



You Retweeted
L'ville Urban League @LouisvilleUL · Mar 16
 @louisvillemsd explaining the risk of flooding to faith leaders @LouisvilleUL



LouisvilleMSD @louisvillemsd · Mar 16
 #CYMI You can hear MSD Exec Dir Tony Parrott's #CriticalRepair Plan presentation to LouMetro's InterGov Committee: story.cd/AAGSN0

Louisville MSD
 Published by Clason [?] · March 16 at 12:00pm

MSD Executive Director Tony Parrott's presented the #CriticalRepair and Reinvestment Plan to the Louisville Metro Council Intergovernmental Affairs Committee. You can see the presentation here: <http://story.cd/AAGSN7>

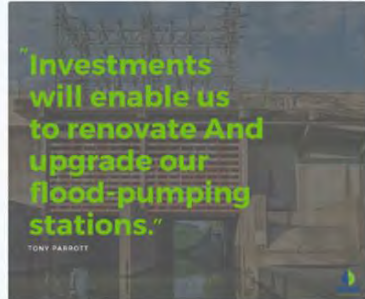
Louisville MSD shared their event
 Published by Madelaine Brooke Ruggles [?] · March 16 at 4:30pm

Join the conversation! We're talking about much-needed infrastructure updates, Tuesday, March 21 and want to hear from you.



MAR 21 Community Conversation Meeting
 Tue 6:30 PM · 2115 Lexington Rd, Louisville, K...
 11 people interested · 2 people going

LouisvilleMSD @louisvillemsd · Mar 17
 Our floodwall system is built to 1950s standards. It's time for an update #CriticalRepair story.cd/AAGRNI



Louisville MSD added an event
 March 17 at 9:29am

Join MSD and the City of Hurstbourne for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at 200 Whittington Pkwy #100, Louisville, KY 40222.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTKFuc>.



MAR 28 Community Conversation Meeting
 Tue 4:30 PM · 200 Whittington Pkwy #100, Lou...
 * Interested

Louisville MSD
 Published by Clason [?] · March 17 at 10:00am

Our floodwall system is built to 1950s standards. It's time for an update #CriticalRepair <http://story.cd/AAGRNI>



LouisvilleMSD @louisvillemsd · Mar 21
 #CYMI You can hear MSD Exec Dir Tony Parrott's #CriticalRepair Plan presentation to LouMetro's InterGov Committee:
story.cd/AAGSN0

Louisville MSD
 Published by Lou Msd [?] · March 21 at 3:35pm

MSD Executive Director Tony Parrott's presented the #CriticalRepair and Reinvestment Plan to the Louisville Metro Council Intergovernmental Affairs Committee. You can see the presentation here: <http://story.cd/AAGSN7>

Government Accountability, Ethics and Intergovernmental Affairs Committee - Mar 14th, 2017

Live and Recorded Public meetings of Government Accountability, Ethics and Intergovernmental Affairs...
LOUISVILLE.GRANICUS.COM

LouisvilleMSD @louisvillemsd · Mar 22
 Your #LouMSD spoke in a Congressional briefing about the importance of #CriticalRepair & Reinvestment in infrastructure for #WaterWeek2017!

Wes Sydnor @WesSydnor
 periscope.hWw0FQYjExM6Ey...


Louisville MSD shared their event.
 Published by Lou Msd [?] · March 23 at 11:34am

Your health and safety is important! Join us next Thursday, March 30 at the California Community Center for a discussion on Louisville's wastewater, stormwater and flood protection infrastructure needs.



MAR 30 Community Conversation Meeting
 Thu 6 PM - California Community Center - Louis...
 5 people interested · 1 person going

LouisvilleMSD @louisvillemsd · Mar 27
 Remember when Broadway closed due to a collapsed sewer? We want your input on our #CriticalRepair Plan goo.gl/dTkPuc



Critical Repair & Reinvestment Plan

6 major challenges

LouisvilleMSD @louisvillemsd · Mar 27
 We need your help to make tough decisions for our community! Join the #CriticalRepair conversation goo.gl/dTkPuc #MondayMotivation



Louisville MSD
 Published by Cision [?] · March 27 at 12:00pm

We need your help to make tough decisions for our community! Join the #CriticalRepair conversation at <https://goo.gl/dTkPuc> #MondayMotivation



LouisvilleMSD @louisvillemsd · Mar 28
 Our 29-mile flood protection system was largely built when Truman was president. That's old! #DYK #CriticalRepair goo.gl/dTkPuc



LouisvilleMSD @louisvillemsd · Mar 28
 Need to know how our #CriticalRepair Plan will help you? Check out this great interactive Story Map w/maps & pics:

Public Health & Safety Risk

Flooded roadways, destroyed homes and raw sewage overflows are reminders that our city's ability to thrive depends on the most basic public health and safety...

lojic.maps.arcgis.com

Louisville MSD added an event.
 March 28 at 12:55pm

Join MSD and the Breckenridge Neighborhood Association for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the Buechel Fire Department, 4101 Bardstown Rd. We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTkPuc>



APR 2 Community Conversation Meeting
 Sun 2 PM - 4101 Bardstown Rd, Louisville, KY ...
 Interested

Louisville MSD
 Published by Lou Msd [?] · March 28 at 1:27pm

Need to know how our #CriticalRepair & Reinvestment Plan will help you? Check out this great interactive Story Map, which uses photos and maps to connect the risks geographically! You'll see how aging infrastructure impacts the places you live, work and play in Louisville. Don't forget to visit our Critical Repair & Reinvestment Plan page at <https://goo.gl/dTkPuc>

Public Health & Safety Risk

Flooded roadways, destroyed homes and raw sewage overflows are reminders that our city's ability to thrive depends on the most basic public health and safety protection systems - wastewater, stormwater and flood protection.

LOJIC.MAPS.ARCGIS.COM

LouisvilleMSD @louisvillemsd · Mar 29

In 2015, water rescues were needed to evacuate Louisvillians from flooded homes. Updated infrastructure is vital. goo.gl/dTKPuc

Critical Repair & Reinvestment Plan

6 major challenges

Louisville MSD
Published by Lou Msd [?] · March 29 at 9:17am

Louisville MSD added an event.
March 29 at 3:44pm

Join MSD, Louisville Metro Council District 4 and the Butchertown Neighborhood for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at Copper & Kings Distillery, 1121 E Washington St, Louisville, KY 40206.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTKPuc>.

APR 6 Community Conversation Meeting
Thu 5:30 PM · Copper & Kings Distillery · Louis...
1 person interested

Louisville MSD added an event.
March 29 at 4:17pm

Join MSD and Louisville Metro Council District 20 for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the PNC Achievement Center, 1411 N Beckley Station Rd, Louisville, KY 40245.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTKPuc>.

APR 10 Community Conversation Meeting
Mon 7 PM · 1411 N Beckley Station Rd, Louisv...

Louisville MSD added an event.
March 29 at 4:23pm

Join MSD and the City of Hurstbourne for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at 200 Whittington Pkwy #100, Louisville, KY 40222.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTKPuc>.

APR 11 Community Conversation Meeting
Tue 6 PM · 200 Whittington Pkwy #100, Louisv...

Louisville MSD added an event.
March 29 at 4:26pm

Join MSD and the Upper Highlands Neighborhood Association for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the Sullivan University College of Pharmacy, 2100 Gardiner Lane, Louisville, KY 40205.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTKPuc>.

MAY 15 Community Conversation Meeting
Mon 6:30 PM · Sullivan University College of P...

LouisvilleMSD @louisvillemsd · Mar 30

#DYK Our largest treatment facility, Morris Forman WQTC, was built the yr Elvis went into the army! #CriticalRepair goo.gl/dTKPuc

Louisville MSD
Published by Lou Msd [?] · March 31 at 3:39pm

Morris Forman WQTC, our largest treatment facility, treats about 80 million gallons of wastewater every day - almost enough to fill up Papa John's Cardinal Stadium - and was finished in 1958, the year Elvis Presley was inducted into the army! #CriticalRepair <https://goo.gl/dTKPuc>

LouisvilleMSD @louisvillemsd · Apr 3
#DYK 1 inch of rain can flood a viaduct 6 inches deep & cars cannot pass. MSD maintains 32 of the 34 in #Louisville.
goo.gl/dTkPuc



2 2 2

LouisvilleMSD @louisvillemsd · Apr 3
Our oldest & largest wastewater facility, the Morris Forman plant, is in need of many updates #CriticalRepair
goo.gl/dTkPuc

Critical Repair & Reinvestment Plan

1:30

2 2 2

Louisville MSD
Published by Lou Msd [?] · April 3 at 4:59pm

Our oldest wastewater treatment facility, the Morris Forman Plant, has parts of the facility that date back 60 years. Learn about the necessary updates and investment MSD must make here to keep our waterways clean with our #CriticalRepair plan. <https://goo.gl/dTkPuc>

6 Major Challenges



Upgrade Wastewater Treatment Facilities

LouisvilleMSD @louisvillemsd · Apr 4
Power outages can disable our facilities, causing wastewater to go untreated. Updates are necessary #CriticalRepair
goo.gl/dTkPuc

Critical Repair & Reinvestment Plan

1:30

2 2 2

Louisville MSD
Published by Lou Msd [?] · April 5 at 10:45am

Our #CriticalRepair plan will help to protect the public from issues like flooding. Updates to infrastructure are important and investment is necessary.
<https://goo.gl/dTkPuc>



Louisville MSD added an event.
April 5 at 12:08pm

Join MSD and the Southwest Neighborhood for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at the Southwest Regional Library, 9725 Dixie Highway, Louisville, KY 40272.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTkPuc>.



APR 17 Community Conversation Meeting
Mon 6 PM · 9725 Dixie Hwy, Louisville, KY 402...

Louisville MSD added an event.
April 5 at 12:10pm

Join MSD, Louisville Metro Council District 4 and the Russell Neighborhood for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at Central High School, 1130 W. Chestnut Street, Louisville, KY 40203.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTkPuc>.



APR 19 Community Conversation
Wed 6 PM · 1130 W Chestnut St, Louisville, KY...

Louisville MSD added an event
 April 5 at 12:13pm · 📍

Join MSD, Louisville Metro Council District 4 and the Shelby Park Neighborhood for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at Central High School, 1130 W Chestnut St, Louisville, KY 40203.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTKPuc>.



APR 5 **Community Conversation Meeting**
 Wed 6 PM · 1130 W Chestnut St, Louisville, KY... ★ Interested

LouisvilleMSD @louisvillemisd · Apr 6

Power outages can disable our facilities, causing wastewater to go untreated. Updates are necessary #CriticalRepair goo.gl/dTKPuc



Critical Repair & Reinvestment Plan

1:30

LouisvilleMSD @louisvillemisd · Apr 7

Our #CriticalRepair plan will protect the public from infrastructure issues. Investment is necessary to make updates goo.gl/dTKPuc



0:15

LouisvilleMSD @louisvillemisd · Apr 7

Viaduct flooding is a safety issue that puts motorists at risk. The #CriticalRepair plan addresses these issues: story.cd/AAAGarI



Critical Repair & Reinvestment Plan

6 major challenges

DIP

LouisvilleMSD @louisvillemisd · Apr 10

Our Morris Foman treatment center can treat 300M gal of wastewater/day during rain events. #CriticalRepair goo.gl/dTKPuc



Critical Repair & Reinvestment Plan

1:30

LouisvilleMSD @louisvillemisd · Apr 11

Join the conversation on April 19 at Central High or via Facebook Live! facebook.com/louisvillemisd/ #CriticalRepair goo.gl/dTKPuc



Louisville MSD

Published by Lou Msd (?) · April 11 at 9:40am · 📍

Our #CriticalRepair plan will help to protect the public from issues like flooding. Updates to infrastructure are important and investment is necessary. <https://goo.gl/dTKPuc>



Louisville MSD

Published by Lou Msd (?) · April 11 at 11:51am · 📍

Join us for a Community Conversation at 6 PM, April 19 at Central High School, or right here on Facebook via Facebook Live! Learn more about the #CriticalRepair Plan at <https://goo.gl/dTKPuc>



JOIN US!

Community Conversation
6:00 PM, April 19, 2017
Central High School,
1130 W. Chestnut St.

msd



James Bruggers @jbruggers Following

Heads up, or rather noses up: @louisvillemsd @LouAPCD warn of odors Thursday AM in #Louisville. cjkj.it/2p9XYCf via @courierjournal

MSD warns of potential big stink on Thursday
Work that could cause odors should be done by noon Thursday
courier-journal.com

8:59 AM - 13 Apr 2017

Louisville MSD
Published by Lou Msd 1?1 - 5 hrs

Morris Forman WQTC is in need of #CriticalRepair after a storm damaged electrical systems there in 2015. Our odor control system will be down this morning while repair work occurs.

About two years ago, the high-voltage electrical system at Morris Forman Water Quality Treatment Center was knocked out, creating a total power outage. The facility was flooded, and operations halted for about eight hours while the MSD team repaired damaged equipment.

More than 100 million gallons... See More

LouisvilleMSD @louisvillemsd · 6h

Morris Forman WQTC needs #CriticalRepair after a storm damaged electrical systems. Learn more about needed upgrades goo.gl/dTKPuc

James Bruggers @jbruggers
Heads up, or rather noses up: @louisvillemsd @LouAPCD warn of odors Thursday AM in #Louisville. cjkj.it/2p9XYCf via @courierjournal

Louisville MSD
Published by Lou Msd 1?1 - 5 hrs

Our oldest wastewater treatment facility, the Morris Forman Plant, has parts of the facility that date back 60 years. Learn about the necessary updates and investment MSD must make here to keep our waterways clean with our #CriticalRepair plan. <https://goo.gl/dTKPuc>

LouisvilleMSD @louisvillemsd · 5h

Don't forget to join us at Central High or Facebook Live at 6 PM, April 19 to learn more about #CriticalRepair goo.gl/dTKPuc



Louisville MSD added an event
4 hrs · 🌐

Join MSD, Louisville Metro Council District 4 and the Shelby Park Neighborhood for a Community Conversation about Louisville's wastewater, stormwater and flood protection infrastructure needs at Central High School, 1130 W Chestnut St, Louisville, KY 40203.

We want to hear from you, and we will ask for your input at the meeting. You can read ahead at <https://goo.gl/dTkPuc>



APR
24

Community Conversation Meeting
Mon 5:30 PM · Louisville MSD · Louisville
Whitney likes this place

★ Interested



LouisvilleMSD @louisvillemsd · 2h

Morris Forman WQTC treats 80M gal of wastewater daily, enough to fill Papa John's Cardinal Stadium goo.gl/dTkPuc #ThursdayThoughts



🔗 1 ❤️ 1 📊

APPENDIX E

COMMUNITY INPUT

- 1. Community Input Form Results**
- 2. Comments/Questions Received by Meeting**
- 3. Comments/Questions Received by Topic**

Appendix E

1. Community Input Form Results

To record structured feedback, a Community Input Form was developed. Community members were asked to select from a series of statements that best represented their viewpoint.

The Community Input Form was available online through the MSD website. Hard copies of the form were also provided to community members at every meeting where MSD presented.

The following spreadsheet provides detailed results from the Community Input Forms.

