



# Building **STRONG** Communities

2018 Year in Review



**About the cover:** This year's graphic theme was inspired by the tower crane at the site of the new county courthouse (pictured above), a daily symbol of growth and improvement in our community to all who pass through downtown Olathe.

Johnson County is a local government located in northeast Kansas that was organized on Sept. 7, 1857. Johnson County Government serves a diverse and expanding population through 30 agencies, departments and offices.

Approximately 4,000 public servants are dedicated to helping Johnson County remain a safe, growing and vibrant community.



## Table of Contents

Letter from leadership	3
Johnson County at a glance	4
Dollars & Cents	6
Building & Growth	9
Health & Support	10
Culture & Recreation	14
Safety & Protection	17
Enterprise & Growth	22
Community & Involvement	27
A high performing organization	30
Elected officials & county managers	31

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Our thanks to the many county staff who contributed to this report.

# Letter *from* leadership



**Ed Eilert**

Chairman, Board of  
County Commissioners



**Penny Post oak Ferguson**

County Manager

It takes all of us working together to build strong communities, and thanks to that collaboration, 2018 was a year of significant success in Johnson County on many fronts. In our 2018 citizen survey, participants gave Johnson County a 98 percent satisfaction rating as a place to live. Also in 2018, we moved up in the rankings on USA Today's list of the best counties in the nation from 23 to 18. With 3,007 counties in the country, we are nearly in the top half percent of best counties in which to live.

Building our strong community was seen quite literally in 2018 with work commencing on some of the biggest projects in Johnson County's history. Construction kicked off on two multi-year projects; the new Johnson County Courthouse and the expansion of the Tomahawk Creek Wastewater Treatment Facility. We also broke ground on the county's first Medical Examiner facility.

Strong communities rely on strategic planning to add new amenities where they are needed the most. In 2018, Johnson County Park and Recreation District and Johnson County Library made progress on their master plans with the opening of the new Monticello Library in Western Shawnee, Phase I of Big Bull Creek Park and JCPRD's first-ever first inclusive playground, located at Stilwell Community Park.

Our work in the health and human services fields contributes to the strength of our community. In 2018, Johnson County was selected as one of seven counties in the nation as a Stepping Up Innovator County for our expertise in taking action to reduce the number of people in jail who experience mental illness. We supported some of our more vulnerable populations

in many ways in 2018 from providing food, utility and housing assistance, to helping our clients seek competitive employment and enhancing public transit that connects residents to jobs.

Public safety services received a 91 percent rating in the 2018 Community Survey. Collaboration between the Sheriff's Office, District Attorney's Office, District Courts, emergency responders, emergency management and emergency communications, and rural fire districts help make Johnson County a safe place to live.

None of these accomplishments were possible without the hard work, expertise and dedication of our collective workforce. In 2018, our organization introduced the Leadership in Action awards, and in this first year we recognized 39 employees, the top one percent of our workforce, for performance that made them stand out among our peers.

In 2018, we continued to work with those outside our organization to build strong communities. Collaborating with local governments, private partners, the business community, nonprofit organizations and other community stakeholders leads to shared success and problem-solving.

Finally, let us not forget a crucial factor in building strong communities...our residents. Resident engagement surpassed expectations in 2018 as we saw record-breaking voter registration, waiting lists for our Citizens Academy and hundreds of thousands of volunteer hours logged for our organization. The work we do every day is for the approximately 600,000 people who have chosen Johnson County as a place to live, work and raise a family, and we could not do it without you.

# Johnson County at a glance —

*live, work, learn and play*



From the largest to the smallest, numbers tell the story of Johnson County, Kansas, in unique and exciting ways!



It's the most populous county in Kansas with more than **591,178 residents**.

Estimate based on 2017 U.S. Census Bureau



Johnson County is **478 square miles**.

That's about **305,920 acres** with approximately 60 percent of land incorporated into city limits of the 20 cities in the county.



Johnson County has **4 of 10** of the largest cities in Kansas.

#2	Overland Park	191,278
#4	Olathe	137,472
#7	Shawnee	65,513
#9	Lenexa	53,553

Estimate based on 2017 U.S. Census Bureau

We have **185,612 residences**, including single-family homes, multi-family units, condominiums, townhouses and farmsteads.



The county has **3,518 miles** of city streets.



Johnson County has **438 miles** of county roadways, including about **117 miles** of gravel roadways.

In Johnson County, there are **23 aviation facilities**, including airports and heliports.



