

Your Feedback Helps Guide Quality City Services

The City of Olathe seeks feedback from residents in a number of ways, one of which is the DirectionFinder® citizen survey. You may be familiar with the survey or even completed one. Residents have provided feedback through these statistically-valid surveys since 2000.

“The citizen survey is a critical guidance tool for us as we invest and apply resources in areas citizens say are most important,” says City Manager Michael Wilkes.

In 2013, the frequency of citizen surveys increased from annually to quarterly, allowing better tracking and the ability for greater proactive measures when necessary.

“We want to know: Are citizens satisfied? Have their priorities shifted?” says Wilkes. “If we notice a trend of decreasing satisfaction in an area, the increased feedback gives City departments flexibility to correct the issue sooner than later.”

Tell Us More

Through citizen feedback mechanisms, data, and analytics, City departments have more information to work collaboratively, solving problems to provide residents better services. For example, a discussion about non-injury accident rates revealed there was a correlation of accident rates with construction

projects. This resulted in a joint effort between the Public Works and Police Departments to increase awareness and improve safety in these accident-prone areas.

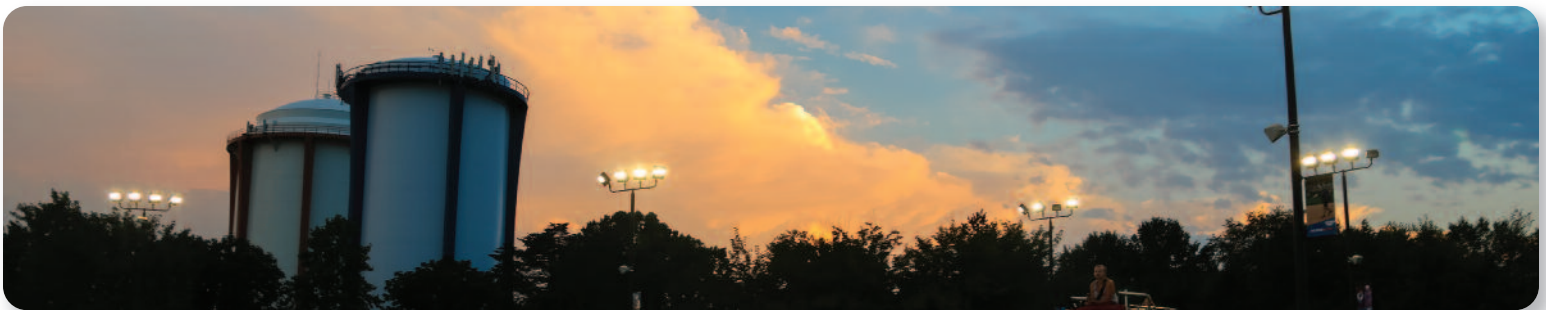
In addition to DirectionFinder® surveys, the City of Olathe is using other tools to get citizen input. For example, following neighborhood street resurfacing projects, residents are asked to rate the project. The near real-time feedback is important to ensure the City is improving and contractors are meeting the City’s standards.

Citizen information collected about streets and other services is incorporated in Olathe’s performance measures, available at: **OlatheKS.org/Government/Performance-Management**. An *Olathe Performs* public dashboard is updated quarterly.

Users of the citizen request service, OlatheConnect, are requested to complete a brief five-question survey to ensure requests for service and information are resolved adequately and in a timely manner.

Your resident feedback helps enhance your customer experience and improve service delivery.

Coming in the Spring Olathe Link: *How City of Olathe Services Rate - Nationally and Locally*



Find additional Olathe news
at **OlatheKS.org**. Click on NEWS.

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Mayor's Message

School Partnerships Benefit Youth and Our Future

One of the best things about Olathe is the growing collaboration among our community partners. I'm particularly grateful for the City's partnerships with Olathe Public Schools, which are bringing additional educational opportunities to help keep our talented youth here in our community.

In recent years, we've expanded our school partnerships to include more involvement in 21st Century Academies at our public high schools, including the new **Public Safety Academy at Olathe West High School**. We couldn't be happier that enrollment in the Academy has exceeded expectations, and we have the opportunity to "home grow" our future police, fire, and emergency medical professionals.