Source of Responses

Source of Responses		
Row Labels	▼ Rec'd	Total (Est.)
⊕ Online	52	52
⊕ BIA Meeting	81	130
⊕ Prairie Village	6	35
⊕ League of Cities	11	22
⊕ District 8 Meeting	16	20
⊕ Old Louisville Council Meeting	14	24
⊕ Field Day	57	197
⊕ U of L Sustainability Meeting	2	7
⊕ ASCE Meeting	14	68
⊕ District 10 Meeting	14	33
⊕ Rubbertown Meeting	15	23
⊕ APWA Meeting	22	40
⊕ Faith Leaders Meeting	14	13
⊕ District 9 Meeting	10	18
⊕ UofL Green Engineering & Sustainability Design Class	8	13
⊕ District 6 Community Meeting	1	45
⊕ Breckenridge NBHD Assoc	3	7
⊕ District 4 Butchertown Meeting	5	9
⊕ District 20 Meeting	3	5
⊕ City of Hurstbourne Meeting	8	16
⊕ MSD Retiree Luncheon	15	15
⊕ Southwest NBHD Meeting	4	8
⊕ Russell NBHD Meeting	3	10
⊕ Shelby Park Meeting	4	6
⊕ District 12 Meeting	7	19
⊕ Upper Highalnds Meeting	18	25
⊕ Building Owners Mgrs Assoc	4	21
⊕ Newburg Community Meeting	6	14
Grand Total	417	895

Response forms were not distributed or received at the following meetings:

Rotary Club of Louisville (147 attending)

MSD's Can You Dig It Event (300 attending)

Greater Louisville Inc. (27 attending)

Kentucky Society of Professional Engineers (120 attending)

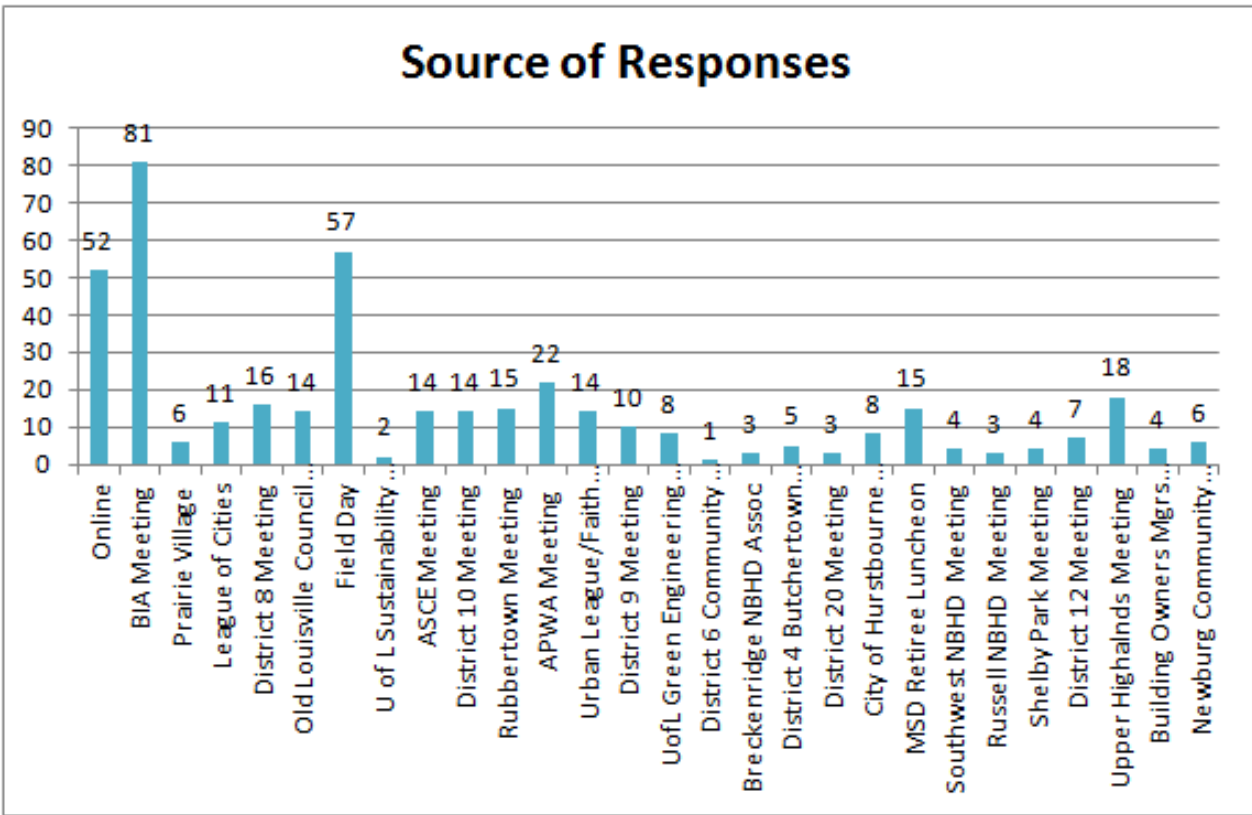
Louisville Forward (35 attending)

Districts 11, 22, & 23 (2 attending)

Louisville Democratic club (2 attending)

Total # Actual Meeting Attendees: 1,476

Source of Responses



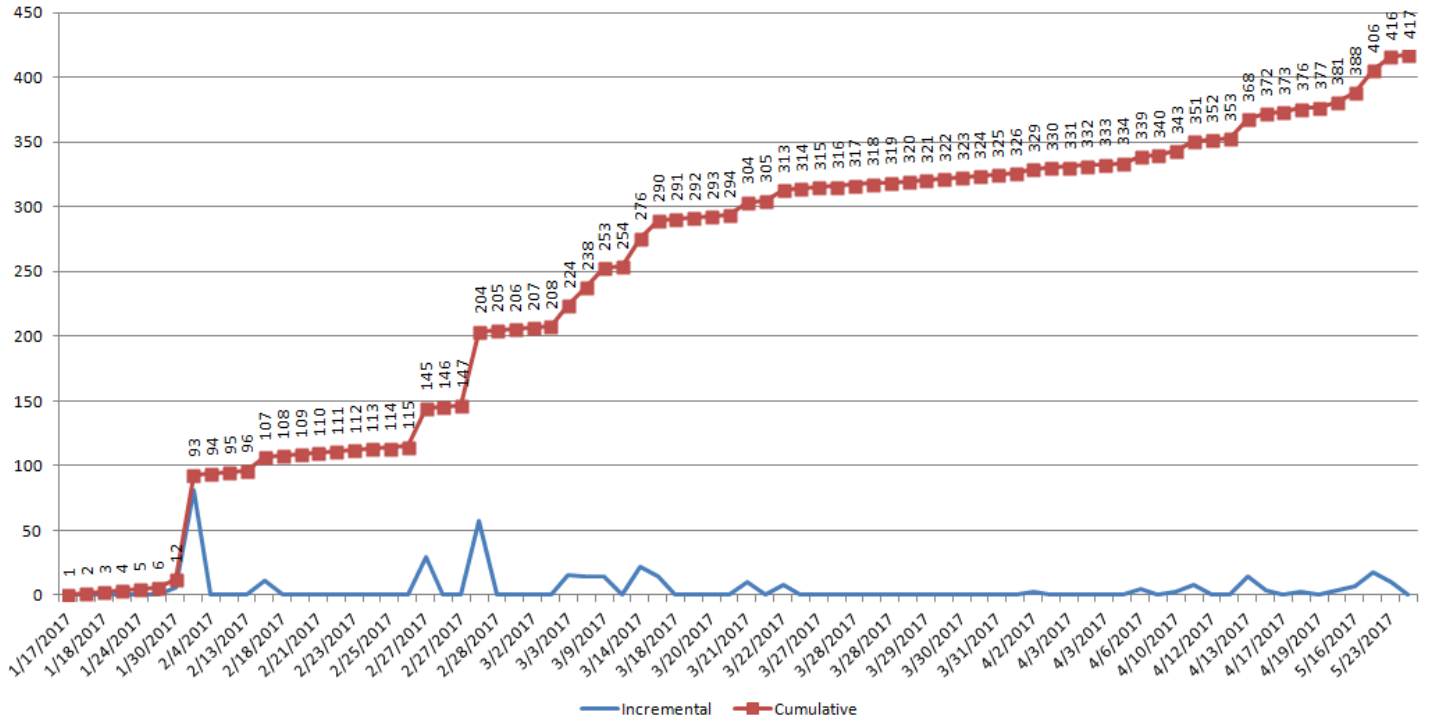
Timing of Responses

Timing of Responses		
Row Labels	Values	
	Incremental	Cumulative
1/17/2017	1	1
1/18/2017	1	2
1/18/2017	1	3
1/20/2017	1	4
1/24/2017	1	5
1/28/2017	1	6
1/30/2017	6	12
2/2/2017	81	93
2/4/2017	1	94
2/7/2017	1	95
2/13/2017	1	96
2/16/2017	11	107
2/18/2017	1	108
2/21/2017	1	109
2/21/2017	1	110
2/21/2017	1	111
2/23/2017	1	112
2/24/2017	1	113
2/25/2017	1	114
2/26/2017	1	115
2/27/2017	30	145
2/27/2017	1	146
2/27/2017	1	147
2/28/2017	57	204
2/28/2017	1	205
3/1/2017	1	206
3/2/2017	1	207
3/2/2017	1	208
3/3/2017	16	224
3/8/2017	14	238
3/9/2017	15	253
3/13/2017	1	254
3/14/2017	22	276
3/16/2017	14	290
3/18/2017	1	291
3/18/2017	1	292
3/20/2017	1	293

3/20/2017	1	294
3/21/2017	10	304
3/21/2017	1	305
3/22/2017	8	313
3/23/2017	1	314
3/27/2017	1	315
3/27/2017	1	316
3/28/2017	1	317
3/28/2017	1	318
3/28/2017	1	319
3/29/2017	1	320
3/29/2017	1	321
3/30/2017	1	322
3/30/2017	1	323
3/30/2017	1	324
3/31/2017	1	325
4/1/2017	1	326
4/2/2017	3	329
4/2/2017	1	330
4/3/2017	1	331
4/3/2017	1	332
4/3/2017	1	333
4/5/2017	1	334
4/6/2017	5	339
4/6/2017	1	340
4/10/2017	3	343
4/11/2017	8	351
4/12/2017	1	352
4/12/2017	1	353
4/13/2017	15	368
4/17/2017	4	372
4/17/2017	1	373
4/19/2017	3	376
4/19/2017	1	377
4/24/2017	4	381
5/16/2017	7	388
5/17/2017	18	406
5/23/2017	10	416
5/26/2017	1	417
Grand Total	417	

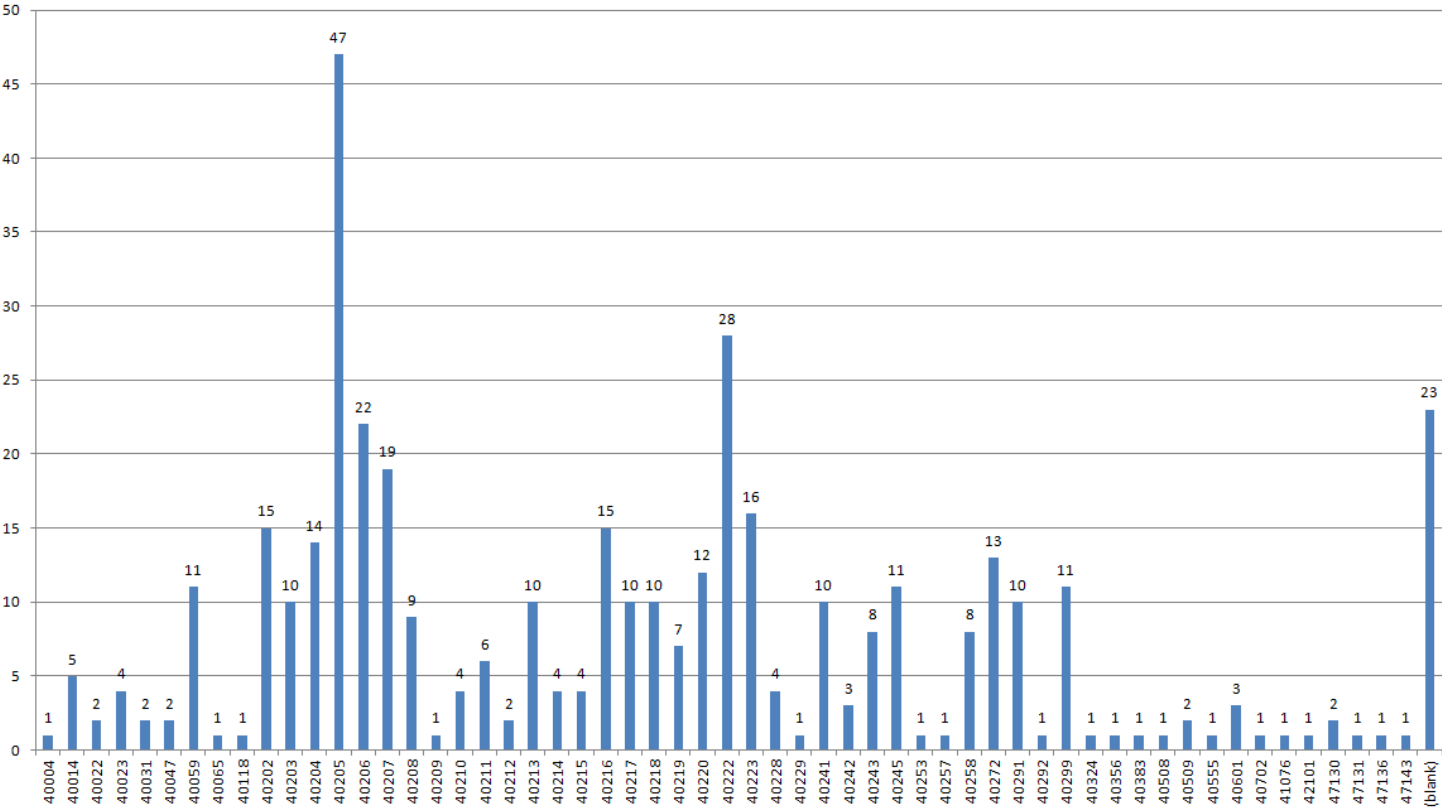
Timing of Responses

Timing of Responses



Responses by Area

Responses by Area



Responses by Area and Associated Meeting

	Online	BIA Meeting	Old Louisville Council Meeting	Field Day	U of L Sustainability Meeting
40004					
40014	1	1		2	
40022				1	
40023		2			
40031		1		1	
40047		2			
40059	3	4		1	
40065				1	
40118	1				
40202	1	2		1	
40203		1	4		
40204	1	1	1	1	
40205	2	5	1	1	
40206	3	6		2	
40207	5	8		3	
40208			7	1	
40209		1			
40210					
40211					
40212					
40213	1				
40214	2				
40215	1				
40216	2			1	
40217				1	
40218	1				
40219	2	1		2	
40220		2		5	
40222	3	10		3	
40223	3	6		5	
40228	1	1			
40229					
40241	2	4			
40242				1	
40243		4		3	
40245	3			3	
40253		1			
40257		1			
40258	2				
40272	2	1			
40291	3	3		4	
40292					1
40299	3	6		1	
40324				1	
40356				1	
40383				1	
40508				1	
40509				2	
40555					
40601		1		2	
40702					
41076					
42101				1	
47130		1			
47131				1	
47136				1	
47143					
(blank)	4	5	1	2	1
Grand Total	52	81	14	57	2

Responses by Area and Associated Meeting (Cont.)

Source	ASCE Meeting	District 10 Meeting	Rubbertown Meeting	APWA Meeting	Faith Leaders Meeting	District 9 Meeting
40004				1		
40014	1					
40022			1			
40023						
40031						
40047						
40059		1		1	1	
40065						
40118						
40202			1	7		1
40203	1			1	2	
40204	1	1		2		
40205			3			1
40206				1		7
40207			1	2		
40208						
40209						
40210			1		2	
40211					4	
40212		1	1			
40213		4			1	
40214			1			
40215	1					
40216			6			
40217		2				
40218		5			1	
40219						
40220				1		
40222				1		1
40223	1			1		
40228	1					
40229						
40241					1	
40242	1					
40243	1					
40245				1	1	
40253						
40257						
40258						
40272						
40291						
40292						
40299	1					
40324						
40356						
40383						
40508						
40509						
40555	1					
40601						
40702						
41076						
42101						
47130					1	
47131						
47136						
47143						
(blank)	4			3		
Grand Total	14	14	15	22	14	10

Responses by Area and Associated Meeting (Cont.)

Source	UofL Green Engineering & Sustainability District 6 Community Meeting	Breckenridge NBHD Assoc	District 4 Butchertown Meeting
40004			
40014			
40022			
40023			
40031			
40047			
40059			
40065			
40118			
40202			
40203	1		
40204			
40205	2		
40206			3
40207			
40208	1		
40209			
40210		1	
40211			1
40212			
40213			
40214		1	
40215			
40216			
40217	2		
40218		2	
40219			
40220			
40222			
40223			
40228			
40229			
40241	1		
40242			
40243			
40245			
40253			
40257			
40258			
40272			
40291			
40292			
40299			
40324			
40356			
40383			
40508			
40509			
40555			
40601			
40702			1
41076	1		
42101			
47130			
47131			
47136			
47143			
(blank)			
Grand Total	8	1	5

Responses by Area and Associated Meeting (Cont.)

Source	District 20 Meeting	City of Hurstbourne Meeting	MSD Retiree Luncheon	Southwest NBHD Meeting
40004				
40014				
40022				
40023	2			
40031				
40047				
40059				
40065				
40118				
40202				
40203				
40204				
40205			2	
40206				
40207				
40208				
40209				
40210				
40211				
40212				
40213				
40214				
40215			1	1
40216			1	
40217			2	
40218				
40219				
40220		3	1	
40222		5		
40223				
40228				
40229			1	
40241				
40242			1	
40243				
40245	1		1	
40253				
40257				
40258			1	1
40272			2	2
40291				
40292				
40299				
40324				
40356				
40383				
40508				
40509				
40555				
40601				
40702				
41076				
42101				
47130				
47131				
47136				
47143			1	
(blank)			1	
Grand Total	3	8	15	4

Responses by Area and Associated Meeting (Cont.)

Source	Russell NBHD Meeting	Shelby Park Meeting	District 12 Meeting
40004			
40014			
40022			
40023			
40031			
40047			
40059			
40065			
40118			
40202			
40203			
40204		2	
40205			
40206			
40207			
40208			
40209			
40210			
40211	1		
40212			
40213			
40214			
40215			
40216	1	1	3
40217			
40218			
40219			
40220			
40222			
40223			
40228		1	
40229			
40241	1		
40242			
40243			
40245			
40253			
40257			
40258			4
40272			
40291			
40292			
40299			
40324			
40356			
40383			
40508			
40509			
40555			
40601			
40702			
41076			
42101			
47130			
47131			
47136			
47143			
(blank)			
Grand Total	3	4	7

Responses by Area and Associated Meeting (Cont.)