Across the county, there are **43 fire stations** and **20 law enforcement stations**.



The county has an extensive network of medical facilities, including numerous surgical centers, urgent care facilities and **9 hospitals**.

Johnson County is home to

**6 great public school districts:** Blue Valley Schools (#229), De Soto Schools (#232), Gardner-Edgerton Schools (#231), Olathe Public Schools (#233), Shawnee Mission Schools (#512) and Spring Hill Schools (#230). Total enrollment for the 2018–2019 school year was more than **95,500 students**.





The median household income in Johnson County is **\$81,121**.



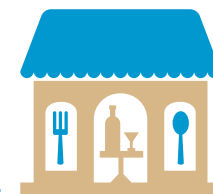
There are more than **352,000** workers in Johnson County, and more than **23,600** employment establishments.



County residents and visitors can enjoy **26** golf courses!



Including county and city sites, there are **377** parks totaling about **17,258** acres.



Johnson County is home to about **1,315** restaurants and eateries.

In the county, there are **571** farms, totaling **99,354** acres, and **52** percent of the farms have less than 50 acres.

**JOB**



Low unemployment rate of **2.6** percent.



There are **298** shopping centers — including **171** strip malls!



The county is home to **12** museums and **123** historical sites.



Throughout Johnson County, there are **79** hotels, motels and extended-stay facilities.

The average travel time to work is **21** minutes.



Across the county, there are **194** public school and **53** private school buildings.



Johnson County residents have access to the county's **17** public libraries.



Johnson County has **208** miles of bike lanes, including **159** miles of shared roadways.

Across the county, residents can enjoy **48** swimming pools, beaches and aquatic centers.



Johnson County has **391** miles of hiking, jogging and bike trails.

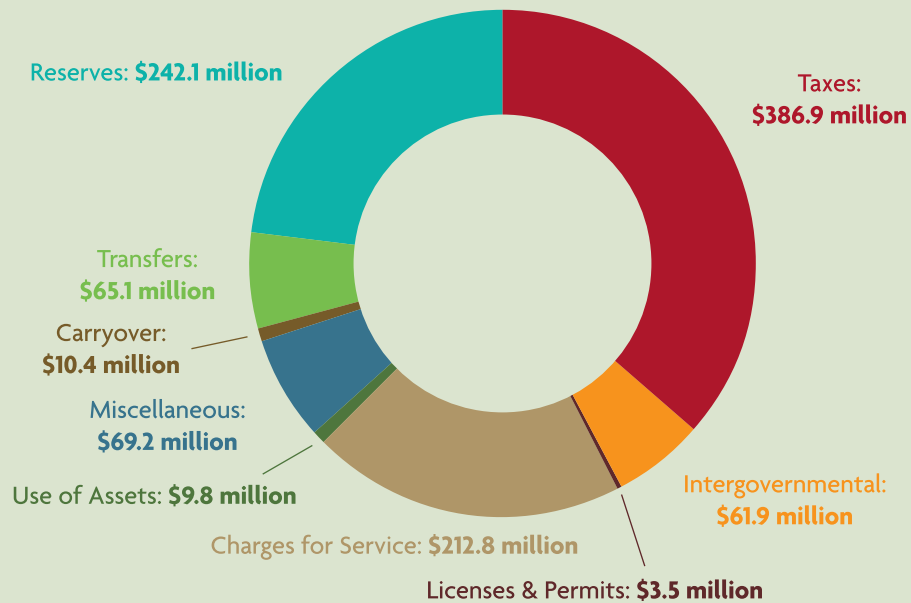
In the county, there are **4** colleges, including **Johnson County Community College** which had a Fall 2018 enrollment of **18,373** with more than 10,000 full-time equivalent students.



In a nation of **3,007** counties — including 11 others named Johnson County, there's still **only one Johnson County, Kansas.** 🌻