Public Safety Academy

The City's assistance with the new **Civic Leadership Academy** at Olathe East High School is vital to our community, as we help give youth a greater understanding of the importance and nobility of public service careers. Our professional City staff participate in community discussions related to finance, planning, and leadership, helping prepare students for public service and legal studies. We are also exploring opportunities to work collaboratively with students and universities to support the new **Green Tech Academy** at Olathe West High School.

The Fire and Police Departments' third-grade education program provides memorable fire and life safety lessons, with tools including a traveling fire safety house and workbook containing life-saving information. The program offers



Third grade classes visit Public Works.

interactive experiences for students, who learn how to "stop, drop, and roll," develop home fire escape plans, and discover the importance of smoke alarms.

Third graders also participate in the "Learning About Olathe" program, now in its 13th year. Students make day-long field trips to City Hall and the Public Works Department, taking part in a mock City Council meeting and learning about City services and equipment.

We are proud of our **Communities That Care (CTC) Coalition**, representing organizations like Johnson County Government, Olathe Health, Olathe Public Schools, and the faith-based community. CTC supports community leaders working to encourage positive youth development and address underage drinking, prescription drug misuse, and suicide prevention.

Internships are also offered in departments throughout our City organization, providing students valuable experience and interaction in the workplace. These are a few examples of our successful school partnerships, and you can learn about many more at OlatheKS.org/Government/Collaboration. As our community continues to evolve, rest assured that Olathe will continue seeking ways to support our youth through partnerships. It's one of the greatest investments we can make in Olathe's future.

Sincerely,

Michael Copeland
Mayor



Your Olathe City Council

Olathe City Councilmembers, front row seated, from left: Wes McCoy, Ward 3; Michael Copeland, Mayor; and John Bacon, At Large.

Back row standing, from left: Karin Brownlee, At Large; Jim Randall, Ward 2 and Mayor Pro Tem; Marge Vogt, Ward 4; and Larry Campbell, Ward 1.



HEALTHIEST EMPLOYERS

The City of Olathe is recognized as one of the 2018 Healthiest Employers honorees by the Kansas City Business Journal. The honor focuses on organizations' commitment to overall employee wellbeing. This is the third consecutive year the City of Olathe was selected a finalist for the Healthiest Employers Award in the 500-1,499 employees category.



EASTER EGG HUNTS | JOEY THE BUNNY
PHOTO BOOTH | FOOD TRUCKS | ACTIVITIES FOR ALL

CELEBRATE OLATHE

FRIDAY, MARCH 30 | 5:30 - 7:30 P.M.
1205 EAST KANSAS CITY ROAD
OLATHEKS.ORG/CELEBRATEOLATHE

Important City Phone Numbers

Regular Business Hours:

Monday - Friday, 8 a.m. - 5 p.m.

Except for **Emergency 911**, and unless otherwise noted

EMERGENCY 911

Emergency TDD/TTY Calls 911

GENERAL INFORMATION (TDD/Voice) 971-8600

CUSTOMER SERVICE

1385 S. Robinson 971-9311

Billing, Trash, Water & Sewer

FIRE ADMINISTRATION

1225 S. Hamilton Circle (Non-Emergency) 971-7900

Printed on recyclable paper. 



