

## City of Olathe Sets New Record in Public Service Satisfaction

Olathe continues to set the standard for public services. Citizen ratings of City of Olathe services reached new record highs during 2017. Among 4,000 residents surveyed about Olathe's overall quality of services, 94 percent were satisfied. This is the highest rating in the nation for cities of 100,000 or more in population.

The City of Olathe also received the nation's top ratings for the quality of customer service, and the value received for tax dollars in the same population category. ETC Institute of Olathe conducts surveys in more than 900 cities.

Residents' satisfaction with the overall quality of City services in Olathe is rated 45 percent above the U.S. average and 38 percent above the Kansas City Metro average.



In addition, the City of Olathe rated significantly above average in all 10 major categories rated compared to the Kansas City Metro.

The citizen surveys are an important tool to track citizen satisfaction with City services, establish priorities, assess trends, and compare the City's performance to other cities. They also help ensure limited resources and funding are invested in areas residents feel most important.

Olathe City Manager Michael Wilkes credits the record high performance to the organization's view of residents.

"We want to treat you like a family

### Olathe Number One in the Nation

- Overall quality of services
- Quality of customer service
- Value received for tax dollars

member, friend, or a neighbor. We think that matters," he says.

"We'll give you the level of care and concern that makes a difference in your life. Ultimately, we want residents to feel good about living here and want to continue living here," says Wilkes.

Major Category of City Services	Olathe	K.C. Metro	Difference
Effectiveness of communication with the public	84	52	(+32)
Customer service received from City employees	85	55	(+30)
Maintenance of streets, buildings, and facilities	76	48	(+28)
City water and sewer utilities	89	64	(+25)
City stormwater management system	80	56	(+24)
City parks and rec programs and facilities	92	70	(+22)
Enforcement of codes and ordinances	69	47	(+22)
Quality of solid waste system	92	74	(+18)
Quality of police, fire, and EMS	95	80	(+15)
Flow of traffic and congestion management	60	56	(+4)



Find additional Olathe news at [OlatheKS.org](http://OlatheKS.org). Click on NEWS.

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## Mayor's Message

# Fire Department Innovations Keep Us Safe



We have worked hard to ensure our community is a safe place for life and property. Our efforts are affirmed by numerous public safety recognitions, including the Olathe Fire Department's second accredited status from the Commission on Fire Accreditation International (CFAI). This is not a "one and done" accreditation — the Fire Department completes an annual compliance report to ensure standards are maintained.

Our Insurance Services Office (ISO) **Class 1** community rating, the **highest possible** in a 1-10 range, recognizes the Fire Department, as well as our water distribution and emergency dispatch services. There are very few fire departments that have both a Class 1 ISO rating and CFAI accreditation. How did we get here? Our success is the result of our investment in fire and emergency services and the Fire Department's continued commitment to excellence and innovation.



In 2017, the PulsePoint app became available in Olathe to assist those who suffer cardiac arrest. The app alerts those who are CPR trained when someone nearby suffers cardiac arrest in a public place. We can be proud of 752 individuals who are users of PulsePoint and want to help in an emergency. This spring, we launched the PulsePoint Verified Responder program for life-saving care, which alerts off-duty firefighters to a cardiac arrest in a home or private location. Learn more about this program on the opposite page.

In fall 2017, Fire Station 8 opened on West Dennis Avenue. This location houses a squad, comprised of two firefighters, during times of greatest call volumes. Squads are used to increase efficiency and cost effectiveness as they help meet the growing response demands for medical calls.

Our Fire Department has the only Simulation (SIM) facility in the region to support emergency medical training for firefighters. Staff hone their skills in a professional, state-of-the-art health care setting, aided by "SIM Man," a mannequin. The SIM program simulates different scenarios to ensure firefighters are well trained and ready to intervene in diverse medical emergencies.

Olathe is not immune to the opioid epidemic, and having the best medical treatment at hand is necessary. All Olathe Fire trucks have the life-saving medicine Narcan available for a patient suffering an opioid overdose.



*Firefighters' new breathing apparatus*

Modernizing Fire Department equipment is important for our community's protection. The Department secured updated breathing apparatus through a \$2 million federal grant in partnership with five regional fire agencies.

