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## **MEDIA RELEASE**

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## **MSD introduces new, more efficient open records request process**

LOUISVILLE, KY – On Monday, June 28, MSD is launching a new open records request management system to improve efficiency and consistency in responding to requests for documents and other public materials.

Through the NextRequest software, those making a records request can monitor and track the status of their request. The software also streamlines gathering records from various departments into a single tool and includes automatic reminders of due dates to those fulfilling the order.

Beginning June 28, those making a request will visit [LouisvilleMSD.org/open-records-request](http://LouisvilleMSD.org/open-records-request), create an account and then make a request.

There is no need to resubmit requests made before June 28, 2021.

For more information, send an email to [openrecords@louisvillemsd.org](mailto:openrecords@louisvillemsd.org).

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### **About MSD**

The Louisville/Jefferson County Metropolitan Sewer District (MSD) works to achieve and maintain clean, environmentally safe waterways for a healthy and vibrant community. The organization's more than 670 employees provide wastewater management, drainage and flood protection services across the 376 square miles of Louisville Metro, and wastewater service in portions of Oldham County. In addition to operating and maintaining Louisville Metro's sewer system, floodwall system, water quality treatment centers and flood pumping stations, MSD invests in hundreds of infrastructure improvement projects each year, plants more than 1,000 trees and other vegetation annually to enhance water filtration and reduce runoff, and provides numerous outreach programs to inform and educate the community about protecting our waterways.