Source					Grand Total
Upper Highlnds Meetir Building Owners Mgrs Asso Newburg Communi					
40004					1
40014					5
40022					2
40023					4
40031					2
40047					2
40059					11
40065					1
40118					1
40202			2		15
40203					10
40204			1		14
40205	17				47
40206					22
40207					19
40208					9
40209					1
40210					4
40211					6
40212					2
40213				4	10
40214					4
40215					4
40216					15
40217	1				10
40218				1	10
40219				1	7
40220					12
40222					28
40223					16
40228					4
40229					1
40241					10
40242					3
40243					8
40245					11
40253					1
40257					1
40258					8
40272					13
40291					10
40292					1
40299					11
40324					1
40356					1
40383					1
40508					1
40509					2
40555					1
40601					3
40702					1
41076					1
42101					1
47130					2
47131					1
47136					1
47143					1
(blank)			1		23
Grand Total	18		4	6	417

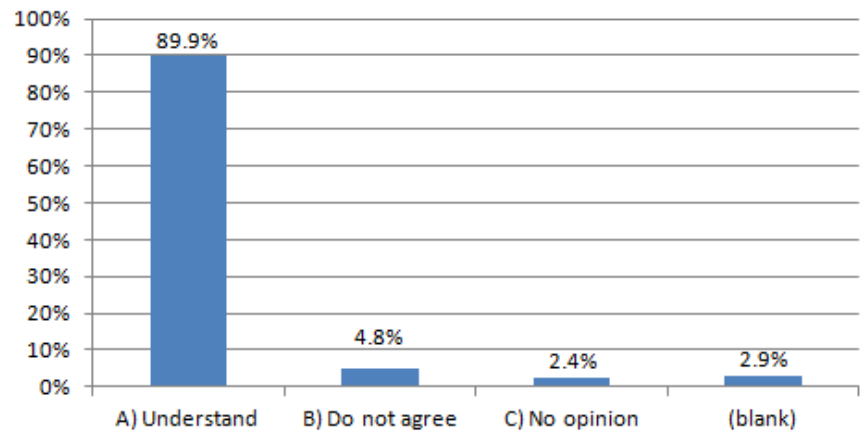
Question 1: Understanding of Risks

Understanding of Risks		
Date	(All)	▼
Place of Meeting	(All)	▼
Postal code	(All)	▼

Question	Pct.
A) Understand	375 89.9%
B) Do not agree	20 4.8%
C) No opinion	10 2.4%
(blank)	12 2.9%
Grand Total	417

Question #1	A	B
40004	1	
40014	5	
40022	2	
40023	4	
40031	2	
40047	2	
40059	10	1
40065	1	
40118		
40202	14	1
40203	10	
40204	14	
40205	41	
40206	20	
40207	18	1
40208	9	
40209	1	
40210	4	
40211	4	1
40212	1	1
40213	8	
40214	2	2
40215	4	
40216	11	1
40217	10	
40218	9	1
40219	6	1
40220	12	
40222	26	1
40223	13	2
40228	3	1
40229	1	
40241	9	1
40242	3	
40243	8	
40245	10	1
40253	1	
40257	1	
40258	5	1
40272	10	2
40291	10	
40292	1	
40299	11	
40324	1	
40356	1	
40383	1	
40508	1	
40509	2	
40555	1	
40601	3	
40702	1	
41076	1	
42101	1	
47130	2	
47131	1	
47136	1	
47143	1	
(blank)	20	1
Grand Total	375	20

Understanding of Risks



Question 2: Schedule for Addressing Risks

Schedule for Addressing Risks

Date (All)

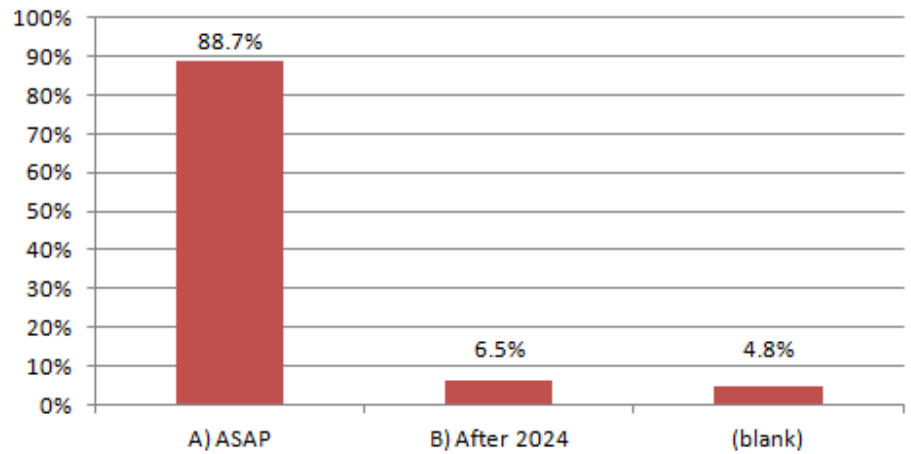
Place of Meeting (All)

Postal code (All)

Row Labels	Question #2	Pct.
A) ASAP	370	88.7%
B) After 2024	27	6.5%
(blank)	20	4.8%
Grand Total	417	

Question #2	A	B
40004	1	
40014	5	
40022	2	
40023	4	
40031	2	
40047	2	
40059	10	1
40065	1	
40118		1
40202	14	1
40203	10	
40204	13	
40205	39	2
40206	20	1
40207	18	1
40208	9	
40209	1	
40210	4	
40211	4	1
40212	1	
40213	9	1
40214	2	1
40215	4	
40216	13	
40217	9	
40218	7	2
40219	7	
40220	12	
40222	25	2
40223	13	3
40228	3	1
40229		
40241	8	1
40242	3	
40243	8	
40245	10	1
40253	1	
40257	1	
40258	7	1
40272	10	3
40291	9	1
40292	1	
40299	11	
40324	1	
40356	1	
40383	1	
40508	1	
40509	2	
40555	1	
40601	3	
40702	1	
41076	1	
42101	1	
47130	2	
47131		1
47136	1	
47143	1	
(blank)	20	1
Grand Total	370	27

Schedule for Addressing Risks



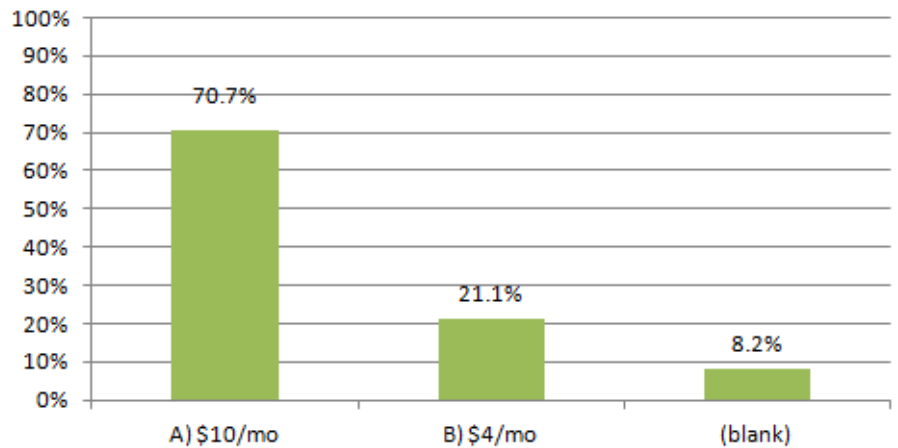
Question 3: Rate Increase

Rate Increase		
Date	(All)	▼
Place of Meeting	(All)	▼
Postal code	(All)	▼

Row Labels	Question #3	Pct.
A) \$10/mo	295	70.7%
B) \$4/mo	88	21.1%
(blank)	34	8.2%
Grand Total	417	

Question #3		
	A	B
40004	1	
40014	5	
40022	2	
40023	4	
40031	2	
40047	1	1
40059	9	2
40065	1	
40118		1
40202	8	7
40203	8	1
40204	9	3
40205	35	5
40206	18	2
40207	14	3
40208	9	
40209	1	
40210	1	
40211	2	3
40212		2
40213	5	3
40214	1	2
40215	2	1
40216	8	4
40217	5	4
40218	7	2
40219	6	1
40220	6	5
40222	22	4
40223	13	2
40228	3	1
40229	1	
40241	7	3
40242	3	
40243	6	2
40245	9	2
40253	1	
40257	1	
40258	3	5
40272	5	7
40291	9	1
40292	1	
40299	10	1
40324	1	
40356	1	
40383	1	
40508	1	
40509	1	1
40555	1	
40601	3	
40702		1
41076	1	
42101	1	
47130	2	
47131		1
47136	1	
47143	1	
(blank)	16	5
Grand Total	295	88

Rate Increase



Question 4: Expansion of Rate Relief

Expansion of Rate Relief

Date (All)

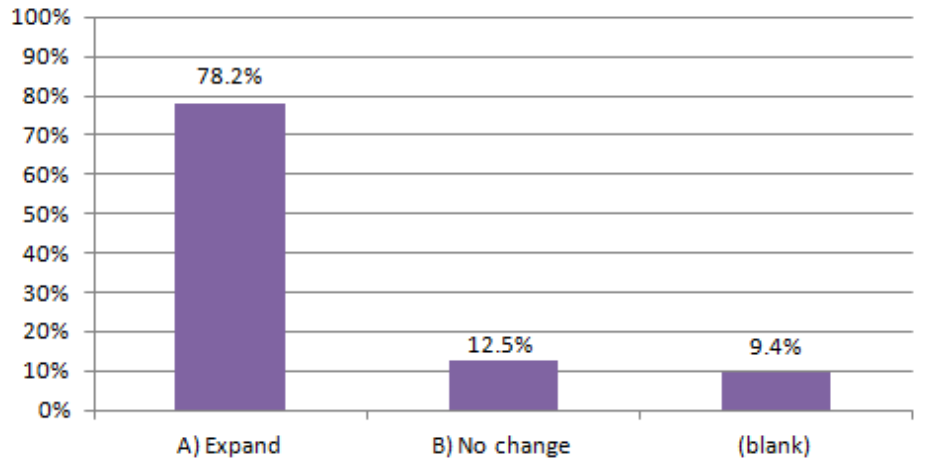
Place of Meeting (All)

Postal code (All)

Row Labels	Question #4	Pct.
A) Expand	326	78.2%
B) No change	52	12.5%
(blank)	39	9.4%
Grand Total	417	

Question #4	A	B
40004	1	
40014	4	
40022	2	
40023	3	1
40031	1	1
40047	2	
40059	10	1
40065	1	
40118		1
40202	12	2
40203	9	
40204	11	1
40205	39	3
40206	18	2
40207	15	3
40208	9	
40209	1	
40210	3	1
40211	5	
40212	1	1
40213	9	
40214	2	2
40215	2	
40216	10	1
40217	9	1
40218	7	1
40219	4	3
40220	10	1
40222	23	2
40223	11	3
40228	2	1
40229	1	
40241	7	2
40242	3	
40243	6	1
40245	9	2
40253	1	
40257	1	
40258	5	2
40272	10	1
40291	9	1
40292	1	
40299	10	1
40324	1	
40356	1	
40383	1	
40508	1	
40509	2	
40555	1	
40601	1	2
40702	1	
41076	1	
42101		1
47130	2	
47131		1
47136	1	
47143	1	
(blank)	13	6
Grand Total	326	52

Expansion of Rate Relief



Appendix E

2. Comments/Questions Received by Meeting

In addition to the structured Community Input Form, MSD captured the community's comments, questions and input at each community meeting to provide additional context about the community's sentiments regarding the Critical Repair & Reinvestment Plan. Along with a presenter, each community meeting was assigned a "scribe" who attended on MSD's behalf to record comments and questions raised by audience members during the open dialogue session.

<p style="text-align: center;">Rotary Club of Louisville Presentation: October 27, 2016 Presenter: Tony Parrott Scribe: Sandra Gibson</p>
<p style="text-align: center;">Attendance: 147</p>
Bonded indebtedness, how does that factor into the situation?
The money that you are "taking" monthly, is that going to pay the bonds?
When did the EPA start mandating separation of combined sewers?
What are you doing about septic tanks? Are they illegal?
What will be your method for getting public opinion?
Under threat of terrorist attack, what is plan for mitigation?
Under Consent Order, are we improving water quality? Who is monitoring/ reporting?
Can you tell us about your sustainability efforts?
How does MSD prioritize what neighborhoods want versus what is economically feasible?
Bricks taken out of sewer, are they reused? Or at least creating a historical reference?
What are other infrastructure solutions?
Consent Decree - not a lot of give in terms of what gets done and by when.



<p style="text-align: center;">Kentucky Society of Professional Engineers (KSPE) Presentation: November 18, 2016 Presenter: Tony Parrott Scribe: Sandra Gibson</p>
<p style="text-align: center;">Attendance: 120</p>
<p>You mentioned something about Morris Forman and a total solution. What does that mean?</p>
<p>Are we going to have anyone go to the schools?</p>
<p>On one slide you talk about \$4.3 billion dollars and on another slide to talk about \$3.4 billion dollars. Is that a transpose of numbers?</p>
<p>With regards to viaducts, what does MSD plan to do?</p>
<p>Has the rebranding effort helped at all with what MSD is trying to do?</p>
<p>Some of the initial push back from Metro Council was the impact on facing low income households. You have a slide that addresses that threshold. Have you been able to test this on any of the council members that gave the push back to see if that satisfies their concerns?</p>
<p>Why does consumption decrease as population increases?</p>
<p>Can MSD ask large companies in Jefferson County to contribute to the cost?</p>
<p>Really love the intro video. It's been needed for so long to show the public what really happens at MSD. The video speaks volumes.</p>
<p>It's good to promote this in the schools so that they can go home to the parents and let them know what we are talking about.</p>



Greater Louisville Inc. (GLI) Presentation: January 9, 2017

Presenter: Tony Parrott

Scribe: Saundra Gibson

Attendance: 27

MSD's systems experience problems when two inches of rain accumulates in a 24 hour period. What happens when you get 3 or more inches of rain in a 24 hour period?

What happens when MSD receives this type of rain over a two day period?

When you talk about investing \$1.6 billion in your systems, are the additional needed repairs a part of that cost?

Is it true that your only source of revenue is from the rate payers?

Does the \$4.3 billion include a plan to improve the Floyds Fork area?

Does the 6.9% rate increase need Metro Council approval?

Will the 6.9% rate increase address the failing infrastructure issues?

What rate is needed to address the failing infrastructure issues?

It is safe to say that MSD doesn't know at this time how the funds will be allocated in the Rate Relief Fund?

Is there any data available that shows how a system of limited liability impacts economic development and growth in the community?

How much money will MSD save if the Prevailing Wage repeal is passed?

Can MSD do a study of the impact of Prevailing Wage repeal on the 20 year facility plan?

Can MSD provide a timetable for allocation of the rate increase per type of customer, i.e. residential, commercial or industrial?

Is the P3s (public-private partnerships) an option for funding sewers other than through rate payer funds?

When St. Mary's and Elizabeth Hospital flooded in 2009, patients had to be evacuated. We can certainly appreciate MSD's efforts in wanting to improve its systems to prevent such events in the future.

MSD's Board had full support of the proposed 20% increase, however Metro Council did not. MSD needs to work on getting the full support of Metro Council.



MSD's Can You Dig It Presentation: January 19, 2017

Presenter: Tony Parrott

Scribe: No Scribe

Attendance: 300

No questions asked or comments received



Prairie Village Neighborhood Association Presentation: January 30, 2017

Presenter: Tony Parrott

Scribe: Lanita Grimes

Attendance: 35

Where is the money going to come from? Such as other state and federal agencies, taxes, etc.

Can MSD somehow raise the money?

Builders Industry Association (BIA) Presentation: February 3, 2017

Presenter: Tony Parrott

Scribe: Sandra Gibson and Shelby Lockhart

Attendance: 130

How do you stair step the rate increase to make it economically feasible for everyone?

Would it make any sense to do everything in five years in order to get it all done?

If the sewer bill is increased by \$5, how long would it take for this increase to address the needs?

In reference to the presentation slide showing major companies - what plans do you have and what have you already done to meet with those companies to gain grass root support?

Assuming that a major increase is approved, what projects would get done in a 5-year window?

How does MSD plan to address the sinkhole issues around the Crums Lane area?

With 28% of the Louisville community considered to be below the affordability threshold, have you looked at other cities to see what they are doing to address this issue?

What type of conversations or partnering have taken place to address what to do with the possible \$2 investment? (references \$1 invested is \$2.62 for local economy)

On investment of the future - do you see the investment being made in Morris Forman as a way to ensure perpetuity?

With the change in Washington, is there any chance to waive the Consent Decree?

Where will the tunnel be built?

MSD should consider adding a donation option to their bill like LG&E. It wouldn't hurt for MSD to research how much revenue LG&E is receiving.