New portable radios provide critical support for the Fire and Police Departments, allowing enhanced communication with the dispatch center, the officer in charge, and other firefighters.



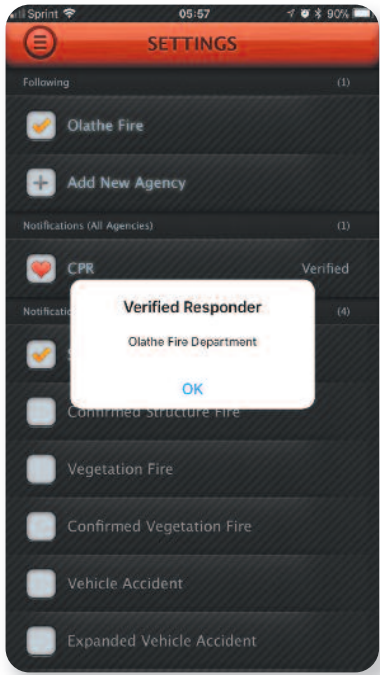
*Public Safety Academy students received CPR training*

While we continue setting the standard for excellence in fire services, we must also keep looking ahead. The demand for qualified firefighters and emergency medical responders will increase, and the Public Safety Academy at Olathe West High School is one way we are developing future fire service careers. We are grateful for a community that supports public safety, and we will continue seeking ways to keep Olathe one of our nation's safest cities.

Sincerely,

Michael Copeland  
Mayor

# Off-Duty Firefighters and an App Help Save Lives



This spring, the new PulsePoint Verified Responder program launched, providing critical care when someone experiences sudden cardiac arrest in their home. The program uses the PulsePoint app to alert trained responders who may be located within a quarter mile walking distance of a home emergency.

“With Verified Responder, we now have the new opportunity to send off-duty firefighters from the Olathe Fire Department into an Olathe home or private

location in response to a sudden cardiac arrest,” explains Fire Chief Jeff DeGraffenreid. “We are honored to be one of the first in the country to offer this to our community, which will dramatically broaden our impact to help save lives.”

In addition, the Olathe Fire Department is providing automated external defibrillators for participating Verified Responders so they can have available this potentially life-saving medical technology.

Last year, 64 percent of cardiac arrests in Olathe occurred at home. Nationwide, nearly 1,000 people each day suffer an out-of-hospital sudden cardiac arrest, where the heart suddenly and unexpectedly stops beating.

This program supplements the regional life saving PulsePoint, which began in 2017. This free mobile app alerts citizens trained in hands-only CPR when someone in a nearby public place suffers cardiac arrest.



Olathe firefighters received automated external defibrillators for their potential off-duty, life saving services with their participation in the Verified Responder program.



During the launch of the PulsePoint Verified Responder program, Olathe resident Rob Shipley reinforced the importance of the critical services provided by those trained in CPR. Five years ago, Shipley experienced sudden cardiac arrest at his home. He credits the use of external defibrillators with saving his life.

## 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](http://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  
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**and Mayor Pro Tem**  
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**Marge Vogt**  
Ward 4

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mvogt@olatheks.org

CONNECT WITH US



Apps available on the App Store and Google Play

**OLATHE CONNECT TrashDay**

Kids • Teens • Adults  
Join the Summer  
Reading Program  
2018

## Kick-Off Event



**10-11:30 a.m., Tuesday, May 29**

**Frontier Park**

**Black Bob Road and Indian Creek Parkway**

The Summer Reading Program encourages reading and life long learning with special events, creative activities, opportunities to win prizes, and more.

For more details, visit [OlatheLibrary.org](http://OlatheLibrary.org)



Free meals for kids 18 and under  
**Friday, May 25**  
**Monday-Thursday: May 29-Aug. 15**  
11 a.m.-12:30 p.m., (No meal on July 4)  
**DOWNTOWN LIBRARY**  
201 E. Park St.  
**INDIAN CREEK LIBRARY**  
13511 S. Mur-Len Rd. Suite 129

## Closures at Lake Olathe

Construction at Lake Olathe is anticipated to begin this spring. Due to safety and security measures, the east side of the park will be closed to the public until construction is complete. Access to the west side of Lake Olathe will remain open unless otherwise noted. Please refer to [OlatheKS.org/LakeOlathe](http://OlatheKS.org/LakeOlathe) for construction updates. We appreciate your patience.