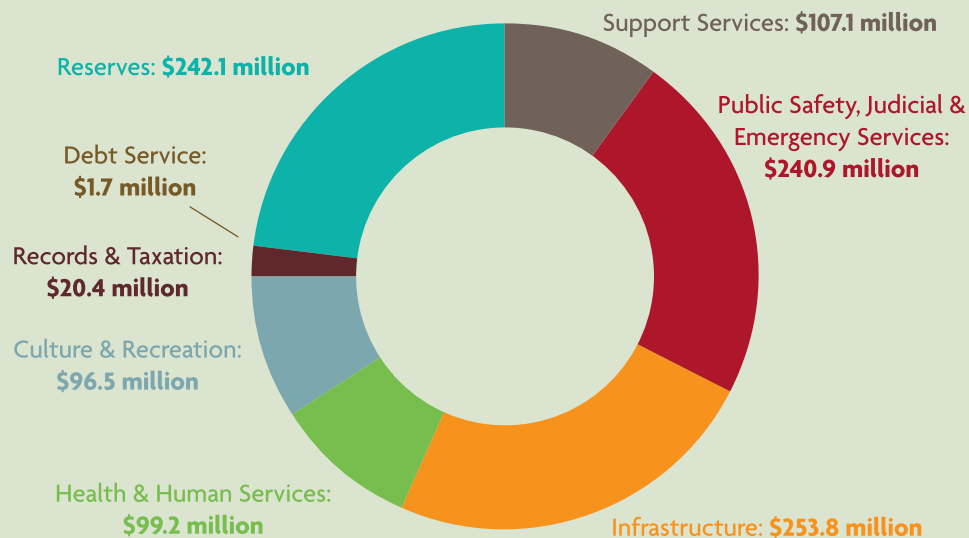
## FY2018 Revenues

Total Revenue: \$1.1 billion



## FY2018 Expenditures

Total Expenditures: \$1.1 billion



# Dollars & Cents

*Whether we're crafting budgets, managing finances, valuing property, calculating the tax roll or collecting and disbursing taxes, our expertise in these complex fields ensures that ALL dollars come in and go out the way they should...always with a strong focus on stewardship of resources.*

## Budget & Financial Planning

Budget & Financial Planning (BFP) is responsible for the formulation and administration of the annual operating budget, capital improvement program and issuance of the county's debt.

Johnson County Government is dedicated to a practice of good stewardship and strives to manage the citizens' investment in tax revenue to provide the best possible service as efficiently as possible.

## Once again, Johnson County rolls back the mill levy

Strong valuation growth aided the county in rolling the mill levy back for the second consecutive year. However, it was also crucial to do so given that the largest growth and impact on our residents was on those in more moderately priced homes (under \$350,000). Adjusting the budget to accommodate a mill levy rollback was not an easy process, but it was important for the county to do so to reduce the tax impact upon residents.

The Board of County Commissioners (BOCC) called for at least a quarter mill levy rollback in order to ensure a cumulative reduction of over a half mill for 2018 and 2019. The FY2019 budget makes good on the board's directive by rolling back the total mill levy .338 mills and brings the two-year rollback to .594 mills.

## Funding key initiatives and priorities

Using the board's strategic goals as guideposts, the FY2019 budget focused upon meeting frontline demand while also taking cues from the citizen survey. Consequently, within a limited number of new positions, funding was set aside for key initiatives and priorities. Technology positions were funded to develop and implement a comprehensive plan to protect, support and integrate county data systems. Funding for human services and mental health was included to advance the self-sufficiency of vulnerable populations, including those with intellectual and developmental disabilities, those

with mental health needs, older adults, and those who are housing insecure. Public safety is a top priority, and positions were funded for the District Attorney's Office and Sheriff's Office.

## Largest debt issuance in county history

In 2018, the county issued the largest amount of debt in our history while maintaining the AAA rating with Fitch, Standard & Poor's, and Moody's Investor Services. The General Obligation Bonds issued totaled \$232.8 million, including \$207.9 million for the expansion of the Tomahawk Creek Wastewater Treatment Facility. Public Building Commission lease revenue bonds of \$148.6 million were issued for the courthouse and the Medical Examiner Facility. Due to the size of the issuance, Moody's and Standard & Poor's were each invited to the county for presentations on the state of the county and tours of county facilities.

## Appraiser's Office

The Johnson County Appraiser's Office (APR) discovers, lists and values all taxable property within the county, as well as provides for equalization of properties to ensure fair and equitable taxation. APR efforts have concentrated on streamlining and enhancing options for public interaction.

## User-friendly website enhancements

In the fall of 2018, a plan was submitted to the Appraiser's Office's Culture of Constant Improvement committee for enhancements to make the website more user friendly. Collaboration with Automated Information Mapping Systems resulted in the integration of appraisal information from the Appraiser's Land Records Search site.

## Improved appeal process options assists residents

The Appraiser's Office offers new, customer-friendly options to access property information and file a Residential appeal. Shortly after the Notices of Appraised Value (NOAV) are mailed, a PDF version of the NOAV will be available online.