<p style="text-align: center;">Jefferson County League of Cities Presentation: February 16, 2017 Presenter: Tony Parrott Scribe: Yozette Borges and Mary Landgrave</p>
<p style="text-align: center;">Attendance: 22</p>
<p>What does a project like the Omni Hotel downtown do to your system?</p>
<p>From a jobs standpoint, do you have the capacity with existing workforce to do this type of work? If not, do we have the talent pool to draw from?</p>
<p>Will MSD be creating new jobs for the workforce with local or outside capacity?</p>
<p>Since last year with the rate increase request, can you comment on conversations to be had between MSD and Metro (Mayor, council members, etc.)? In Mr. Parrott's opinion, how are those discussions going at this time?</p>
<p>Isn't the risk to the infrastructure more of a risk than the mixing of sewage?</p>
<p>How much will this cost for 20 years?</p>
<p>Is there a link that I can put in my newsletter?</p>
<p>Has GLI officially taken up a position with MSD's proposal yet?</p>
<p>Let's fast forward and everything moves forward, how do you plan to be working through expectations and prioritizations? How do we work through no visible relief? Who decides that?</p>
<p>How much involvement or is MSD taking a stand as new development moves forward? Is MSD watching these things? Does MSD have the first say to anything that has to do with new development? Who creates the development involvement when it comes to MSD?</p>
<p>Did you have outsiders perform this study?</p>
<p>Infrastructure risk is more important than sewage mixing with drainage risk.</p>
<p>Presentation was excellent and to the point.</p>
<p>Excited that MSD will provide verbiage with the link to the comment webpage.</p>
<p>Middletown and Jeffersontown urge MSD to reach out to their community.</p>
<p>Appreciate the work on the formal report.</p>
<p>Have to fix downtown before "we" can see it outside of downtown.</p>
<p>It's a no brainer.</p>
<p>Need to provide relief for families already dealing with financial burdens.</p>



<p style="text-align: center;">Old Louisville Neighborhood Council Presentation: February 27, 2017 Presenter: Dave Johnson Scribe: Shelby Lockhart and Yozette Borges</p>
<p style="text-align: center;">Attendance: 24</p>
What are sewer lines made out of now?
What is the flood gate made out of?
Is the Derek Guthrie Treatment Plant new?
Were you fined when 100 million gallons of sewage was released into the Ohio River?
Do you know exactly what you're going to do or does this procedure determine the outcome of what you want to do?
Referencing the 2 nd St. Stone Sewer; What do you plan to do there?
Would it turn into a separate sewer?
The Bubble; is that a part of 2 nd street sewer line? Will it be addressed, too?
What does the \$10 a month mean?
Is the \$10/month increase just for a year and goes back down after the year?
What's the exact total of the \$10/month over the 12 month period? Is this community wide?

<p>Highlands – Douglass Neighborhood Association Presentation: February 27, 2017</p> <p>Presenter: Tony Parrott</p> <p>Scribe: Erin Wagoner and Corey Knox</p>
<p>Attendance: 20</p>
<p>None of the five critical repair items are new, yet you talk about stewardship. Where has the stewardship been?</p>
<p>Where is your transparency with respect to how dollars have been spent?</p>
<p>How many gallons of stormwater are entering the system today, and what is our target on a neighborhood level?</p>
<p>Can we guarantee that the current estimate will not increase?</p>
<p>Why has the MSD portion of the bill doubled? Why is it rounded to the nearest thousand gallons? Surcharges?</p>
<p>Why now? Why did we not see this coming?</p>
<p>If work starts as planned, when will work be completed?</p>
<p>Will work be contracted to local residents?</p>
<p>What is MSD doing to incentivize the use of pervious pavement and reducing the amount of pavement?</p>
<p>Why are you asking the general public to subsidize the cost of infrastructure projects where problems are being caused by large parking lots and development?</p>
<p>Why is MSD not requiring green infrastructure retrofits?</p>
<p>Where are our dollars being spent? Bond financing? Attorneys? Financing profits? Who is getting rich off of the community investment?</p>
<p>What are rates paying for? If bonds, why aren't we buying bonds now at record lows and factor in long term debts?</p>
<p>If we got dollars approved tonight, when would work start?</p>
<p>Older areas of the community have more problems than newer areas and infrastructure in the county, so will funding be distributed toward these older areas?</p>
<p>Who is MSD's "murder board"? Who vets these projects? Who says we can't have this money?</p>
<p>Are basins still happening?</p>
<p>Will sewer gas be an issue in upland areas of the community?</p>
<p>Please re-do the survey – there is more than good vs. evil. The survey is too black and white.</p>
<p>The survey is heavily biased. There are not adequate options for a middle ground.</p>
<p>You have been constructing projects for decades, with no end to projects, and no accountability to investment in plans of projects.</p>
<p>It would be helpful to have a goal and a target in regards to stormwater so that our neighborhood can be accountable with programs like tree plantings, rain barrels, and rain gardens.</p>
<p>We have known for a while that climate change is a problem and respect that MSD is engineering systems with this in mind, but don't dance around the political niceties. Base decisions on science and the reality of climate change.</p>
<p>Need for transparent data, but not a data dump.</p>
<p>MSD needs a better municipal bond agent.</p>
<p>Concern about the amount of interest on the debt that we are paying, when only a portion of rates are going to capital projects.</p>
<p>Referenced previous presentation to council – so this is really an \$8B decision, not a \$4.3B decision.</p>



MSD Field Day Event: February 28, 2017

Scribe: Wes Sydnor

Attendance: 197

How do Louisville's rates (currently and with the \$10/month increase) compare to those of other cities with a Consent Decree?



University of Louisville Sustainability Roundtable: March 3, 2017

Presenter: Wes Sydnor

Scribe: Jordan Basham

Attendance: 7

We got a question from a student about permeable pavement/green infrastructure.

A member of the UofL Stream Institute (Michael Croasdaile) asked about work we have done or have considered doing along Beargrass Creek to help alleviate flooding issues.

The moderator of the Sustainability Roundtable, Daniel DeCaro, presented several ideas to us about how the work that he does could possibly benefit MSD in this effort and future outreach efforts. He discussed the concept of "social cognition" and how people, especially groups of people, are often resistant to change due to cognitive biases. He mentioned he has done quite a bit of work looking at how to allow any message to be better received and accepted by social groups, and believes that future cooperation with MSD in other areas that rely on outreach for success would be valuable and would yield positive results for both parties.

We discussed having another meeting with the chair of the University of Louisville's Urban Planning and his faculty, who stated that he felt that his staff would be very interested and would like to discuss this plan.



American Society of Civil Engineers Presentation: March 3, 2017

Presenter: Angela Akridge

Scribe: Sandra Gibson and Tori Perkins

Attendance: 68

Is the Tunnel Project funded?

If you get the full \$10 increase, how long will it take to make the improvements?

<p style="text-align: center;">District 10 Presentation: March 8, 2017 Presenter: Tony Parrott Scribe: Tori Perkins and Robin Burch</p>
<p style="text-align: center;">Attendance: 33</p>
<p>Once all of this is complete will the rates drop?</p>
<p>Anyway to make the increase more incremental?</p>
<p>Metro Government has done a bad job of deferring maintenance. These assets were given to MSD in 1984. Do we have a deferred maintenance plan because of these assets?</p>
<p>If you had to choose what is the #1 priority or most immediate to replace, what would it be?</p>
<p>What is the consent decree?</p>
<p>What is next besides the Consent Decree?</p>
<p>Is Beargrass Creek part of the Consent Decree?</p>
<p>Are the EPA dollars revolving dollars that will come back around?</p>
<p>Why do we have these consistent issues?</p>
<p>Beargrass floods a lot.</p>
<p>I am concerned because all of the pictures were the scariest pictures you can find. Find it difficult that we can have inland flooding because of the gradual flow down to the river.</p>
<p>The viaducts have sump pumps. It is only an issue when there is no electricity and they cannot be pumped out. It should be an easy fix to install emergency generators.</p>
<p>You did not give actual solutions to the problems other than telling us how much it was going to cost.</p>



Rubbertown Community Advisory Council Presentation: March 9, 2017

Presenter: David Johnson

Scribe: Tori Perkins

Attendance: 23

How are fees calculated for commercial properties in comparison to residential properties? When the new buildings are built how are they charged for sewer? Are they charged anything else?

What is the priority behind the billion dollars that's needed?

Why not charge the \$10.00 – MSD never asked our permission to raise the fee any other time?

Where do we compare with the other cities if we add in the drainage fee? Where do we stand? How does Louisville's (sanitary/storm water rates) compare to those in other cities?

Shouldn't businesses be made to pay higher rates for sanitary/storm water service? How is the rate determined between commercial and residential?



American Public Works Association (APWA) Presentation: March 14, 2017

Presenter: Tony Parrott

Scribe: Mary Landgrave and Kim Robinson

Attendance: 40

Is MSD aware of the Water Infrastructure Finance and Innovation ACT (WIFIA) and what efforts are being used to secure low cost capital funds for budgeting?

What's the vision for the aging infrastructure?

How do you deal with replacing and repairing a 90" sewer?

Thinking about flood protection, what storm inundates Morris Forman WQTP?

What has the community reaction been at these meetings?

<p>Urban League Presentation: March 16, 2017 Presenter: Tony Parrott Scribe: Saundra and Gina</p>
<p>Attendance: 13</p>
<p>When you say an extra \$6 on top of the \$4, does this mean an additional \$10 or \$20 on the bill?</p>
<p>What is the plan for expansion of the MFWQTC? How much additional land is needed to expand?</p>
<p>Who could benefit from this expansion?</p>
<p>Does this mean you many potentially abandon the current MFWQTC location and move to or build a new plant?</p>
<p>Assuming that most feel the work should be done now, how will those who can't afford an increase get assistance now?</p>
<p>If a \$10 increase in approved, will this rate continue after 20 years?</p>
<p>With regard to contracts and minority firms, will you have any language in the contracts requiring the hiring of a certain percentage of minority firms?</p>
<p>Is the Shawnee Park CSO Basin project part of the consent decree? Is the basin going to be built at the park entrance or further back into the park?</p>
<p>Is the \$4 / \$6 increase across the board, e.g. for residential and commercial customers?</p>
<p>What's the likelihood of MSD and LWC merging?</p>
<p>What is the reason for the flat increase in water consumption?</p>
<p>How are you going to get the word out to the public about the infrastructure issues?</p>
<p>Will MSD run out of money for the WRAP program?</p>
<p>You mention the large dept. Who is the debt with?</p>
<p>Assuming that you have compared MSD to Cleveland and St. Louis, how can they help MSD with its CRRP?</p>
<p>What kind of bonds are you talking about?</p>
<p>Are there any alternatives to raising rates an additional \$10?</p>
<p>Are you talking more funding on the back-end?</p>
<p>Has a temporary rate hike ever been approved by Metro Council?</p>
<p>Assuming the Federal or State government will not help the community - what is really at stake?</p>
<p>What does the community need to do to protect itself knowing that the US President doesn't care about them or the EPA?</p>
<p>Has MSD looked at any private investors to contribute to the cost of the CRRP?</p>
<p>Which risk does MSD need to address first?</p>
<p>Has MSD presented this to the Newburg area?</p>

If MSD does not get above the \$4 increase, what happens next?

What does the Senior Citizen Program look like now and how will it look with the rate increase and WRAP program?

What would an additional \$3 rate increase look like for MSD? Meaning total increase \$7 instead of \$10?

Can you share any feedback that you received from Metro Council when you met with them on March 14, 2017?

What kind of outreach are you doing across the city to educate the public?

Did you ask Metro Council to help with getting the message out?

Has the entire Metro Council seen this presentation?

What about doing public service announcements?

Do you have a video of the presentation given to Metro Council on March 14, 2017?

I appreciate your presentation very much. It is very informative.

It won't be difficult to support a \$10 increase if people realize that the WRAP is available to them. There is going to have to be an effective effort from the people to sign up for WRAP.

There appears to be a lack of leadership among Metro Council.

The potential for catastrophe is not a matter of is it going to happen - but when is it going to happen.

MSD could get the word out more effectively via radio broadcast.

I have no faith in the Federal or State Government.

Metro Council needs to support Tony Parrott by helping to get this message out instead of using him as the scapegoat.



<p style="text-align: center;">District 9 Presentation: March 21, 2017 Presenter: Tony Parrott Scribe: Celethia Neal and Rhonda Boyle</p>
<p style="text-align: center;">Attendance: 18</p>
<p>What role does state and local government play in providing support/ funding for MSD need for critical repairs?</p>
<p>With the One Water initiative will it cause LWC rates to increase also?</p>
<p>How quickly do we work toward these critical goals? Is it cheaper to do the work now or later?</p>
<p>What is the city/state doing to make changes with the regulations?</p>
<p>I am pleased with the level of service MSD provides as well as the efforts placed on green space initiatives.</p>
<p>GS Office was a great place for meeting. Plenty of parking security and comfort.</p>



<p>University of Louisville Green Engineering and Sustainable Design Course Presentation: March 22, 2017 Presenter: Jordan Basham Scribe: Jordan Basham</p>
<p>Attendance: 13</p>
<p>Did MSD get any federal funding for this work?</p>
<p>Any state funding available?</p>
<p>Do you think sprawl is contributing to problems downtown?</p>
<p>Do you think part of the problem is that people don't want roads, homes, and neighborhoods disturbed as a result of this work?</p>
<p>What department is championing this outreach effort?</p>
<p>Does MSD ever deal with NEPA when connecting existing systems?</p>



Louisville Forward Presentation: March 28, 2017

Presenter: David Johnson

Scribe: Wes Sydnor

Attendance: 35

Does pipe-lining prevent cave-ins?

The sewer on second street, why weren't there incremental improvements?

Do rates in other cities include these critical repairs?

Update on Maple Street?

How much do new sewers cost the ratepayer?

Can UL recycle water with basins upstream of the viaducts?

Can rain barrels and rain gardens solve the problem?

Do you all have emergency response plans?



<p style="text-align: center;">District 6 Presentation: March 30, 2017 Presenter: Tony Parrott Scribe: Sandra Gibson</p>
<p style="text-align: center;">Attendance: 45</p>
<p>What is this going to cost us?</p>
<p>Referencing the Ohio River protection slide - What part of the city does the orange area represent?</p>
<p>What type of benefit do I get if I disconnected my downspouts before receiving MSD's notice about their program?</p>
<p>We really appreciate MSD coming out to share this information. We didn't know about a lot of this stuff.</p>
<p>I have checked out MSD's new web page and I also completed the online feedback form.</p>
<p>I hope that you can come out more often to share information.</p>



Breckenridge Neighborhood Association Presentation: April 2, 2017

Presenter: Tony Marconi

Scribe: No Scribe

Attendance: 7

No questions asked or comments received



<p style="text-align: center;">District 4 Presentation: April 6, 2017 Presenter: Tony Parrott Scribe: June Embers and Tori Perkins</p>
<p style="text-align: center;">Attendance: 9</p>
Has there been any pushback from the meetings?
Do other states/cities have the same Consent Decree (example: Cincinnati?)
Is there a way that MSD and the other utilities can work together when MSD is working on a project to keep cost down (LG&E, LWC, etc)?
Is there a way we can use income tax to pay for the project?
Are there any other examples around the country that uses taxes to pay for infrastructure projects?
If the money was there would MSD be ready (work force) to start the project?
Does it seem like the folks that did the Consent Decree do a very good job?
Would Construction follow Union Protocol or Regular Work?
Should politicians be involved to push this effort?
What about demographic areas that can't afford the increase?



District 20 Presentation: April 10, 2017

Presenter: Angela Akridge

Scribe: Tori Perkins

Attendance: 5

Will the drainage have the same percentage fee increase?

What fraction of debt is the Consent Decree?

<p>City of Hurstbourne Presentation: April 11, 2017</p> <p>Presenter: Tony Parrott</p> <p>Scribe: Sandra Gibson</p>
<p>Attendance: 16</p>
<p>Are you allowed to have any money from tax revenue to help fund the infrastructure needs?</p>
<p>If the local option sales tax goes through, would some of that money go to infrastructure needs?</p>
<p>You were talking about the residential usage rates. What is it for commercial?</p>
<p>Is there rate forgiveness for large plants?</p>
<p>Do residents pay for businesses using the water in our city?</p>
<p>Is there a process when a business moves away where we can redesign the property so that it's not a water run-off issue and can be redeveloped into something useful?</p>
<p>Is J-Town under MSD's jurisdiction – because a lot of their drainage issues affect the Hurstbourne area?</p>
<p>Can MSD do anything to make J-Town abide by retention requirements?</p>
<p>When was the 1-1 ½ retention requirement enacted?</p>
<p>Are the J-Town flooding issues being addressed in the CRRP?</p>
<p>Can you give us any updates on what MSD has done over time to help the Hurstbourne area?</p>
<p>What are the long-term plans for Hurstbourne?</p>
<p>Is the \$4 or \$10 the reason you are here?</p>
<p>How will the \$4/ \$10 affect Hurstbourne?</p>
<p>Are you going to work on things in tandem?</p>
<p>What's your timeline/ next steps?</p>
<p>Does the final decision rest with Metro Council?</p>
<p>How often can you ask for a rate increase?</p>
<p>Have you gotten a feel for where Metro Council stands with the CRRP?</p>
<p>Do you feel you have gotten more support this year than last year?</p>
<p>Can someone from MSD identify the hotspots in Hurstbourne and what dollar factor is involved?</p>



MSD Retiree Club Presentation: April 13, 2017

Presenter: Tony Parrott

Scribe: Sandra Gibson

Attendance: 15

What kind of feedback are you getting from the Mayor and Metro Council?

Does the \$6 cover capital projects or will it also take care of operating expenses?

Who's handling the wastewater maintenance for all of the new development downtown?

What kind of depth are you talking about with the deep tunnel project?

How is the tunnel going to work with the proposed extension of River Road?



Southwest Neighborhood Association Presentation: April 17, 2017

**Presenter: Dave Johnson
Scribe: Tori Perkins/ Dana Price**

Attendance: 8

What causes viaduct flooding at UofL?

The \$4.3 billion is for now, but what if we wait, will it be larger?

Are you going to outsource with workers from this area? If they're out of town who ensures the quality of the project?