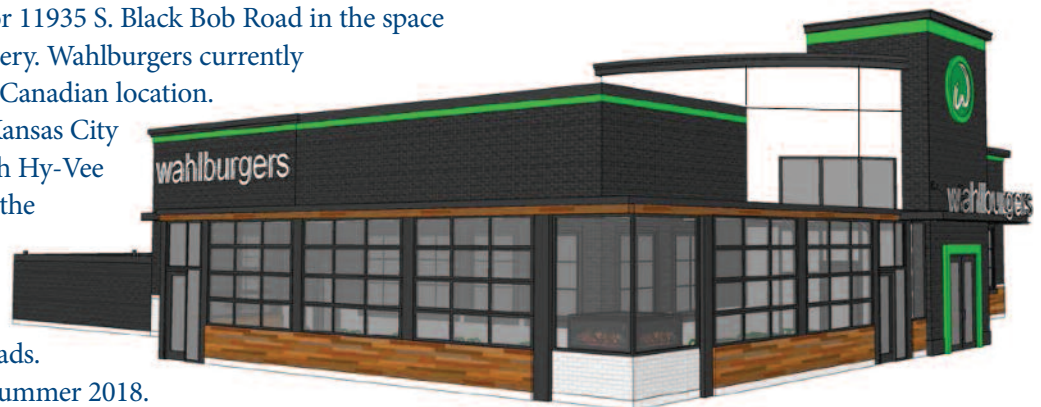


## What's Being Built in Olathe

A new Wahlburgers restaurant is planned for 11935 S. Black Bob Road in the space formerly occupied by the Dodge City Distillery. Wahlburgers currently operates 17 locations in nine states and one Canadian location.

The Olathe location will be the first in the Kansas City metro area. Wahlburgers has teamed up with Hy-Vee to open 26 new locations in the Midwest in the coming years. The new restaurant will provide fresh, high-quality ingredients to serve a well-rounded menu including made-to-order burgers, sandwiches, and salads.

The restaurant's opening is planned in late summer 2018.



# New Indian Creek Library Coming in 2019

This spring the City revealed the preliminary architectural designs and space plan for the new Indian Creek Library. Abundant light and open and spacious areas are distinguishing features for the library. Comfortable and functional places for people to congregate are included both inside and outside the building.



## Indian Creek Library Entrance

16100 W. 135th St.  
Corner of Santa Fe and Brougham  
Former Hy-Vee location

## The Marketplace

This will be the heart of the library with easy access to the adult, children, and teen areas. The Marketplace will include the key information desk, latest materials, stationary public computers, mobile laptops and tablets, comfortable seating areas, and more.



## Collaborative Commons and Makerspace

Upon entering the library, the Collaborative Commons and Makerspace will be visible on the left. This area houses café refreshments, casual meetings, and reading and study areas. Print, copy, scanning and faxing equipment will be available for library customers. The Makerspace will offer durable work spaces and tools for creating and experimenting, including a 3D printer, laser cutters, and computers.

## Large Event Space

The space will accommodate up to 250 seats, auditorium style, or 160 seated at large tables. It can be converted to two rooms as needed, and a small catering kitchen will be adjacent.

The new Indian Creek Library is expected to open in fall 2019.



# Earth News

from the City of Olathe, Kansas

## Maintaining Quality Drinking Water

Cleaning the City of Olathe's collector wells located on the Kansas River basin is one of the ways you are delivered quality drinking water.

The two-month cleaning process involves lowering workers into one of the wells to high pressure wash the structure. Cleaning each well

approximately every six years maintains water capacity and minimizes the necessity to build new wells.



## Setting Street Maintenance Priorities

The City of Olathe street preservation program's mission is to maintain all Olathe streets in good or better condition. Selecting which streets receive maintenance is determined by the Pavement Condition Index, (PCI), an objective number-assigned

rating system developed by the Army Corps of Engineers. The PCI rates conditions for all streets of the same type.