Residential property owners have a new format to file online appeals through the Appraiser's website at [jocogov.org/appraiser](http://jocogov.org/appraiser). Every residential property owner is assigned a unique PIN number printed on the back of the NOAV, below the appeal process instructions. Property owners then receive immediate notification the appeal has been received. This system creates a higher level of efficiency for both the property owner and appraisal staff.

## Increased communication and education efforts

Each year, the Appraiser's Office meets with taxing jurisdictions (school districts, city leaders, Johnson County Community College and fire districts) in Johnson County to present the revaluation results.

In light of the real estate boom and increase in 2018 home values in several pockets of the county, the staff from the Appraiser's Office presented revaluation results in 10 different town hall, chambers, and homeowners' association meetings to educate residential property owners about the appraisal and appeals processes and how property values are determined.

NOAV-related services were shared with the public via two issues of JoCo Magazine, an issue of The Best Times, city e-news, newsletters and websites and media relations.

## 2018 By the Numbers

**1,944** new residential construction permits in Johnson County.

**3,625** new apartment units built.

**223,102** parcels of land - an increase of **4,421** in the last three years.

The Call Center processed **84,000** calls.

Archives currently stores **35,323** record items, including boxes, books, and roll plans.

Staff processed **1,279** retrievals of these materials last year.

### Did you know?

The county's investment portfolio average daily balance is \$801 million, with peaks in excess of \$1 billion each December.

## Records and Tax Administration

Records and Tax Administration (RTA) records and indexes all land record documents; creates, maintains and calculates the annual tax roll; archives county records and supports the Board of County Commissioners meeting and minute processes. RTA is also responsible for parcel-level mapping and updates to the automated mapping system.

### Accomplishing more with less

RTA currently has 38 staff members, a dramatic shift from the 54 staff employed before the 2000 Charter Amendment took effect. However, Archives and Records Management and the Call Center were later added to the department. In addition, RTA also absorbed the duties of the county commission's deputy clerk, which includes meeting agenda and minute processes.

Cross-training, realignment of resources and the acquisition of technology allow RTA to conduct

more business, manage more records and provide more services with fewer people.

In 2018, the number of real estate parcels in Johnson County was 223,598, compared to 183,765 in 2001 – an increase of approximately 40,000. In the last eight years alone, real estate parcels in the county increased by more than 11,000.

The county's Call Center serves all departments and agencies. The Call Center received and processed 84,000 calls in 2018, and is not an automated system, by choice.

RTA addressed these increases by using technology, becoming one of the first Kansas counties to implement electronic document filing. More than 70 percent of Johnson County's recordings are now submitted electronically.

The land record process in RTA includes the recording of land records documents (deeds, mortgages and plats), the creation and maintenance of the annual tax roll, and the maintenance of land record data in the automated tax mapping system. Since 2014, RTA has recorded 571,654 documents, an average of slightly more than 114,300 documents annually.

The Archives Division is responsible for the storage, maintenance and destruction of all county and court records, based on the Kansas State Historical Society standards.

## Treasury and Financial Management

The Johnson County Treasury and Financial Management (TFM) Department provides financial reporting and information; bills, collects and distributes tax monies;

administers an open and competitive procurement process; administers vehicle registrations and titles; maintains risk management and more.

### State changes license plates

In August 2018, the Kansas Department of Revenue implemented a new production and delivery process for Kansas license plates. The plates carry the same designs as those previously offered but are flat instead of embossed and are mailed directly to customers. With this change in process, a customer receiving a new plate as part of their transaction will leave the office with a 30-day temporary license plate and their registration sticker. The permanent plate is mailed directly to the customer within 10-14 business days.

### Efficient and cost effective tax collection

The Treasury Division collected approximately \$1.3 billion in property taxes; more than 99 percent of the taxes dues. Additionally, the division completed its first full year with the new enterprise land record system. This means administration of tax collection will be more efficient and cost effective.

### Shared services results in administrative efficiencies

Johnson County Government and Johnson County Fire District No. 2 entered into a Shared Services Agreement that consolidates administrative functions in the area of finance. This allows the fire district to focus its resources on core public safety activities, while the county provides administrative efficiency and reduced costs.

*The insurance for this Johnson County Museum display, a 1955 Chevrolet Belair, is managed by TFM.*





# Building & Growth

## capital improvement projects



### Johnson County Courthouse and Medical Examiner Facility

The county broke ground in 2018 for the Johnson County Courthouse and Medical Examiner Facility, funded by a quarter cent public safety sales tax approved in November 2016.