What causes the Outer Loop by Pond Creek to flood?

The form lists a \$4 increase through 2024. What do you think an increase would be in 10 years following the 2024?

What if we only get a \$4 increase?

What was the total cost of the Consent Decree?

What does the drainage fee of \$8 on the customer bill get used for?

What is storage?

When did the 4th class cities opt out?

My bill is \$120/month. I know that water and sewer have great value, but most people in the Southwest have an average paycheck of \$50K to \$60K per year. It's hard to make ends meet. Further, Southwest residents are limited on what we have and we want more - restaurants, shopping, etc. We understand we need sewers to help the community grow.

I understand that increases in utilities are a burden on incomes. MSD is asking for an additional \$4 and that isn't nearly as large as the \$20 increase from LG&E. Granted, multiple increases from different utilities do burden the residents.



Russell Neighborhood Association Presentation: April 19, 2017

Presenter: Tony Parrott

Scribe: Sandra Gibson and Shelby Lockhart

Attendance: 10

Reference to "Water Consumption Decrease Chart" – is it combined consumptions (households & hotels)?

It's obvious there's a plan.... the Ohio River is polluted. What is MSD doing to prevent pollution in water systems?

Are you all collaborating with companies like Sprite to hold people accountable or encouraging the use of biodegradable products?

What are you doing besides building crap?

What are you teaching people in the process?

Were black people informed about the Shawnee Park Project?

When you talk about job opportunities – what are you doing to teach about littering or recycling?

How will the advancement of technology help alleviate costs?

Are there job training programs in place or will it be subsidized?

How many projects will be attempted per year?

Is there a priority list of how they're going to go?

<p>Shelby Park Neighborhood Association Presentation: April 24, 2017 Presenter: Tony Parrott Scribe: June Embers</p>
<p>Attendance: 6</p>
<p>Will there still be a \$4.00 increase if everyone is not on board for the \$10.00 increase? Even a low income person?</p>
<p>Referencing low income individuals living in rental property - if they apply for the WRAP, will it be based on the renter's income or the Landlord's income?</p>
<p>Why isn't consumption increasing if MSD is getting more ratepayers?</p>
<p>Please explain the Consent Decree?</p>
<p>What parts of the city are in really bad shape (i.e., street names)?</p>
<p>If we make repairs in sections and leave the rest of the street the same, won't the other parts collapse? Why can't we take the entire street and fix it?</p>
<p>Is this going to help areas along Beargrass Creek?</p>
<p>It seems this should have started yesterday, why didn't it?</p>
<p>What can we do more to get the word out? A lot of people are not hearing this and don't listen to the radio or watch TV.</p>
<p>Why are we not getting a good turnout at these meetings?</p>
<p>Are we going to start the CRRP this year?</p>
<p>When will we see the increase on our water bill?</p>
<p>For the streets that are most detrimental, can MSD put information in residents' water bill about the CRRP? People are more apt to take heed when it they know it affects the street they live on.</p>
<p>What do you want us to do from here?</p>
<p>What are you going to do if one part of the city is on board and the other party of the city is not?</p>
<p>How can we get WRAP information out to the Public? This is going to make a difference in how people make their decision.</p>
<p>The Council District Offices need forms to pass out with information about WRAP to their constituents.</p>



Districts 23, 22, 11 Presentation: May 8, 2017

Presenter: Angela Akridge

Scribe: Wes Sydnor

Attendance: 2

Why do we see crews sitting around in their trucks?

Will the Consent Decree surcharge go away after 2024?

Will the change in prevailing wage impact this plan/ costs?

Is UofL creating their own problems regarding drainage and flooding?

We get complaints about crews being on-site for several hours and only working 20 minutes.

District 12 Presentation: May 16, 2017

Presenter: Tony Parrott

Scribe: Sandra Gibson

Attendance: 23

Is the \$10 increase for wastewater?

Are there any federal funds available to help with the cost?

Are the flooding issues on Gariel going to be addressed?

Why did previous management let the situation get so bad?

With regard to the tunnel project – what’s the purpose and what will be the immediate impact?

Do you utilize TPAs in your contract bidding process?

I applaud you for this and moving forward with the plan.

MSD needs to make a plan to address issues as they arise.



Upper Highlands Neighborhood Association Presentation: May 17, 2017

Presenter: Tony Parrott

Scribe: Wes Sydnor

Attendance: 25

No questions asked or comments received



Louisville Democratic Club Presentation: May 18, 2017

Presenter: Tony Parrott

Scribe: Sandra Gibson

Attendance: 2

What has been put in place to address affordability?

How will WRAP impact the increase?

Who on the Metro Council is currently in support of the CRRP?

How many Metro Council votes do you need to get approval for a rate increase?

Who on the Metro Council is not in favor of the CRRP and rate increase?

It's a no brainer that this is something that most people know is needed.

Building Owners and Managers Association Presentation: May 23, 2017

Presenter: Tony Parrott

Scribe: Sandra Gibson

Attendance: 22

How long is the legacy plan, 20 yrs, 30 yrs?

What is it currently designed for?

What happens if the community doesn't comply with the federal mandate?

When you developed the CRRP and the additional \$4/\$10, did this include inflation?

With regard to the tunnel project – what's the purpose and what will be the immediate impact?

Do you utilize TPAs in your contract bidding process?

Does the Corps of Engineers have anything to do with pump stations?

Will new pump stations be more energy efficient?

Is it a reality that new infrastructure will have the same life expectancy as the existing infrastructure?



District 2 Presentation: May 23, 2017

Presenter: Tony Parrott

Scribe: Gina Davis

Attendance: 14

If the \$4 or \$10 is not approved, what's the next step?

MSD has lost a lot of credibility in the Newburg Area. We would like straightforward answers to issues instead of the runaround.

Appendix E

3. Comments/Questions Received by Topic

All comments and questions recorded at meetings by the scribe and submitted online via the Community Input Form were organized by reoccurring topics. This was a subjective process meant only to provide ease of review of the comments.

Those topics are:

- Consent Decree
- Rate relief
- Rates
- Funding
- Critical Repair & Reinvestment Plan specific projects
- Economic impact
- Environment
- Public outreach
- Other

Comments are further organized by comments at presentations, questions at presentations, and comments from the Community Input Form.

Consent Decree
Comments from Presentations
Infrastructure risk is more important than sewage mixing with drainage risk.
Consent Decree - not a lot of give in terms of what gets done and by when.
Questions from Presentations
Will combined sewers turn into a separate sewer?
When did the EPA start mandating separation of combined sewers?
Under Consent Order, are we improving water quality? Who is monitoring/ reporting?
With the change in Washington, is there any chance to waive the Consent Decree?
Isn't the risk to the infrastructure more of a risk than the mixing of sewage?
How many gallons of stormwater are entering the system today, and what is our target on a neighborhood level?
Are basins still happening?
How do Louisville's rates (currently and with the \$10/month increase) compare to those of other cities with a Consent Decree?
What is the consent decree?
Is Beargrass Creek part of the Consent Decree?
Is the Shawnee Park CSO Basin project part of the consent decree? Is the basin going to be built at the park entrance or further back into the park?
What type of benefit do I get if I disconnected my downspouts before receiving MSD's notice about their program?
Do other states/cities have the same Consent Decree?
Does it seem like the folks that did the Consent Decree do a very good job?
What fraction of debt is the Consent Decree?
How is the tunnel going to work with the proposed extension of River Road?
What kind of depth are you talking about with the deep tunnel project?
What was the total cost of the Consent Decree?
Please explain the Consent Decree?
Comments from Community Input Form
I think the fact we got ourselves into the Consent Decree situation should serve as a warning to the consequences of ignoring the problems facing our flood and sewer infrastructure.
I believe the projects and problems must be prioritized. I believe we need to look at repair/upgrade options for those projects that can allow us to buy time to focus on more critical issues/projects first. While not looking at these repairs as long-term solutions but only as a way to manage the overall upgrade and replacement of the system. I believe we must begin this process as we continue to work toward the meeting the guidelines of the Consent Decree and to combine the two whenever possible.

Comments from Community Input Form (Consent Decree -Cont.)

We have spent phenomenal amounts of money because of the decree. Let's take a break, and reevaluate after this massive spending is complete.

My home has personally been flooded by combined sewer overflows and it is critical that we as a community address these issues.

I do support either a reimbursement or reduced residential rate for residents within CSO areas that disconnect their downspouts or install some form of storm water infiltration practice.

Accelerate the consent decree, put that behind you, ahead of schedule. Let outside sources fund the rate relief program. Concentrate on the most urgent needs and work on your plate. Being at 45% of the consent decree 10 yrs in with 7 yrs 55% of program indicates we are behind at this point

Can increase be vamped up as consent decree comes to close?

Rate Relief
Comments from Presentations
Need to provide relief for families already dealing with financial burdens.
It won't be difficult to support a \$10 increase if people realize that the WRAP is available to them. There is going to have to be an effective effort from the people to sign up for WRAP.
The Council District Offices need forms to pass out with information about WRAP to their constituents.
Questions from Presentations
Some of the initial push back from Metro Council was the impact on facing low income households. You have a slide that addresses that threshold. Have you been able to test this on any of the council members that gave the push back to see if that satisfies their concerns?
With 28% of the Louisville community considered to be below the affordability threshold, have you looked at other cities to see what they are doing to address this issue?
Is it safe to say that MSD doesn't know at this time how the funds will be allocated in the Rate Relief Fund?
Assuming that most feel the work should be done now, how will those who can't afford an increase get assistance now?
Will MSD run out of money for the WRAP program?
What about demographic areas that can't afford the increase?
Referencing low income individuals living in rental property - if they apply for the WRAP, will it be based on the renter's income or the Landlord's income?
How can we get WRAP information out to the Public? This is going to make a difference in how people make their decision.
Comments from Community Input Forms
Unfortunately with our socioeconomic segregation in Louisville, the oldest parts of the system which require the most work are also those areas of the city with the lowest and fixed incomes. It is all part of the SAME system, so it is unfair to burden those in the areas with the most need with the rates that reflect the needs of their part of Louisville. This also goes back to charging higher rates to add new needs to the system to help off-set the costs of maintaining existing infrastructure.
Don't know the criteria for the rate relief expansion details.
I don't know how I feel about rate relief. How many people/what % of our population falls in this category?
Can you offer lower increase to fixed-income homes?
No rate relief.
Rate relief program is good, but expansion is not necessary (just my opinion)
No opinion on rate relief at this time

Comments from Community Input Forms (Rate Relief -Cont.)

Rate assistance programs have laudable goals and good intentions, but are misguided. The utility bill is a bill that should be paid first. People who need assistance should get it through other government hand out programs and the utility should be out of the social engineering business

The senior discount comes with a catch-The gross \$35,000 cap is cruel, give the rising cost of living. Isn't "fixed income" enough to help out a little bit

I only support the rate increase if there is expanded rate relief

Not going to answer whether rate relief is good or bad

Not sure on rate relief

I support the rate increase but only if prorated for low & middle income families/households. I guess that happens via the rate relief program? Should have to pay some, just proportional to income

My understanding many communities in Eastern Ky are having issues with funding in infrastructure improvements because customers cannot pay bills because lack of jobs with coal mine industry shut down. MSD should recognize effects of rate increase on poor and fixed income if there programs are to succeed.

I would be willing to increase to \$12 per month more to help offset lower income rates, whether it is through the rate relief program or through other means. This is a very important issue in our community and needs to be addressed as soon as possible.

It is necessary to ensure the impact of necessary increases are muted for those already feeling the sting of other utility increases, and associated burdens. Criteria beyond the federal standards should be examined to offer further support to citizens that may be negatively impacted as tenants and not just property owners.

How exactly does one apply for the Rate Relief Program? How can you justify raising the rates of others to pay BILLIONS of dollars for improvements, and how do you figure you can give relief to others?

Wondering if the funds for an assistance program are adequate to meet most of the anticipated need among Louisvillians?

Mainly seniors should be provided rate relief.

I support deferred cost assistance for elderly & indigent

My support of #3 is conditional contingent upon the health and longevity of MSD's rate relief program. If that program runs out of funding it will create a serious burden on those who rely on it.

Relief should be provided where warranted.

I believe accountability is needed for the rate relief Program with stringent oversight of those on the program.

Comments from Community Input Forms (Rate Relief - Cont.)

Although federal guidelines will not include anyone with income over \$12,000 and there again you leave out young poor families, retirees, and single working women. I suggest age being the only criteria as most have paid into the system all their lives. Stop fees/taxes for life!

I don't like entitlement (rate relief) systems- but if we have them they need to be fair and consistent.

The federal criteria are too lofty.

The \$4 per month (\$8) 2 month bills, will get MSD started. It may help low income families to understand the need for the renovations of our sewer/flood system and not be too large an increase.

I see the need, understand why, I just know the limits of my constituents' financial reality with rate increases from every other utility as well as just increases in the cost of living across the board. I say get thought & complete the required work to meet the decree & pray no catastrophic events of a large magnitude happen in the next 7 or 8 years.

I am Joshua Bland of the business club at Simmons college of KY. The club finds MSD as a very impactful company. We support and would like to help intensively through a partnership. WRAP is a very good assistance. Contact by email or 502-536-4728

If #4-the first option is met (rate relief program) If not then I would prefer increase of not more than \$4 a month.

I disagree with this because this only helps people that are getting assistance and most of the older people won't gain from this. Federal criteria will say that most retirees have too much money.

EVERYONE should pay their fair share.

Rates
Questions from Presentations
What does the \$10 a month mean?
Is the \$10/month increase just for a year and goes back down after the year?
What's the exact total of the \$10/month over the 12 month period? Is this communitywide?
If the sewer bill is increased by \$5, how long would it take for this increase to address the needs?
Does the 6.9% rate increase need Metro Council approval?
Will the 6.9% rate increase address the failing infrastructure issues?
What rate is needed to address the failing infrastructure issues?
How do you stair step this challenge to make it economically feasible for everyone?
Can MSD provide a timetable for allocation of the rate increase per type of customer?
How much will this cost for 20 years?
Where is your transparency with respect to how dollars have been spent?
Can we guarantee that the current estimate will not increase?
Why has the MSD portion of the bill doubled? Why is it rounded to the nearest thousand gallons? Surcharges?
Why are you asking the general public to subsidize the cost of infrastructure projects where problems are being caused by large parking lots and development?
Where are our dollars being spent? Who is getting rich off of the community investment?
What are rates paying for? If bonds, why aren't we buying bonds now at record lows and factor in long term debts?
Once all of this is complete will the rates drop?
Anyway to make the increase more incremental?
How are fees calculated for commercial properties in comparison to residential properties? When the new buildings are built how are they charged for sewer? Are they charged anything else?
Why not charge the \$10.00 – MSD never asked our permission to raise the fee any other time?
How do our rates compare with the other cities if we add in the drainage fee? Where do we stand now?
Shouldn't businesses be made to pay higher rates for sanitary/stormwater service? How is the rate determined between commercial and residential?
When you say an extra \$6 on top of the \$4, does this mean an additional \$10 or \$20 on the bill?

Questions from Presentations (Rates -Cont.)
If a \$10 increase in approved, will this rate continue after 20 years?
Is the \$4 / \$6 increase across the board, e.g. for residential and commercial customers?
What is the reason for the flat increase in water consumption?
Has a temporary rate hike ever been approved by Metro Council?
If MSD does not get above the \$4 increase, what happens next?
What would an additional \$3 rate increase look like for MSD? Meaning total increase \$7 instead of \$10?
With the One Water initiative will it cause LWC rates to increase also?
Do rates in other cities include these critical repairs?
How much do new sewers cost the ratepayer?
What is this going to cost us?
Will the drainage have the same percentage fee increase?
Gradual rate increase
MSD should reorganize & prioritize their budget to meet those critical repairs & wastewater, stormwater & flood protection needs. Trim other parts of the budget & examine efficiency and economy in there admin costs & the crews they send out to fix neighborhood flood mitigation. If I saw action taken towards these items, I might support more than 4% increase.
You were talking about the residential usage rates. What is it for commercial?
Is there rate forgiveness for large plants?
Do residents pay for businesses using the water in our city?
Is the \$4 or \$10 the reason you are here?
How will the \$4/ \$10 affect Hurstbourne?
How often can you ask for a rate increase?
Does the \$6 cover capital projects or will it also take care of operating expenses?
I understand that increases in utilities are a burden on incomes. MSD is asking for an additional \$4 and that isn't nearly as large as the \$20 increase from LG&E. Granted, multiple increases from different utilities do burden the residents.
My bill is \$120/month. I know that water and sewer have great value, but most people in the Southwest have an average paycheck of \$50K to \$60K per year. It's hard to make ends meet. Further, Southwest residents are limited on what we have and we want more - restaurants, shopping, etc. We understand we need sewers to help the community grow.
What does the drainage fee of \$8 on the customer bill get used for?
What if we only get a \$4 increase?
The form lists a \$4 increase through 2024. What do you think an increase would be in 10 years following the 2024?