Each City-maintained street is inspected every three years with pavement condition data.

Arterial streets receive top maintenance priority because they are most used. Collector streets are the next priority, followed by local streets.

**Street Pothole Hotline: 913-971-6037**  
**2018 Street Preservation Map:**  
**[OlatheKS.org/StreetPreservation](http://OlatheKS.org/StreetPreservation)**

**The Pavement Condition Index can range from 1-100.**



Good pavement condition equals PCI above 70



Fair pavement condition equals PCI 50 -70



Poor pavement condition equals PCI below 50

## Spring Cleanup Helpers

The City of Olathe offers several programs that can help spruce up your home and lawn.

### Bulk Item Pick-Up

Need to get rid of large household items? Curbside collection is available on your regular trash collection day. Call 913-971-9311 before 5 p.m. on the business day prior to your scheduled trash collection day to arrange a bulk item pick-up. Please allow sufficient clearance away from mailboxes, vehicles and power lines when placing bulk items at the curb. Fees may apply for some items. Learn more at [OlatheKS.org](http://OlatheKS.org). Search “bulk item pick-up.”

### Free ReUse Products

Before heading to the hardware store, check the product ReUse shelves for free items. Items may include latex paint, spray paint, gardening supplies, fertilizers, and other items turned in at Household Hazardous Waste collections.

Monday-Friday, 10 a.m.-3 p.m., 1436 S. Robinson Rd.



### Free Compost and Mulch

Olathe residents can pick up compost and wood chip mulch processed from yard waste recycling at the Olathe Composting Facility, while supplies last. Bring a photo ID, and your own shovel and container to self load. Call first to confirm availability, 913-971-5178.



## Keep Olathe Beautiful for All

### Pick Up After Your Pet

Did you know that it's the law to pick up and properly dispose of your dog's excrement in City parks? Dog waste stations are available at many City parks popular with dog walkers. Always bring a plastic bag along when out with your pet.



### Cut Your Grass

The maximum height of grass on residential and occupied commercial properties is eight inches. The maximum height on vacant properties is 12 inches.

Property owners are responsible for maintaining the adjacent right of way behind their properties.

Vacant parcels larger than 10 acres only require a 75-foot swath around the perimeter.

Please report grass and weed issues to [OlatheKS.org/OlatheConnect](http://OlatheKS.org/OlatheConnect), or 913-971-9880.

Visit [OlatheKS.org/ResidentialCodes](http://OlatheKS.org/ResidentialCodes) for more information.

**Refrain from placing garage sale, advertising, real estate, and other signs in the City rights of way. It is not permitted.**

### Have You Tested Your Lawn Irrigation System?

All owners of lawn irrigation systems must have their backflow prevention assemblies tested each year, regardless if the system will be used. The test is to prevent contamination of the water distribution system. A certified backflow device tester should submit the results online.

A list of certified testers and example fees can be found at [OlatheKS.org/Backflow](http://OlatheKS.org/Backflow).

Questions? Please call 913-971-9055.

**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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If you require this material in a black and white format, please contact the Olathe Human Relations manager, 913-971-8827.



### OlatheConnect

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

[OlatheKS.org/OlatheConnect](http://OlatheKS.org/OlatheConnect)



Receive Olathe news and updates by email or text message. Click on e-notification or the envelope icon at [OlatheKS.org](http://OlatheKS.org).

**JUNE 8**  
**Laith Al-Saadi**  
with Josh Hoyer

**JUNE 22**  
**Ruthie Foster**  
with Lester Estelle  
and Friends

**JULY 6**  
**Liverpool**  
with M80s  
at Olathe Community Center

**JULY 20**  
**Landslide**  
with Synchronicity

**SEPT. 21**  
**Gibson Bros**  
with Kelly Hunt  
at Olathe Community Center



Shows start at 7pm at Frontier Park, unless noted.  
For more information visit [OLATHEKS.ORG/OLATHELIVE](http://OLATHEKS.ORG/OLATHELIVE)