The Johnson County Courthouse is on the corner of Santa Fe and Kansas Avenue in downtown Olathe, directly across from the current courthouse. Prior to the July 12 groundbreaking, two public engagement meetings were hosted to present the initial design and plans and to gather input. Schematic designs were presented to the Board of County Commissioners on March 22, 2018.

Anticipated completion date for the new 28-courtroom courthouse is 3Q 2020, with occupancy expected in early 2021.

The courthouse is one of the largest capital projects ever to be undertaken in Johnson County at an anticipated cost of \$193 million.

Johnson County broke ground on a new 33,000-square-foot, single story medical examiner facility on December 13.

The facility will be located on the Johnson County Government campus at 119th and Ridgeview in Olathe. Renderings, a fly-through animation, project overview and schedule update were presented to the board on Nov. 1, 2018.

In the fall, the county also hired its first chief medical examiner to open the facility.

Anticipated cost is \$21 million. Anticipated completion is end of 2019, with move in taking place 1Q 2020 and building opening 2Q 2020.



*From left: Renderings of the new county courthouse, Medical Examiner Facility, and Tomahawk Creek Wastewater Facility.*



### Tomahawk Creek Wastewater Treatment Facility

Expansion of the Tomahawk Creek Wastewater Treatment Facility is the other of the county's two largest capital projects. Ground was broken April 12 and the balance of 2018 saw site preparation for construction including activities such as decommissioning the existing plant, utility relocation and installations, demolition of existing wastewater treatment structures and excavations for the new wastewater treatment basins.

The plant is located in Leawood, east of Mission Road and south of I-435.

A new facility expansion will:

- Provide the most cost-effective, long-term solution for customers.
- Improve water quality using the latest, proven technologies.
- Preserve the high quality of life enjoyed by Johnson County residents.

The total cost of the project is \$334 million. This saves ratepayers over \$16 million in payments to KCMO for treatment. The major work is to be completed by the end of 2021.

## JCDHE By the Numbers

**365** door to door, in-person Community Health Assessment surveys administered by more than **100** volunteers.

**717,425** pounds of materials received at the Household Hazardous Waste site. **53** percent was recycled or redistributed through reuse.

**10,234,626** marketing impressions during the Prevent Diabetes KC Awareness campaign.



**4,846** pounds of fresh vegetables harvested from the WIC Garden to feed more than **900** WIC families.

# Health & Support

*We help build strong communities by focusing on the health and well-being of our residents. We assist people of all ages, offer supports and resources that can lead to independence and success, and protect the quality of life for some of our most vulnerable populations.*

## Department of Health and Environment

As an innovative leader for community health and environmental protection, the Johnson County Department of Health and Environment (JCDHE) accomplished several major departmental initiatives to address the environment, health and welfare of all residents who live, work and play in Johnson County.

### Department completed community assessment

JCDHE embarked on the latest community health assessment, surveying residents during the fall of 2018, for their thoughts and opinions on the health of the community. JCDHE has coordinated community health assessments since 1996. The information collected will result in a new Community Health Improvement Plan.

### Recognition program for “Child Care Prepared”

JCDHE partnered with Child Care Aware of America to develop a recognition program for Johnson County’s child care providers. This program encourages facilities to strengthen emergency plans, provide staff training and participate in emergency drills and exercises to earn the designation of being “Child Care Prepared.”

### “Ditch the Bag” campaign has many partners

JCDHE’s Environmental Division rolled out the “Ditch the Bag” media campaign, partnering with 12 Johnson County cities to educate the public about the importance of not including plastic bags in their recycle bins. JCDHE received a \$7,500 grant from the Kansas Department of Health and Environment to implement this project.

### DPP promotes healthy lifestyle

The Diabetes Prevention Program (DPP) is a group-based, year-long, structured lifestyle change program that helps people who are either pre-diabetic or are high risk for Type 2 diabetes to make lifestyle changes to reduce their risk. In 2018, 41 DPP participants lost 274 pounds collectively. Several participants have also reversed their risk for diabetes and are no longer considered to have prediabetes, according to their doctors.

## Human Services Department

The Human Services Department (HSD) manages programs and activities that support the independence, dignity and self-sufficiency of Johnson County residents. These services and opportunities primarily target older adults, people with disabilities, low-income families and other residents who require assistance.