OlatheKS.org/ServicesDirectory

OLATHE PUBLIC LIBRARY

201 E. Park St. 971-6850

13511 S. Mur-Len Rd. 971-6835

PARKS AND RECREATION DEPARTMENT

OLATHE COMMUNITY CENTER

1205 E. Kansas City Rd. (TDD/Voice) ... 971-8563

POLICE DEPARTMENT

501 E. 56 Highway 971-7500

HUMAN RESOURCES

100 E. Santa Fe 971-8735

Olathe City Council

Larry Campbell
Ward 1
913-488-7278
lcampbell@olatheks.org

Michael Copeland
Mayor
913-971-8500
(City office)
mcopeland@olatheks.org

Jim Randall
Ward 2
and Mayor Pro Tem
913-424-3999
jrandall@olatheks.org

John Bacon
At Large
913-269-6305
jbacon@olatheks.org

Wes McCoy
Ward 3
913-269-1035
rwmccoy@olatheks.org

Karin Brownlee
At Large
913-484-3255
kbrownlee@olatheks.org

Marge Vogt
Ward 4
913-269-0625
mvogt@olatheks.org

CONNECT WITH US

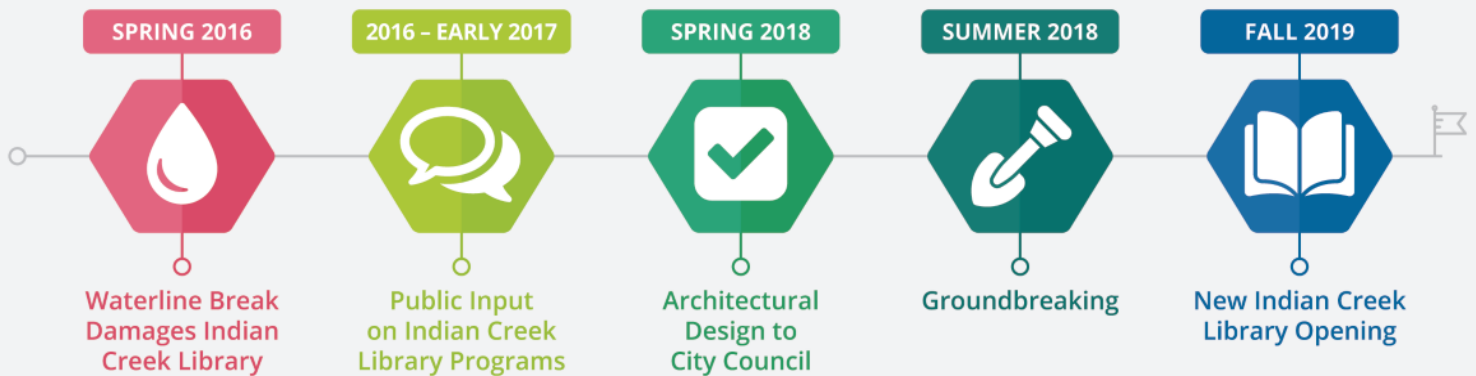


Apps available on the App Store and Google Play

OLATHE CONNECT TrashDay

OLATHE INDIAN CREEK LIBRARY

Work is progressing on the new Indian Creek Library location in the former HyVee on E. 135th Street. The building design is nearly complete with remodeling of the 68,000 square-foot building expected to begin this year. Video project updates will be available at OlatheLibrary.org once construction starts. Indian Creek Library's temporary home: 13511 S. Mur-Len Rd., Ste. 129 • 913-971-6835



Olathe Public Library Launches New Website

A refreshed Olathe Public Library website is now available at OlatheLibrary.org. Besides a new look, the website offers increased functionality with a mobile-friendly design, increased ease in navigation, and language translation available with one click.

Questions about the new website can be directed to Sara Eccles, virtual librarian, 913-971-6832.

Get Fit with Fire

If you're bored with your current workout, "Fit with Fire" classes may be for you. These classes, taught by certified firefighter instructors, take place in the bay of Olathe Fire Station No. 1.

The workouts incorporate fire service movements into a high level of activity—think pulling heavy fire hoses and training dummies.

"There's always curiosity about firefighter physical training and this is a new and different way to help people meet their fitness goals. Having classes at a fire station also helps participants learn more about what we do," says Fire Chief Jeff DeGraffenreid.

The Olathe Fire Department is the first fire department in Johnson County to invite the community to work out with firefighters. To enroll, visit OlatheKS.org/ParksRec and click on Olathe ACTIVE Registration.



Save a Life – Learn CPR

The Olathe Fire Department is offering more free cardiopulmonary resuscitation (CPR) classes to the community to provide a life-saving tool in the event of cardiac arrest.

"We have classes at the Fire Administration Building, or we'll go to those who request CPR training," says Fire Chief Jeff DeGraffenreid. "The Fire Department has conducted hands-only CPR training at libraries, City swimming pools, and even during half-time at school basketball games."

Can't make it to a class? A Family & Friends CPR Anytime training DVD is available for home use. The DVD training is available in English and Spanish languages.