Questions from Presentations (Rates - Cont.)
Will there still be a \$4.00 increase if everyone is not on board for the \$10.00 increase? Even a low income person?
When will we see the increase on our water bill?
Comments from Community Input Forms
I support an increase in all rates to help cover the cost of these projects. I believe that increase should be based on extensive study including all efforts to minimize the increase requirement. I think there should be significant study and thought put into the connection fees and service rates charged for projects that add additional needs to the system, such as additional developments and subdivisions and these should be used to help off-set the cost of upgrading the existing infrastructure.
I only had 2 choices so I had to pick 1, but I need more information. Is the \$ per month a fixed or set fee per household regardless of usage, or is it an average rate increase based on consumption?
\$10/month means \$20 per billing period. That seems a little steep, considering LG&E is also talking about a significant rate increase.
How will you protect the money dedicated through the increase in rates?
The \$10 monthly increase needs to be spread over a long time period to lessen the impact of those who cannot afford that amount
Just a suggestion...but you could add "for up to one year" so folks understand there's and end date to the rate increase.
I would prefer a larger increase in the commercial & industrial rate to fund renovation on the system. A more gradual increase for consumer. **Why is there less consumption?* I think too large an increase will deter relocation possibly.
Why a rate increase now? Why not earlier and continuous
Blatant attempt to justify a large increase in fees when past performances in efficiency in spending. No increase should be allowed without clarity and accountability of ALL spending to the public. Slated working of survey questions. What are you doing w/\$ collected from run off? NO NEW FEES USE WHAT \$ YOU HAVE MORE WISELY
The increase of \$10 a month is really too low and will lead to higher costs later
Rates should have been raised yrs ago instead of waiting to the end. But I guess this \$4 should cover the cost of the new contract raises. And now for a change the hourly employees are getting a fare pay increase. Or at least the ones that actually do the work. Too bad the management didn't take the brunt of it as hourly employees did for years. Thx Bud.
I would support a low rate increase but MSD has to prove that they are doing their own internal tasks to lower their operating expenses. Payroll and benefits for MSD employees is way over other governmental agencies. Look at that, make changes, and lower costs that way.
Pay now or pay later.
Not going to answer good or bad (rate increase)
Rate increases without feedback causes a belief that nothing is being done.

Comments from Community Input Forms (Rates - Cont.)
Is the intended increase to be based on water usage? I would think a flat fee for residential with its own line on the bill for critical repair plan, maybe something to consider.
The established residential fee is high enough!! Why not put the price on new home, new resident complexes, industry, etc. Every time a sq. ft. of grass is removed it adds to run off situations. There is no plan so development should pay for the plan
Sanitary sewer billing rates should increase given lower water consumption and long term capital needs. Only makes sense given the major long-term benefits. Also increase in stormwater rates.
Equity in payment beyond every one paying the same. It seems that we may need a payment system that is based on ability to pay perhaps based on ones PVA valuation
Do current rates collected by MSD go toward the consent decree? Can specific funding go towards 1. Consent decree 2. Flood protection upgrades 3. Infrastructure upgrades concurrently in order to begin tackling these issues?
Louisville Metro has had an obligation to protect the community from preventable flood events. MSD must be given the resources necessary to perform this duty. I support rate increases to protect people and property
Strongly support whatever rate increase is required to address critical infrastructure needs. Delay will result in significantly higher costs in the future.
Current rates should address sewer infrastructure
It is embarrassing and shameful that the city of Louisville will not increase rate to protect the city, its businesses, its residents and the environment. It is obvious these increases are necessary and they should be approved.
I can't tell from the broad overviews I can access here if any money is included to expand sewers to communities that currently do not have them. I would gladly pay the extra \$10 a month to upgrade existing infrastructure and additionally almost any amount to get sewers in my neighborhood in Eastwood. I have a septic system with a very small leach field. It's unsanitary, and amazing in 2017. Sewer lines are on Shelbyville road, only a tenth of a mile from my home. All of these projects are important for the health and sustainability of our city.
Putting off our required investments only kicks the can of obligations and needs and increases the costs to taxpayers.
I support the increase proposed, but ONLY if priorities are matched to aboveground infrastructure improvement needs, and they are financed in a coordinated manner. Citizens need to witness investment in livability infrastructure and associate it with investment in often unseen, yet critical stormwater, wastewater, and flood protection infrastructure.
I believe this is badly needed, but unfortunately our politicians fear any increased cost for their constituents. They will likely wait until the matter becomes a crisis and will cost much more to repair than a well-planned system.

Comments from Community Input Forms (Rates - Cont.)
I do not support an increase in residential rates at all. I believe that we are often overcharged as it is, and my household (like most) is on a very tight budget. Prices go up, up, and up, but yet the number on the paycheck does not. I'm sure there are plenty of profits that are made every single time a resident pays a bill; that money should be used FIRST, to make improvements, not line another businessperson's bank account.
But it does not give the plan adequate funding. I would bite the \$10
I have seen the flooding, lost a car in 2009 due it a waterfall at Tyler Park. I realize you can't keep deferring infrastructure repairs. I think any rate increase should be incremental, but I understand we should not delay repairs. (If you want it, you gotta pay for it)
I support a rate increase with reservation-Where does it stop? I am sure you have heard this.
I want all fixed. \$6 a month more would be ok, but you know it will not go back down. It will go up again in a year or two and again in a few more years.
Making your customers pay for really bad company management. "AFTER ALL THIS TIME" you, MSD, should have been upgrading all systems over the many years since the "CIVIL WAR".
I do not support any increases to my MSD bill. The cost of the MSD services already dwarfs the Louisville Water Company's services.
Let's be fair. In 2000 MSD made the decision to add service to Southwest Jefferson County whether we could afford it or not. I had to take a 20 year loan just to be able to afford as many of us did. The cost was \$5000 per house plus interest plus \$2000 for a plumber to connect. Basic cost \$7000 + the interest. AS you state the infrastructure has been in place since the 40s and 50s. That was 50-60 years before we had the services. No one helped southwest residents pay our costs. Be fair and charge less to us and more to the homes all over Louisville who had use of the system for the first 50-60 years. I realize we are all in this together now but let's put the bee on those who have gotten the most out of the current infrastructure.
Per 6 months
All good stuff! Maybe find a way to increase rate based on income. So as not to increase burden on those paying 52% of income for wastewater.
\$10/month is a small price to pay compared to the public health and safety risks. I fully support the higher rate.
We do not need any additional charges at this time. One project at a time should be sufficient.
In one year my bill for the exact amount of water usage my bill has increased 10% from \$115.48 to \$127.22 per billing cycle. Amounting to \$70.44 per year which at the current increases equals to an additional \$704.40 per year in ten years. This makes water a luxury.
Surcharges are already a ridiculous amount. MSD needs to learn how to budget as almost everyone must do. I am on a fixed social security income and, as you may be aware the COLA we receive was used to pay for an increase in Medicare which leaves us with a net zero increase and you are only one of many who are asking for increases.
\$10/month extra is a minimal investment when you look at it in regards to how much people spend on cellular and television services, two items that aren't critical for sustaining life like clean water is.

Comments from Community Input Forms (Rates - Cont.)
The longer this is put off the more money it will ultimately cost. We should be proactive.
I am in the construction materials business. I understand critical versus preventative maintenance. However, the proposed 2017 increase of 23% is untenable. There has to be a PM solution, stepped per year to achieve our goals
I'd look at a higher increase for industry.
I support rate increases that address Jefferson County's triaged Water and Sewer needs.
I support a zero \$ increase
I support an improved measurement of current revenues & expenses while building a reserve for long term maintenance and replacements. Viaducts flood w/ 3" rain-MSD long term resource [MSD Note: comment ends here]
When would this rate hike expire? What I would not like to see is continued increases to fund temporary needs that NEVER expire.
Pricing the public out of the need of water! Drainage is tied to water consumption!
WE PAY TO WAY TOO MUCH TAXES AS IT IS!! NO NO NO
You should increase city income taxes on a sliding scale to pay for this, not charge every household equally. Why should people making minimum wage have to contribute the same amount as people like Papa John?
It appears that due to lack of prior adequate management we are now faced with extra costs. We have no choice and need to fix what is broken; however, we should defer extra costs as much as possible. Bills keep going up but my pension and Social Security are fixed.
This needs to be done, and we shouldn't delay any longer.
I believe that rates for industrial/commercial should be increased an additional 8% over the current proposed proportional increase for residential rates
I understand broken pipelines and corrosion. Instead of making the citizens pay, reduce the salaries of MSD management and staff, as well as stockholders. The lower classes can't even get a minimum wage increase, so no the cost, for repairs, needs to come from you.
I do not like the options offered here. Why do residents have to pay for the repairs of businesses?
We can't afford all of this at this time and so quickly.
I only checked this box because you did not offer the option of no increases. I prefer no increases.
Would increase be permanent, is there any tax relief?

Comments from Community Input Forms (Rates - Cont.)
\$6 per month
We are paying so much in fees for these repairs and mitigation already. I think there is only so much an independent homeowner can bear financially. Ideally everyone would like to have these repairs done right away, but we all have to be realistic.
Are the numbers in #3 subject to yearly increases or in addition to the usual increases?
Would support a 1% tax for the \$4 in 3B in investment with a 20 year target. But a formal annual report on progress & when \$4 3B collect-Tax goes away.
My question is why should there be an increase and we're not getting the service, why increase
If #4-the first option is met (rate relief program) If not then I would prefer increase of not more than \$4 a
month We are biting off way more than we can chew, and that most of the populace can ill afford.

Funding
Comments from Presentations
MSD should consider adding a donation option to their bill like LG&E. Wouldn't hurt for MSD to research how much revenue LG&E is receiving.
Concern about the amount of interest on the debt that we are paying when only a portion of rates are going to capital projects.
Questions from Presentations
Where is the money going to come from?
Can MSD somehow raise the money?
Bonded indebtedness and how does that factor into the situation?
The money that you are "taking" monthly, is that going to pay the bonds?
Wonder if MSD can ask large companies in Jefferson County to contribute to the cost?
Is the P3s (public-private partnerships) an option for funding sewers other than through rate payer funds?
How much money will MSD save if the Prevailing Wage repeal is passed?
Can MSD do a study of the impact of Prevailing Wage repeal on the 20 year facility plan?
Is it true that your only source of revenue is from the rate payers?
Are the EPA dollars revolving dollars that will come back around?
Is MSD aware of the Water Infrastructure Finance and Innovation ACT (WIFIA) and what efforts are being used to secure low cost capital funds for budgeting?
You mention the large dept. Who is the debt with?
What kind of bonds are you talking about?
Are there any alternatives to raising rates an additional \$10?
Are you talking more funding on the back-end?
Has MSD looked at any private investors to contribute to the cost of the CRRP?
What role does state and local government play in providing support/ funding for MSD need for critical repairs?
Did MSD get any federal funding for this work?
Any state funding available?
Is there a way that MSD and the other utilities can work together when MSD is working on a project to keep cost down?
Is there a way we can use income tax to pay for the project?

Questions from Presentations (Funding - Cont.)
Are you allowed to have any money from tax revenue to help fund the infrastructure needs?
If the local option sales tax goes through, would some of that money go to infrastructure needs?
Comments from Community Input Forms
Not to be political either way, but Trump said big spending on infrastructure is on the way, so perhaps that could potentially help here; I will write my preferred State representative about this.
Work on answering the questions of how to do it faster and bonding more at these historically low rates.
Serious consideration should be given to applying a major portion of the city's current budget surplus to pay for MSD's critical repair & reinvestment plan.
Can MSD-LG&E & Time Warner Cable come together and make infrastructure updates together at some of the same sites to fracture the costs? Can Jeff. Co pass a tax on cell phones, cable TV/internet bills? (Since people seem to value these services than value on water/sewer. Bonds. Federal government-what responsibility does Fed have to infrastructure?)
I would support the comment about borrowing the money to start work right away, through bond markets. I would also support an increase to pay it back.
I don't understand how one can legally capitalize 30 million dollars in overhead and not call it operating expense. Please explain.
The borrowing strategy seems to call short term debt long term debt, and by analogy, is like paying off one credit card with a new one. It seems like an unsustainable strategy
Many utilities have experienced great success and cost savings through privatization efforts. Have you considered privatization?
Alternative financing options need to be considered, P3, prevailing wage were passed to address issues just like there's. Additionally other cost saving methods (operational efficiency) should be used if they aren't already. Using these methods should reduce the political risk for politicians & the burden on consumers.
At this time I request MSD give the full cost capital construction plus financing. It's not a \$4 billion project it's at least \$8 billion. Who will purchase the tax exempt bonds and what interest on the borrowed money? Why hasn't a parking lot [MSD Note: comment ends here]
Although I fully support our community needs and the costs involved, I hope there can be more of a public/private partnership, Especially in CSO areas. I think the use of private property (i.e. parking lots) can help get more bang for the buck by providing greater storage and deeper storage more prone to infiltration
Take surplus money city always has and put on sewers
I wonder if we couldn't open the bond issue up to ordinary Louisillians (Sub-Institutional) to help fund this rate relief program. A LA War bonds/Victory Bonds
I would be interested to hear how a buyout program of high flood risks properties compares to proposed improvements economically.
Metro council should come up with alternative sources of funding beyond just increasing rates
Developers should pay more. Support for converting rural land to desert land.

Comments from Community Input Forms (Funding -Cont.)

This question is designed as a final outcome rather than what could be a new approach to gain the outcome that is needed to be successful; therefore

I would prefer less than a \$4 per month increase, in light of the fact you have been making 6% increases every year for that last 6 years. Look to the federal and state government, clean water grants etc., to help more so the burden of this grand cost is not left on the shoulders of residents; industry should pay more because they have been contributing to some of the problems for years. Stop local developments we don't need or can't pay for (YUM<YUM<YUM)!

Critical Repair & Reinvestment Plan/ Specific Projects

Comments from Presentations

Appreciate the work on the formal report.

We discussed having another meeting with the chair of the University of Louisville's Urban Planning and his faculty, who stated that he felt that his staff would be very interested and would like to discuss this plan.

Beargrass floods a lot.

Questions from Presentations

Do you know exactly what you're going to do or does this procedure determine the outcome of what you want to do?

Referencing the 2nd St. Stone Sewer; What do you plan to do there?

The Bubble; is that a part of 2nd street sewer line? Will it be addressed, too?

You mentioned something about Morris Forman and a total solution. What does that mean?

With regards to viaducts, what does MSD plan to do?

Where will the tunnel be built?

On investment of the future - do you see the investment being made in Morris Forman as a way to ensure perpetuity?

Assuming that a major increase is approved, what projects would get done in a 5-year window?

How does MSD plan to address the sinkhole issues around the Crums Lane area?

Does the \$4.3 billion include a plan to improve the Floyds Fork area?

How does MSD decide what neighborhoods want versus what is economically feasible?

If work starts as planned, when will work be completed?

If we got dollars approved tonight, when would work start?

Older areas of the community have more problems than newer areas and infrastructure in the county, so will funding be distributed toward these older areas?

What work has MSD done along Beargrass Creek to help alleviate flooding issues?

What is the priority behind the billion dollars that's needed?

What's the vision for the aging infrastructure?

How do you deal with replacing and repairing a 90" sewer?

Thinking about flood protection, what storm inundates Morris Forman WQTP?

What is the plan for expansion of the MFWQTC? How much additional land is needed to expand?

Questions from Presentations (CRRP Projects - Cont.)
Who could benefit from this MFWQTC expansion?
Does this mean you may potentially abandon the current MFWQTC location and move to or build a new plant?
Assuming that you have compared MSD to Cleveland and St. Louis, how can they help MSD with its CRRP?
Which risk does MSD need to address first?
How quickly do we work toward these critical goals? Is it cheaper to do the work now or later?
The sewer on second street, why weren't there incremental improvements?
Update on Maple Street?
If the money was there would MSD be ready, in terms of work force, to start the project?
Is the Tunnel Project funded?
If you get the full \$10 increase, how long will it take to make the improvements?
If you had to choose what is the #1 priority or most immediate to replace, what would it be?
What is next besides the Consent Decree?
Are the J-Town flooding issues being addressed in the CRRP?
What are the long-term plans for Hurstbourne?
Are you going to work on things in tandem?
What's your timeline/ next steps?
Have you gotten a feel for where Metro Council stands with the CRRP?
Do you feel you have gotten more support this year than last year?
What causes the Outer Loop by Pond Creek to flood?
The \$4.3 billion is for now, but what if we wait, will it be larger?
How many projects will be attempted per year?
Is there a priority list of how they're going to go?
Is this going to help areas along Beargrass Creek?
Are we going to start the CRRP this year?
For the streets that are most detrimental, can MSD put information in residents' water bill about the CRRP? People are more apt to take heed when it they know it affects the street they live on.
What are you going to do if one part of the city is on board and the other party of the city is not?
Comments from Community Input Forms
Looks reasonable. (Critical Repair & Reinvestment Plan)

Comments from Community Input Forms (CRRP Projects - Cont.)
I loved the idea of preparing for the reinvestment plan
Does the study which has been used to establish replacing infrastructure take a forecasted need of the MSD coverage. How far out in the future? What benefit does the Army Corp of Engineers study bring to the study that is the basis of future budget? How quickly will fix impact flood insurance?
This is a critical issue to our community and must be addressed now - not later- to avoid future additional costs from failures.
I think we do it with 30 year ????
We live outside of Louisville but we own 18 properties in Louisville. We need you to protect our city from the damage this would cause.
Problem is delay - get it started ASAP. Hope there are shovel ready - Feds want projects to do now. McConnell should be able to get Louisville to top of list
Wow I had no idea. Very informative. I support the critical repair & reinvestment!!!
We must get ready now for the future
Needs to happen now (Critical Repair & Reinvestment Plan)
We can no longer afford to continue to "kick the bucket" down the road. We need to act now while interest rates are at an all-time low.
I have no opinions on the above questions. What I want to say is, we need sewers where we live. We need them desperately. Our neighborhood is low, swampy, and is slow to drain. In the winter our yard stays full of water and the septic system slows to a crawl. (Everything is fine in the summer, unless there is a heavy rain.) We have asked MSD, begged, signed petitions, and at one time were assured that we would have sewers no later than 2008. Please help us and others like us before you take on other projects. Thank you for your time.
This investment is critical for a greatly underpriced resource largely taken for granted. In a world where we pay 2 dollars for 12 ounces of bottled water and 5 dollars for warm milk from a coffee shop, 30 cents a day is not too much to ask for the children and for our future.
It is pay me now or pay me later, with interest. Anyone that understands finance can see that MSD is heavily leveraged and the bubble will burst soon.
Does not agree that the risks to public health and safety are as great as presented
Get with boots on the ground for developing cost effective repairs and new equipment needs instead of outside engineering screwing it up and MSD coming back in to fix it properly the second time around.
Rather than putting a band aid on an issue go ahead and make the correct repair the first go around. Too many instances I've seen this go on for yrs and yrs.
Proper treatment plant operation instead of the minimal equipment in service will lead to cleaner water ways. Which is part of the issue with Floyds Fork water quality that was reported last yr after rain events.