*The Community Developmental Disabilities Organization (CDDO) Resource Fair provides residents an opportunity to connect with local service providers.*

## Strategic Plan provides focus

The new HSD Strategic Plan focuses on the areas of collaboration, staff development, community impact, prevention and communication. This effort involved many different HSD stakeholders, including clients and partner organizations. The plan will maximize service options for elderly, disabled and low income clients through more robust collaboration with and support of other service providers, and an emphasis on increased self-sufficiency of these vulnerable populations.

## Meeting important community needs

The Outreach Team responded to growing needs of the community by taking on an increased role in homelessness prevention, participating in Project Home and Impact Olathe, utilizing additional funding resources and collaborating with other community providers. An increased emphasis on case management has helped remove barriers to client self-sufficiency. Catch-A-Ride capacity has increased through expanded volunteer recruitment efforts.

The Aging Division has met an unfilled need in the community by hiring an on-call mental health expert to provide in-home mental health services. In 2018, more than 60 client sessions were provided, a 50 percent increase over 2017.

In order to address affordable housing challenges facing our community, the Housing Services Division has increased its profile, participation and outreach activities. Housing Services was approved to add a new housing navigator position which works closely with landlords and potential landlords to promote the benefits of renting to recipients of the Housing Choice Voucher.

## Developmental Supports

Johnson County Developmental Supports (JCDS) offers person-centered services for people with intellectual and developmental disabilities (IDD). Expanded and enhanced community employment programs support the department's mission of advocating alongside people with IDD to live and work in the community.

## Embracing their natural talents

Community employment takes many forms. Papercrete Works and Emerging Artists are two programs that help individuals embrace their natural talents and learn new skills while earning money. The Emerging Artists Holiday Art Sale was successful, earning more than \$2,700.

## 40+ jobseekers benefit

End-Dependence Kansas works with more than 40 employers in Johnson County to help jobseekers find competitive, community employment. Having completed its second year, it is funded through a five-year, \$1.2 million grant from the Kansas Department for Children and Families. Currently, more than 40 people have completed or are actively participating in the program.

## Dementia population grows

This population increase calls for additional services to meet those needs. JCDS supports two residences for individuals with dementia and expanded its day program to meet the growing needs of dementia care. A new Community Behavioral Health Team

helps individuals with a dual diagnosis who need IDD and mental health support.

## Making important connections

The Community Developmental Disabilities Organization held a resource fair with more than 70 participating vendors and an estimated 300 attendees. Many of the participants had family members who have IDD and are currently on the waiting list for the IDD Waiver, which allows eligible residents to receive IDD services in the community, including those offered by JCDS. Due to funding limitations, the waiting list in Kansas is currently eight years. Staff also completed new intakes for individuals who had not yet applied for IDD eligibility.

## Mental Health Center

Johnson County Mental Health Center (MNH) offers a wide range of mental health and substance abuse services to county residents, serving as a safety net for individuals with the most severe forms of mental illness, including those who are unable to afford or access care elsewhere.

## Sources of Strength

### *An upstream approach to youth suicide prevention*

Source of Strength (SOS) is a best practice youth suicide prevention program designed to harness the power of peer social networks to change unhealthy norms and culture, ultimately preventing suicide and bullying.

The Daniel Keating Foundation awarded the Mental Health Center \$30,000 to support six Johnson County schools in implementing SOS. Additionally,

in a collaborative effort between Keep the Spark Alive and Speak Up, this program will be funded with the operational support of Johnson County Mental Health in the amount of \$10,000 from Speak Up for two schools and \$30,000 from Keep the Spark Alive for another six schools.

## Data Science for Social Good

### *Improves ability to predict outcomes*

Data Science for Social Good is a fellowship program at the University of Chicago that focuses on reducing recidivism and improving outcomes for people with complex health needs. In 2018, Johnson County expanded the program's access to police department and public health centers data, improving the data analytics. In turn, the Mental Health Center can effectively allocate resources for proactive and preventative methods, including outreach and case management, toward reducing the number of individuals with mental health issues in the criminal justice system.

## Virtual assessments improve access to professional help

Mental Health Center clinicians utilize virtual assessments with the Juvenile Intake and Assessment Center during overnight hours. This live, two-way interaction between a person and a clinician using audiovisual telecommunications technology is a cost-effective way to improve access to mental health professionals and illustrates an instance in which live video telehealth can be a lifesaving technology. Live video can be used for consultative, diagnostic and treatment services.

## HSD By the Numbers

More than **3,000** people in more than **1,500** households received housing rental or repair assistance.