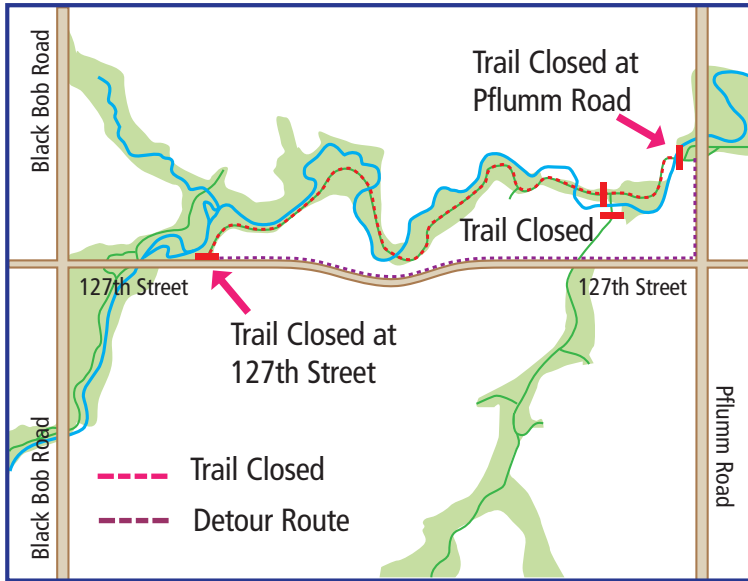
In 2017, 52.6 percent of those stricken received CPR before Fire and EMS arrived at the scene.

"Bottom line: our goal is to have as many people possible CPR-trained for the best outcome for the public," says DeGraffenreid.

For more information, call 913-971-7900.



Indian Creek Trail Section Temporarily Closed



Indian Creek Trail, north of 127th Street and west of Pflumm Road, is closed for stormwater improvement construction through summer 2018, weather dependent. Detours are posted. Questions may be directed to the Project Manager Neil Meredith, 913-971-9075, NRMeredith@OlatheKS.org.

A View from the Mountaintop

More than 325 people attended the 18th Annual Martin Luther King, Jr. Celebration on January 14 at the Bell Cultural Events Center on the MNU campus. This year's theme, "A View from the Mountaintop," featured performances and honored student

contest winners among the 4,300 entries from Olathe middle and high schools.

The MLK Celebration encourages Olathe students of all ages to promote purpose-driven service, and a society free of bullying, discrimination, and maltreatment of others based on race, gender, or religious beliefs.



Mohamed Farid, Chisholm Trail Middle School, won Best in Show for his multimedia entry in the 2018 Martin Luther King, Jr. student contest. The contest also included essay and visual entries.

What's Being Built in Olathe

Ace Hardware at Arbor Creek

A new Ace Hardware will be constructed within Arbor Creek Village at 159th Street and Mur-Len Road to replace their existing space. The more than 13,000 square foot store will be located at the 161st Street entrance, and a new tenant will occupy the previous location within Arbor Creek.

Hobby Lobby

A Hobby Lobby was approved within the Alden Center Development near 135th Street and Greenwood Street. The new store and an additional multi-tenant space will be located between Prairie Life Fitness and Academy Sports.



Timberstone Ridge

A single-family residential neighborhood is planned north of 119th Street and one-quarter mile west of K-7 Highway. The 36 large estate lots will accommodate homes starting at \$1,000,000 and will feature a private park, extensive tree preservation, and walking trails.

Boulder Creek

A residential neighborhood is planned south of 167th Street, between future Lindenwood Road and South Mur-Len Road. A total of 173 single-family homes and 84 villa units have been approved, and construction has started on the next phases.

Boulder Ridge

A residential neighborhood is planned for 213 single-family homes and 120 villa units, for a total of 333 total dwelling units. The community will be located south of 167th Street, between Ridgeview Road and future Lindenwood Road.



Shops of Sunnybrook

A multi-tenant building is under construction at the southwest corner of College Boulevard and Lone Elm Road. The commercial building will contain a Fry Orthodontic Specialists office and additional retail or restaurant tenants.

Earth News

from the City of Olathe, Kansas

Thank You SNOW Much!