Comments from Community Input Forms (CRRP Projects - Cont.)
Onsite inspectors are just that. Onsite. You can't have an inspector working 3-4 jobs at once. Contractors cut corners and Force mains get installed incorrectly which fail more frequently.
Issues with new installs are under contractor warranty. Hold them to it until it is fixed correctly instead of not addressing the issue to the end. Too many times I can mention where this is not the case.
Let's replace all wastewater and stormwater piping that is at least 10 years old.
I believe that things are being exaggerated in order to bully our representatives into approving a massive rate increase that people simply cannot afford.
sounds like a lot of expense that we will have to pay for
It is February 2017. Louisville has infrastructure dating back to the Civil War, early 1860's. I'm impressed by the longevity however, it's time for an upgrade.
Not going to answer good or bad (Critical Repair & Reinvestment Plan)
With the unpredictable storms due to global warming we need new flood infrastructure now
Please address the S 2nd St flooding between Magnolia & Burnett & the flooding on Magnolia between 2nd & 3rd!!
What is needed instead of procrastinating, making things worse.
1700 block of Eastern Pkwy floods when it rains now. Traffic is too heavy now for residents to clean over the sewer grates. These need to be cleaned of debris on a regular basis. Culverts along roadway needs to be cleared off silt/soil so home owners front yards do not flood w/moderate/heavy rains.
Based on presentations, you should stop explaining service areas into counties and take care of what you have. Basic message needs to be adjusted/fine-tuned in areas of development. Not reasonable to allow increased development/expansion in areas that currently flood w/ 3 inches of rain. you are making [MSD Note: comment ends here]
Son at U of L, would like to see focus on old Louisville/U of L/Downtown
It is critically important to replace and repair the waste water infrastructure as soon as possible for health reasons and future development and growth of county.
Being a river city I realize our infrastructure is truly out dated. (1860's) So we do need to act.
Prefer to fix now rather than burdening the next generation
Sooner the better
System cannot wait. If nothing done there will be loss of property and increase costs.
This must be made a priority over things like sports stadiums. This is a state and City wide issue and should be tackled as such.
Let's get going. The sooner the better to keep costs as low as possible. I believe it is our duty to fix the problems that we have created and not leave them for our children to deal with later.

Comments from Community Input Forms (CRRP Projects - Cont.)

Community investment in our stormwater, wastewater, and flood protection systems is critical. We can also coordinate investment in these crucial areas to make gains in needed aboveground infrastructure maintenance. Through this coordination, the community can better understand and recognize the critical nature of MSD's investments - and link them to positive outcomes in infrastructure citizens visibly interact with daily.

We citizens owe our support to MSD in their endeavor to help protect our community's health and safety as it provides stormwater, wastewater and flood protection. MSD owes our community the best outcomes for public investment in our infrastructure. These best outcomes can only flow from coordinated and strategic investment aligned with: Metro Public Works efforts; Green Infrastructure Master Plan implementation; complete streets integration; transit investments; sidewalk / roadway investment and maintenance; and development of urban pathways, bicycling facilities, and urban waterways. These coordinated investments must continue to be completed in a strategic and equitable manner that focus on outcomes that accomplish more than one goal at a time. Weaving these infrastructure investments into the integrated goals of the community is exactly how to gain the citizen understanding and support that MSD desires for its necessary investment in critical needs in O&M for and other critical investment needs under the IOAP.

No one wants to continue cleaning out flooded basements and redoing them. No one wants to keep buying new cars when theirs is stuck in high flood waters.

It has to be done. No one likes it but our future depends on it. Infrastructure!

Clifton Basin should be called Clifton Heights Basin. Area off Brownsboro Rd (basin) needs trees on grass by large fence.

Have to do this and do it now. I am so grateful to MSD for all the work they've done to even identify the what and how of what needs to be done. Completely on board & will be an advocate for this plan.

I agree that it's better to repair the issues now. Thanks for the presentation.

Please consider including the neighborhood of Riedlonn (in Clifton Heights) when looking at neighborhood flooding issues. We do not have gutters. Rain from the streets pools in our yards and driveways and often doesn't make it to the catch basins. Our yards already absorb rainwater because we have disconnected our roof downspouts from the sewer lines. It is a particular problem when ice dams occur, which frequently happen at the catch basins. The catch basins are old, and smell like sewage. Clifton Heights has some modest gutters along the sides of Cleveland Blvd. that channel rainwater to the catch basins. Those would help in Riedlonn.

As a former facilities manager at the University of Louisville and Murray State University, I am keenly aware of the urgent need for investment in our aging infrastructure. I have personally experienced catastrophic failures of deferred maintenance on aged infrastructure and how it can be much more costly to make retroactive repairs rather than invest in a proactive/preventative plan. I fully support the critical repair and reinvestment plan that Director Parrott and the MSD leaders are putting forth and urge the general public to get behind the funding plan to support these absolutely necessary actions in order to move us from a reactive maintenance approach to proactive.

<p align="center">Comments from Community Input Forms (CRRP Projects - Cont.)</p>
<p>Catastrophic failures are already occurring, and they will continue at a higher frequency if MSD is not provided the adequate funds to address these public health and safety issues.</p>
<p>Just to reiterate - this is a necessary journey for the community to embark on. We can't keep pushing infrastructure repair and replacement "down the road". The more we do that the more expensive it ultimately becomes.</p>
<p>This plan is a very good step toward improving our aging storm and sanitary infrastructure, and I believe it is critical not only to improve our public health and safety, but also critical to maintaining economic growth and quality of life in our community.</p>
<p>We can't continue to defer on repair and replacement to critical infrastructure...that's what got us to this point in the first place.</p>
<p>Other schedules are possible</p>
<p>Until ALL areas of Metro Louisville are covered with sanitary sewers then nothing should be done. When will the sewer system be expanded to include Lake Dreamland Road, Bubbling Over Drive, Senn Road??</p>
<p>We have significant standing water issues in the city of Bellemeade, especially along N Chadwick Rd. The drainage system in this area needs to be looked at badly. I also know large portions of Lyndon (especially along LaGrange Rd) have major mosquito issues that are probably related to standing water.</p>
<p>In my opinion the longer we delay the more expensive the project will become. Same as curing any disease, yes, and maybe unpleasant but needs to be done or things will get worse.</p>
<p>Investments in WW plants seem to be the most critical, with flood protection, neighborhood protection, and sewer line replacement after that. Obviously, planning for the long (100 Year+) term is the way to go in terms of cost.</p>
<p>Prioritize and do what has to be done and defer what can be deferred.</p>
<p>How will advanced technological approaches be infused in this plan?</p>
<p>I have lived at this residence since 1982. Mid eighties I came home from night shift and found that my basement was flooded. No big deal at that time for I didn't have much in the basement. In 1992, again our basement flooded. This time some precious things were lost. MSD issued the neighborhood automatic stop valves for the basements. In 1997 the basement did pretty well considering the rain we had. Although this time the whole street was under 2ft. of water. Luck was with us till 2009. This was the worse of the floods. Water was about 3 1/2 ft. in the street and 7ft. in our basement. We barely were able to stay home. We got a FEMA loan and things gradually got back to normal. We did have a slight abundance of water in 2010 or 2011. A minor incident. In 2015, thanks to our glass bricks in our basement windows and the sump pump MSD issued us our basement was not affected. But the our street was under 3ft. of water again. It was still scary. As you can see, the flooding keeps getting worse. I would support an increase of my monthly bill if this continuous problem would be eliminated. Thank you your concern. Sincerely James</p>

Economic Impact
Questions from Presentations
In reference to the presentation slide showing major companies - what plans do you have and what have you already done to meet with those companies to gain grass root support?
Is there any data available that shows how a system of limited liability impacts economic development and growth in the community?
What type of conversations or partnering have taken place to address what to do with the possible \$2 investment? (references \$1 invested is \$2.62 for local economy)
From jobs standpoint, do you have the capacity with existing workforce to do this type of work? If not, do we have the talent pool to draw from?
Will MSD be creating new jobs for the workforce with local or outside capacity?
How involved in MSD as new development moves forward? Is MSD watching these things? Does MSD have the first say to anything that has to with new development? Who creates the development involvement when it comes to MSD?
What does a project like Omni Hotel downtown do to your system?
Will work be contracted to local residents?
With regard to contracts and minority firms, will you have any language in the contracts requiring the hiring of a certain percentage of minority firms?
Would Construction follow Union Protocol or Regular Work?
Who's handling the wastewater maintenance for all of the new development downtown?
Are you going to outsource with workers from this area? If they're out of town who ensures the quality of the project?
Are there job training programs in place or will it be subsidized?
Comments from Community Input Forms
Growing cities need good infrastructure.
Preference to qualified local firms capable of providing MSD services. Return fees to the companies 1st by allowing them to design & build facilities. Is there a priority list of improvements?
Only if the money eliminates the problems we are having in our neighborhood.

Environment
Comments from Presentations
It would be helpful to have a goal and a target in regards to stormwater so that our neighborhood can be accountable with programs like tree plantings, rain barrels, and rain gardens.
We have known for a while that climate change is a problem and respect that MSD is engineering systems with this in mind, but don't dance around the political niceties. Base decisions on science and the reality of climate change.
I am pleased with the level of service MSD provides as well as the efforts placed on green space initiatives.
Questions from Presentations
Can you tell us about your sustainability efforts?
What is MSD doing to incentivize the use of pervious pavement and reducing the amount of pavement?
Why is MSD not requiring green infrastructure retrofits?
Does MSD encourage the use of permeable pavement/green infrastructure?
Does MSD ever deal with NEPA when connecting existing systems?
Can rain barrels and rain gardens solve the problem?
Is there a process when a business moves away where we can redesign the property so that it's not a water run-off issue and can be redeveloped into something useful?
It's obvious there's a plan.... the Ohio River is polluted. What is MSD doing to prevent pollution in water systems?
Are you all collaborating with companies like Sprite to hold people accountable or encouraging the use of biodegradable products?
When you talk about job opportunities – what are you doing to teach about littering or recycling?
Comments from Community Input Forms
I am interested in incentives for pervious pavement.
Keep urban reforestation project.
Proper storm water mgmt. to insure the water quality of Kentucky's creek streams and aquifer recharge areas should be a priority.
Work to ensure clean water in all of streams. Charge what you need, but maximize the collaborative nature of green infrastructure. It would be great to have a commitment that the critical repair & reinvestment plan be focused on green infrastructure.
It's very important that every elected official in Ky be made aware of the needs of every City facing the problem of critical repairs. Has MSD looked into pervious asphalt for parking lots?

Comments from Community Input Forms (Environment – Cont.)

I am interested in incentives for pervious pavement.

Keep urban reforestation project.

Proper storm water mgmt. to insure the water quality of Kentucky's creek streams and aquafer recharge areas should be a priority.

Work to ensure clean water in all of streams. Charge what you need, but maximize the collaborative nature of green infrastructure. It would be great to have a commitment that the critical repair & reinvestment plan be focused on green infrastructure.

I have lived at this residence since 1982. Mid eighties I came home from night shift and found that my basement was flooded. No big deal at that time for I didn't have much in the basement. In 1992, again our basement flooded. This time some precious things were lost. MSD issued the neighborhood automatic stop valves for the basements. In 1997 the basement did pretty well considering the rain we had. Although this time the whole street was under 2ft. of water. Luck was with us till 2009. This was the worse of the floods. Water was about 3 1/2 ft. in the street and 7ft. in our basement. We barely were able to stay home. We got a FEMA loan and things gradually got back to normal. We did have a slight abundance of water in 2010 or 2011. A minor incident. In 2015, thanks to our glass bricks in our basement windows and the sump pump MSD issued us our basement was not affected. But the our street was under 3ft. of water again. It was still scary. As you can see, the flooding keeps getting worse. I would support an increase of my monthly bill if this continuous problem would be eliminated. Thank you your concern. Sincerely James

It's very important that every elected official in Ky be made aware of the needs of every City facing the problem of critical repairs. Has MSD looked into pervious asphalt for parking lots?

Public Outreach
Comments from Presentations
Presentation was excellent and to the point.
Really love the intro video. It's been needed for so long to show the public what really happens at MSD.
It's good to promote this in the schools so that they can go home to the parents and let them know what we are talking about.
Excited that MSD will provide verbiage with the link to the comment webpage.
Middletown and Jeffersontown urge MSD to reach out to their community.
The moderator of the Sustainability Roundtable, Daniel DeCaro, presented several ideas to us about how the work that he does could possibly benefit MSD in this effort and future outreach efforts. He discussed the concept of "social cognition" and how people, especially groups of people, are often resistant to change due to cognitive biases. He mentioned he has done quite a bit of work looking at how to allow any message to be better received and accepted by social groups, and believes that future cooperation with MSD in other areas that rely on outreach for success would be valuable and would yield positive results for both parties.
I appreciate your presentation very much. It is very informative.
MSD could get the word out more effectively via radio broadcast.
We really appreciate MSD coming out to share this information. We didn't know about a lot of this stuff.
I have checked out MSD's new web page and I also completed the online feedback form.
I hope that you can come out more often to share information.
Questions from Presentations
What will be your method for getting public opinion?
Are we going to have anyone go to the schools?
Is there a link that I can put in my newsletter?
Has there been any pushback from the meetings?
What has the community reaction been at these meetings?
How are you going to get the word out to the public about the infrastructure issues?
What kind of outreach are you doing across the city to educate the public?
Did you ask Metro Council to help with getting the message out?
What about doing public service announcements?
Do you have a video of the presentation given to Metro Council on March 14, 2017?
Has MSD presented this to the Newburg area?

Questions from Presentations (Public Outreach - Cont.)
What department is championing this outreach effort?
What are you teaching people in the process?
Were black people informed about the Shawnee Park Project?
What can we do more to get the word out? A lot of people are not hearing this and don't listen to the radio or watch TV.
Why are we not getting a good turnout at these meetings?
Comments from Community Input Forms
Publish regular updates on progress, budget, etc..
Show Tony's video on every jumbo screen Churchill, 4th Street, Thunder, etc. around the city and shock people with those images. I hope Tony is meeting with all the Ky Derby festival sponsor companies and share the video & message with all their employees.
Very good demonstration
Good presentation to bringing problem to the community
Nice video. Very well done. Presentation and slide show was informative. Great info
I'm thankful there are people who know about these things and they do something about it.
Very informative presentation. Thank you
Great Presentation. Very eye opening
Need to speak with Chambers & GLI
Would like information on the work and road closures on grenade street and the 3800 block of Jackson ave. thank you
Show open stewardship of money spent. Show projects & project status. Show me why I should continue to pay more for no obvious return...Follow the money-who profits-who vets these proposals?
My neighborhood is interested in an increased level of ownership & transparency about the changes brought about by the MSD program.
Very well done presentation. Thank you
Even as member of design community, very little publicity of projects/improvements which makes it hard to justify more funding. Perhaps more educational signage at const. sites and much better web site.
Great Job, good presentation
When presenting the plan focus less on the EPA and cart decision as a reason to do this. Focus on what it really means to people. Raw sewage in your yard, playgrounds, parks. Chemicals & hazardous materials from Rubbertown in homes if levee fails. Whole neighborhoods in the west and southwest would be inhabitable for decades because EPA and a judge somewhere said we should do it is not very compelling to a lot of people.