**277** landlords participate in the Housing Choice Voucher program.

**10,875** customers were served by the Aging Information and Referral services.

**3,700** functional assessments were conducted by aging specialists.

More than **\$80,000** in rental assistance was provided to Johnson County residents to help them avoid homelessness.

## MNH By the Numbers

Provided routine services to nearly **10,000** individuals.

Provided crisis services to **5,400** individuals.

### Did you know?

Johnson County operates a 24/7 mental health crisis line:

**(913) 268-0156**



## K-State Research and Extension

Johnson County K-State Research and Extension is part of the U.S. Department of Agriculture Cooperative Extension Services and a branch of Kansas State University. Johnson County Extension agents are local university faculty. They help residents apply research-based information in an unbiased way, without product or company endorsements.

### Free tax preparation at county's Volunteer Income Tax Assistance (VITA) site

In partnership with El Centro, Extension hosted a Volunteer Income Tax Assistance (VITA) site at the Sunset Drive Office Building—the only VITA site in Johnson County. This county service was available to taxpayers with annual household incomes of \$60,000 or less. Volunteers helped file federal and state returns electronically. They were trained in the latest tax filing requirements and rules, and found deductions that increased income refunds. Volunteers also informed taxpayers about special tax credits for which they qualified. A total of 1,102 returns were prepared. Between refunds, credit and savings, \$1,425,171 was returned to citizens—an increase of 27 percent over last year.

### Medicare Open Enrollment counseling

Senior Health Insurance Counseling for Kansas (SHICK) is a free program in which Kansans meet with trained volunteers to receive answers to questions about Medicare and health insurance. Spearheaded by Extension, 102 participants were counseled by SHICK volunteers—more than double

the previous year. Money saved by beneficiaries during Open Enrollment was \$363,773 (66.5 percent increase from 2017). Average savings were \$3,566 per person; two individuals saved more than \$30,000 each.

### Extension helps citizens improve indoor air quality

Johnson County Extension offers radon educational outreach within the county, in partnership with Kansas State University's Kansas Radon Program. In 2018, Johnson County Extension actively promoted National Radon Action Month and over the course of the year, sold 800 radon test kits. The Kansas Department of Health and Environment and Kansas State University track radon levels in Kansas. Their

most recent data shows the average level of radon in Johnson County measured 5.3 pCi/L, which is above the accepted EPA action level. Johnson County has a high incidence of radon in homes—approximately 40 percent of them have elevated levels. New construction is affected, as well as older homes, and should be tested.

### Did you know?

1,271 Extension office volunteers provided 84,393 hours of service to the county in 2018 - equivalent to 40 full-time employees!



*A Volunteer Income Tax Assistance (VITA) volunteer assists a resident with his tax return.*

# Culture & Recreation

*There is fun to be had, culture to experience, heritage to celebrate, and much to be learned in Johnson County. If you are looking for first-class amenities, you may not need to look much further than your own community.*

## Park and Recreation District

Johnson County Park and Recreation District (JCPRD) opened a new 2,000+ acre park, as well as several new facilities throughout the county in 2018.

### Big Bull Creek Park

*Largest park in the system*

Located between Edgerton and Gardner in southwest Johnson County, Big Bull Creek Park officially opened in late September with 2,060 acres.

The first phase of the park's development focused on three areas: the Sunflower Road Access Point featuring a nature-themed playground with seasonal water features, as well as a looped trail, two large picnic shelters, and a four-season restroom; a combined park police and park maintenance facility with an adjacent and popular 18-hole disc golf course; and a group campground, which features a large picnic shelter and a four-season restroom.