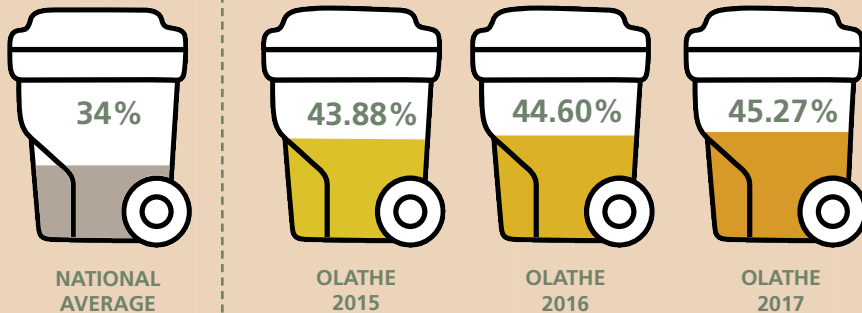
Olathe residents are appreciative of snow plow crews who treat the streets while most of us sleep. A "Snow Wall of Thanks" at the Street Maintenance Division captures residents' social media comments of support.

Kim Claxton
January 8
Olathe crews are the best! Thank you for the clean roads and dedication to our safety!

Kristy N. from Millcreek Woods · February 5
The City of Olathe does a great job treating and plowing the streets! Thank you!!!
Thanked!

Angela Nixon @A1stLady · February 5
The Olathe plow crews do an amazing job clearing the streets!

WASTE DIVERTED FROM LANDFILLS



You Did It Again

You achieved another record for waste diversion in 2017!

"We know that Olathe residents are committed to recycling, and these numbers show that," says Mary Jaeger, public works director. "With more waste diverted from the landfill this year, we are making a positive impact on the environment."

2018 Street Preservation

This year, 22 lane miles of arterial streets and 92 lane miles of local and collector streets are scheduled for resurfacing.

Arterial Streets Mill and Overlay

- 143rd Street, Black Bob Road to Pflumm Road
- College Boulevard, Clare Road to Kansas 7 Highway Interchange
- 151st Street, Mur-Len Road to Pflumm Road
- Lone Elm Road, I-35 north ramps to 175th Street
- Ward Cliff Drive, Lake Olathe (Full Depth Street Replacement)

See 2018 street preservation locations at OlatheKS.org/StreetPreservation. Select [Street Preservation Map](#).



Adopt-A-Street, Adopt-A-Stream Volunteers Provide Valued Services

With spring around the corner, now is an excellent time to consider organizing an Adopt-A-Street or Adopt-A-Stream volunteer group. These important volunteers help keep streets and streams clean. They beautify the city and help with stormwater management by keeping debris out of storm drains and local waterways. This helps reduce erosion and the potential for downstream flooding.

The City provides groups with trash bags, gloves, and t-shirts for participating members. After the cleanup event, City crews pick up the trash bags and take them to the solid waste transfer station.

Those interested in adopting a street or stream can find

more information and sign up at OlatheKS.org. Select **"I Want to Volunteer."** There is also a link to a map showing street and stream areas available for adoption.



Volunteers from Jazzercise adopted a portion of Santa Fe Street.

Recycle Unwanted Electronics

Residents can recycle small electronics, less than 15 pounds each, free of charge, including:



- Cell phones
- Computer monitors & printers
- Computers
- DVD players
- Electronic cords
- Scanners
- Small electronics

Call 913-971-9311 to schedule an appointment one day in advance.

Reader Feedback
Please send your comments to:
Olathe Link
P.O. Box 768
Olathe, KS 66051-0768
linkcomments@OlatheKS.org
913-971-8700

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OlatheConnect

Look for information or submit a service request 24/7.

OlatheKS.org/OlatheConnect



Receive Olathe news and updates by email or text message. Click on E-notification or the envelope icon at OlatheKS.org.

Farmers Market

SATURDAYS April 21 - Oct. 20	TWO LOCATIONS Stagecoach Park 1205 E. Kansas City Rd.
WEDNESDAYS May 9 - Sept. 26	Black Bob Park 14500 W. 151 St.



Saturday, May 5, 8 a.m.

New Kids One Mile Race (ages 5-12) 8:45 a.m.

Free Kids Run (ages 5 and younger) 9 a.m.

Participants receive a free water bottle, t-shirt and a medal upon race completion.

Sign up at Tower2Tower5K.org.

Proceeds benefit Water for People, a non-profit organization, that provides clean, safe drinking water for those in countries who need it most.