<p align="center">Comments from Community Input Forms (Public Outreach - Cont.)</p>
<p>Good job with presentation and organizing event in general</p>
<p>The presentation is straight and forward. The political leadership needs to understand and focus. One flood disaster and "Resilient City" will be laughable and the community agenda will forever change.</p>
<p>We as engineers know the issues, but we and MSD must gather all state and local legislative leaders to help them understand what the problems are. This presentation should be made to the groups ASAP.</p>
<p>Please do add me to your email distribution is using my workemail.</p>
<p>MSD is not responsive to its rate payers.</p>
<p>I want more information before voicing an opinion.</p>
<p>Tony needs to be more confident during presentation. This program needs to move forward and it's face/figure head needs to be confident & sure</p>
<p>Informative</p>
<p>I know this is a good idea to take this to the people-Rather than we're going to increase your rate-Without their input.</p>
<p>Please reach out to black community farther than today at this meeting</p>
<p>Well presented. I would continue to present with a focus on avoiding damages/catastrophe and updating and preserving very old infrastructure. Please continue to support Louisville trees & our tree canopy.</p>
<p>Excellent presentation!!! Very informative</p>
<p>Bad question. I believe we should act now, with a critical path approach. I am sure MSD is already doing this. Perhaps you should share this in the Courier Journal in easy to understand graphics, and plead MSD's case publically.</p>
<p>I applaud the transparency here.</p>
<p>We want transparency, more input, and less avoidance of laws that are designed to protect homeowners and businesses in Metro Louisville. Strike a better balance between what the consumer actually use in water and what the cost of processing is, especially for residents.</p> <p>Thank you for holding public meetings throughout the city and areas that continue to be unincorporated and sometimes forgotten by other government agencies and leaders</p>
<p>Thanks for bringing this info to our community. Informative presentation.</p>
<p>Please send Streamline</p>
<p>We don't get the streamline</p>

Other
Comments from Presentations
The potential for catastrophe is not a matter of is it going to happen - but when is it going to happen.
When St. Mary's and Elizabeth Hospital flooded in 2009, patients had to be evacuated. We can certainly appreciate MSD's efforts in wanting to improve its systems to prevent such events in the future.
It's a no brainer.
Metro Council needs to support Tony Parrott by helping to get this message out instead of using him as the scapegoat.
You have been constructing projects for decades, with no end to projects, and no accountability to investment in plans of projects.
MSD's Board had full support of the proposed 20% increase, however Metro Council did not. MSD needs to work on getting the full support of Metro Council.
Have to fix downtown before "we" can see it outside of downtown.
GS Office was a great place for meeting. Plenty of parking security and comfort.
Please re-do the survey – there is more than good vs. evil. The survey is too black and white.
The survey is heavily biased. There are not adequate options for a middle ground.
Need for transparent data, but not a data dump.
MSD needs a better municipal bond agent.
The viaducts have sump pumps. It is only an issue when there is no electricity and they cannot be pumped out. It should be an easy fix to install emergency generators.
You did not give actual solutions to the problems other than telling us how much it was going to cost.
There appears to be a lack of leadership among Metro Council.
I have no faith in the Federal or State Government.
I am concerned because all of the pictures were the scariest pictures you can find. Find it difficult that we can have inland flooding because of the gradual flow down to the river.
Questions from Presentations
Why do we have these consistent issues?
What are other infrastructure solutions?
What are sewer lines made out of now?
What is the flood gate made out of?
Is the Derek Guthrie Treatment Plant new?

Questions from Presentations (Other - Cont.)
Were you fined when the 100 million gallons of sewage was released into the Ohio River?
What are you doing about septic tanks? Are they illegal?
Under threat of terrorist attack, what is plan for mitigation?
Bricks taken out of sewer, are they reused? Or at least creating a historical reference?
On one slide you talk about \$4.3 billion dollars and on another slide to talk about \$3.4 billion dollars. Is that a transpose of numbers?
Has the rebranding effort helped at all with what MSD is trying to do?
Why does consumption decrease as population increases?
MSD's systems experience problems when two inches of rain accumulates in a 24 hour period. What happens when you get 3 or more inches of rain in a 24 hour period?
What happens when MSD receives this type of rain over a two day period?
When you talk about investing \$1.6 billion in your systems, are the additional needed repairs a part of that cost?
Would it make any sense to do everything in five years in order to get it all done?
Did you have outsiders perform this study?
Let's fast forward and everything moves forward, how do you plan to be working through expectations and prioritizations? How do we work through no visible relief? Who decides that?
Has GLI officially taken up a position with MSD's proposal yet?
Since last year with the rate increase request, can you comment on conversations to be had between MSD and Metro (Mayor, council members, etc.)? Curious in Mr. Parrott's opinion on how that discussion is going at this time?
None of the five critical repair items are new, yet you talk about stewardship. Where has the stewardship been?
Who is MSD's "murder board"? Who vets these projects? Who says we can't have this money?
Will sewer gas be an issue in upland areas of the community?
What's the likelihood of MSD and LWC merging?
Referenced previous presentation to council – so this is really an \$8B decision, not a \$4.3B decision.
Metro Government has done a bad job of deferring maintenance. These assets were given to MSD in 1984. Do we have a deferred maintenance plan because of these assets?
Assuming the Federal or State government will not help the community - what is really at stake?
What does the community need to do to protect itself knowing that the US President doesn't care about them or the EPA?

Questions from Presentations (Other - Cont.)
Can you share any feedback that you received from Metro Council when you met with them on March 14, 2017?
Has the entire Metro Council seen this presentation?
What is the city/state doing to make changes with the regulations?
Do you think sprawl is contributing to problems downtown?
Do you think part of the problem is that people don't want roads, homes, and neighborhoods disturbed as a result of this work?
Does pipe-lining prevent cave-ins?
Can UL recycle water with basins upstream of the viaducts?
Do you all have emergency response plans?
Referencing the Ohio River protection slide - What part of the city does the orange area represent?
Should politicians be involved to push this effort?
Why now? Why did we not see this coming?
Is J-Town under MSD's jurisdiction – because a lot of their drainage issues affect the Hurstbourne area?
Can MSD do anything to make J-Town abide by retention requirements?
When was the 1-1 ½ retention requirement enacted?
Can you give us any updates on what MSD has done over time to help the Hurstbourne area?
Does the final decision rest with Metro Council?
Can someone from MSD identify the hotspots in Hurstbourne and what dollar factor is involved?
What kind of feedback are you getting from the Mayor and Metro Council?
When did the 4 th class cities opt out?
What is storage?
What causes viaduct flooding at UofL?
Reference to “Water Consumption Decrease Chart” – is it combined consumptions (households & hotels)?
What are you doing besides building crap?
How will the advancement of technology help alleviate costs?
Why isn't consumption increasing if MSD is getting more ratepayers?
What parts of the city are in really bad shape (i.e., street names)?
If we make repairs in sections and leave the rest of the street the same, won't the other parts collapse? Why can't we take the entire street and fix it?
It seems this should have started yesterday, why didn't it?

Questions from Presentations (Other - Cont.)
What do you want us to do from here?
Comments from Community Input Forms
It's an absolute travesty and deeply embarrassing that MSD couldn't put this report into a simple PDF format so that residents could read it easily. A freshman design student could do this. Absolutely unacceptable.
I am submitting these comments as a private citizen and resident of Louisville, not as one of the Plan's authors. I understand if my involvement in the Plan's development invalidate my comments but wish to make them known regardless.
We owe it to our future as a community to make things right.
We need to wait to see how the new administration will effect EPA rules & requirements.
Is Corp of Engineers involved
Preload would like to assist MSD with our local expertise in storm water eq1
<p>Never have I seen such a poorly ran organization. I use to think James Bruggers (CJ) was picking on the company until the longer I was there I actually see day by day how things are ran. I bust my ass for this company trying to make it a better place for the community and people I work with to be beat down by some of the most stupid ideas from people who have no business being in their position. There's a click at MSD that one has to be in to survive this place. Waiting for equipment fail to repair or replace is beyondme. The employee that keeps their head down, are there their 8hrs and bring no work to the table is a problem I've yet to see be addressed. MF has already farmed out the OGA plant due to a poor operating staff. What ever became of the employee who wired all the clarifiers to run in reverse after the major power grid fail? Curious as to how that was handled. LOL Just 1 example. How long did it take for MF to actually meet a true permit without tweaking protocol after the plant was flooded? Many a issue needs to be fixed in your home before you come for more of my money. MSD has lost some really good, caring people over the years due to bad operating structure. I hope one day this isn't so, but it seems it's too big an animal for management to get a hand on it. To the good hard working, caring employees at MSD I tip my hat to you for enduring. Keep up the good work. The rest, well, you know. You wanted my comments.</p>
MSD has been kicking the can down the road for years. You have allowed development in flood areas and have known the problem existed but did nothing. How can a business act like this and stay in business? Oh yeah we are on the hook to keep you afloat. My bill has gotten silly high with extra fees and you want to keep adding to it. Just my \$.02
We can take our chances. Scare tactics don't work for most people.
Very bad survey. Biased to solicit a black & white there are areas in between being for or not supporting, Poor design
Nally Brick yard supplied the brick 1860's-80's or later. If you need/want additional historical data-contact me

Comments from Community Input Forms (Other - Cont.)
<p>This is a very difficult situation. On the one hand, problems need to be addressed, but it is hard to come up with the money. Tough decisions are ahead. Good luck</p>
<p>Add some non-sugar bread/bagels to breakfast</p>
<p>The city also needs to consider needs in other areas transportation, etc.) and rank all together to determine ability to fund water/sewer. The city needs to prioritize all needs, not just water/sewer.</p>
<p>Mr. Parrot, I am vehemently opposed to passing on the exorbitant costs to the residents of Louisville. Surely small improvements could have been made over time that would have reduced the cost (especially all at once) of the total project. As with any household, or smart business, you should operate on a budget. I feel/felt the same way about the bridges and tolling; if the money was not available, then the project should have been put on hold until the funds were in place. This is NOT fair to the residents!</p>
<p>There are other public infrastructure improvements that could/should be paired as substantial areas are excavated. I.E., buried power, communication lines, cross town tunnels, etc...</p>
<p>Great presentation. Just wondering how long MSD has known about our crumbling infrastructure and why now instead of earlier to address this issue?</p>
<p>Wow, you admit that MSD has not been run well. Over the last 50 year NO ONE at MSD has planned for the future. No one has focused the company on keeping infrastructure updated and expanded to serve the public. Seems all the profits have gone elsewhere. Just like local bridges, roadways, railroads...no one is taking care of what is in place. So now after all these years the public has to pay for infrastructure upgrades. Nothing can be done, just keep charging more to residents monthly MSD bills. Bad leadership of MSD over the last 50 years. Why can't you just say MSD has not been run well? Instead you say, "AFTER ALL THIS TIME", blah blah blah. How stupid do you think the public is who hears your scripted speech? Grow up and speak the truth.</p>
<p>Why have these issues not been addressed in years past? What are you doing to cut expenses? Logo, Polo Shirts?</p>
<p>Transparency is critical, accountability is critical.</p>
<p>Keep up the good work.</p>
<p>MSD, EPA, DEPT OF EDUCATION, should be eliminated. BIG GOVERNMENT, BIG BUREAUACRACY, SHOULD BE ELIMINATED.</p>
<p>To defer has been a very irresponsible approach that I hope will change under new leadership and transparency, and fiscal accountability.</p>

Comments from Community Input Forms (Other - Cont.)

Like all government agencies- you are a monopoly. There are no market forces that act to keep you in check or to force you to be more efficient. You tell a good story here- but is this the full story? Or in 5 years will you be back for yet more money? Over the last 10 years you spent 40 million per year on the consent decree- you say you need 60 million a year for the next 8 years to finish. And now you want 215 million a year (incremental) for 20 years? Not buying it.

Not saying you don't do a critical function, IMHO modern sanitation is the 8th wonder of the world. But as I read this- the work you are doing for the consent decree appears to be the same work you are doing in several of the phases you describe (neighborhoods, viaducts, etc.)

You funded the consent decree by neglecting regular maintenance- no one who understands equipment would agree that was a smart move.

I also think there is a timing issue here- yes- storms are more frequent- but how often are floods happening? or lightning strikes? I am not an expert and have not studied this - but it seems like you are trying to do this all at once.

You talk a lot about the health risks- the Ohio is a sewer that I would never let my kids swim in. I do not believe this is going to make a difference.

You talk about the issue with gutters being emptied into the wastewater system- that would seem to be an easy fix with immediate impact- why isn't it done?

I have a friend who worked for a county organization- he has a full pension, and life time medical benefits- who gets that anymore? Only people who work for the government.

Who watches you and makes sure we are getting value for money paid? Let me guess- you're self-managed, right?

When will we stop subsidizing people who build on a flood plain?

How many millions did we spend on the southwestern sluice gate that failed after 8 years?

When will we get over our squeamishness and realize that treated human waste can be used as a fertilizer and not just dumped into fresh water supply?

you missed an opportunity to tell people how much of this money will be spent locally benefiting the overall economy

Is MSD's budget open and available for inspection by private citizens?

You should be TAXING WIPES, or suing the wipes manufacturers for saying their wipes are flushable, in order to raise money for this program. People who are already having a hard time paying their bills should be exempt from this rate increase.

Costs-Everyone has need for more expenses, but planning, materials and labor should not be so regulated to mandate(justifying) higher (est) costs.

I live with Bee Lick Creek behind my home and are constantly having MSD to fix sink holes

Comments from Community Input Forms (Other - Cont.)

Unfortunately, I have seen the same results ensue from inadequate planning in many cities and public utility agencies throughout my career as a Senior Construction Manager. Municipal Wastewater Treatment Plants as well as their respective collection systems, have fallen into disrepair as a result of deferred repairs and replacements. The executive administration of each public agency were reluctant to raise the rates to handle these normal and anticipated maintenance and aging issues, as they did not want to be associated with increasing utility rates within the community. It is the old kick the can down the street syndrome. Defer the capital cost to the next appointed group of administrators. In this case, I find it unconscionable that MSD has fallen so far behind in correcting deficiencies in their wastewater and stormwater systems that the federal government has had to issue a consent decree to bring the systems up to acceptable standards. In 2009 MSD initiated their Integrated Overflow Abatement Plan costing \$850 million, despite the fact that MSD had spent over \$1 billion dollars between 1985 and 2003 to address high-priority public health and safety infrastructure issues. Contrastingly, the Louisville Water Company (LWC) was able to implement the Riverbank Filtration Project at its B.E. Payne Treatment Plant in December 2010 and won the 2011 Outstanding Civil Engineering Achievement (OCEA) Award. That is effective management at its best. Unfortunately, MSD Management and their predecessors have failed epically. Knowing that portions of the MSD infrastructure date back to Civil War times, and some of the flood protection pumps are 50 years old and are no longer serviceable due to antiquated pump repair parts, I find it indefensible that MSD Management fundamentally failed to look forward to address these problems some 20 or 30 years ago. Why are we now addressing the subject of upgrading the Ohio River Flood Protection System (a 50-60 year-old system)? Viaduct Drainage Systems which by MSD Executive Director Tony Parrott's own admission can flood with as little as 3 inches of rain; a need to upgrade and expand the five water quality treatment facilities that have been in service between 16-47 years; replacing 75-year-old sewer lines throughout the Louisville community, which engineers often use 50 years as the average life expectancy for most types of pipe. MSD's currently proposed Critical Repair & Reinvestment Plan (\$4.3 billion over the next 20 years) is, an excellent plan and undoubtedly required, but unfortunately for the MSD community, asset management should have been implemented years ago. We all know that massive costs are required to keep these systems up and running steadily. Obviously, deferring repairs and replacements does not work, as the systems have now decayed or are currently failing. Preceding leadership's static assumptions of growth and the cost of preserving the systems were foolish and should have been challenged years ago. Even though the community did not want to see rates escalate in the past to meet the required challenges, MSD should have addressed long term repairs/replacement costs by increasing rates in small increments over a number of years to handle these necessary upgrades. The Consent Decree has added additional cost to the community's typical monthly service rates for 15 years. MSD has already authorized numerous studies and reports from independent consultants which provide suggested ways to mitigate both the problems and costs for the necessary upgrades and repairs. I believe that MSD should initiate some, or all, of the recommendations with due diligence. Furthermore, the benefits of consolidating the LWC and MSD should be carefully considered. Savings could be realized by eliminating ineffectual management, duplicated labor, supervisory and procurement positions, therefore allowing MSD to run more efficiently. Noticeably, LWC leadership is much more effective than MSD's leadership. As for the potential rate increases, the proposed increase of up to \$10 dollars a month (36%) is unreasonable for the average rate payer. Even a \$4 dollar per month increase (15%) is relatively high. Lower incremental increases per annum would be more palatable to the community. In order to mitigate any increase in rate hikes, I suggest that we immediately reduce MSD executives' salaries, and eliminate bonuses until all work required to complete the Federal Mandates are completed, using this potential savings to offset the cost of all system upgrades.

Comments from Community Input Forms (Other - Cont.)

Very clear and informative presentation. Thank you.

It would have been helpful to have copies of the "Critical Repair & Renovation Plan" at this meeting. I'll get one ASAP at the library.

This program could benefit w/addition of facts showing cost of current failures/road collapses, etc. to show that spending for fixes is sensible as well as mandated.

There must be something in between too fast & too slow. Yes the need is great, would like to see a Solution.

Thanks for all you do!

Some how that was a MSD money issue a few years ago and where did that go?

My concern is that we need a drainage basin in my backyard running from point "A" to point "Z"

We can't get problems taken care, I don't agree with increase, no drainage front/back

The drainage is poor, water stands up in the yard and I believe it has caused the concrete to crack around the foundation because so much water. Also mosquitoes are terrible, we spray the yard frequently

Lots of work needs to be done in the Newburg area.

I always believe the statements made by any public concern that wants something will be overblown. Like any governmental or quasi-governmental agency, there is a lot of fat that could be trimmed. I know. I worked in government for 38 years.



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