### New facilities opened in 2018

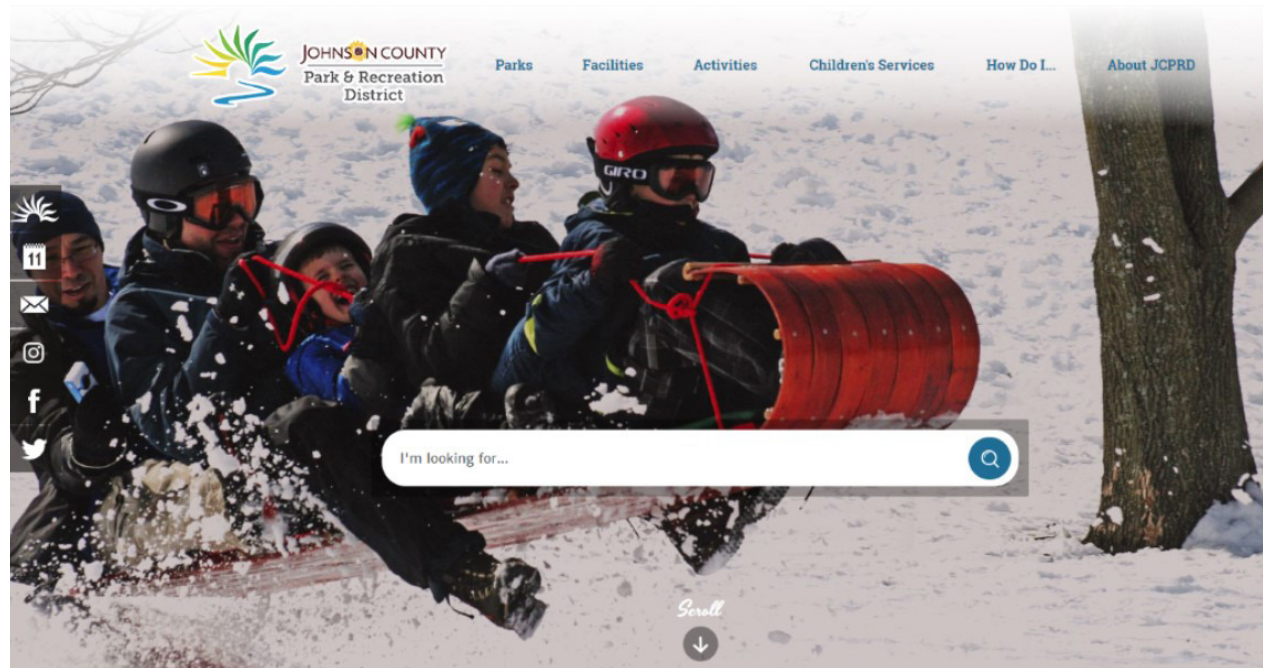
- ◇ The Dodge Town play area in Antioch Park was replaced and updated.
- ◇ A new Shawnee Mission Park Beach House opened, featuring a distinctive wave-like roof design.
- ◇ JCPRD's first inclusive playground, which enables all children to play together without physical or social barriers, opened in Stilwell Community Park.

## Marketing efforts enhanced

Launch of the new website (see below) coincided with the release of the May-August issue of the My JCPRD Activities catalog, which also underwent a major redesign. It is smaller, more colorful and more visual, serving as a means to steer readers to the website for programs and other information.

Separate versions of a free new mobile app are now available for Android and iPhone users. The app provides shortcuts to areas of the website, including calendars, employment opportunities, golf tee times, park information, current projects, rainout and closure information and more.

JCPRD also acquired its first drone in 2018, effectively collecting aerial video and still shots for use in social media and promotional efforts.



*In March, JCPRD.com relaunched with a new look and functionality. The new mobile-friendly website offers greatly expanded capabilities, including easy-to-use calendars and accessibility to video and photos of JCPRD's programs, activities, events and facilities.*



## A new Culture Division established

This division encompasses the Johnson County Museum, both the indoor and outdoor aspects of Theatre in the Park, the Fine and Performing Arts Department and facility rentals.

JCPRD officials believe a division dedicated to culture demonstrates the agency's present and future commitment to the arts and to our community's rich history.

## Johnson County Museum

The Johnson County Museum celebrated its first full year of operation at the Johnson County Arts & Heritage Center in 2018, and the museum's 50th anniversary of collecting, preserving and sharing the county's history.

### The numbers are dramatic

- ◇ The museum served 70,621 visitors at its two locations – the Johnson County Arts & Heritage Center in Overland Park and the Lanesfield Historic Site in Edgerton. This is an increase of 67 percent since 2017.
- ◇ The museum presented 583 structured programs to 15,586 participants.
- ◇ The museum welcomed 1,201 families as museum members.
- ◇ Dedicated volunteers contributed 1,929 hours, serving as tour guides, orienting visitors and working with the museum collection.

Visitors experienced innovative and engaging exhibitions and programs, inspiring people of all ages to discover a sense of place and spark an interest in learning our community's history.

## Popular new programming introduced

- ◇ Behind-the-scenes tours of museum collections
- ◇ Guided tours of museum exhibits
- ◇ Expansion of the popular KidScape experience for young visitors
- ◇ Monthly Home School History program and the Museum Explorer's Club, an afterschool program, which offered young learners deeper engagement with local history than a typical field trip experience
- ◇ A Lunch and Learn series
- ◇ Evening programs and gallery hours for the History on Tap series

## Collaboration to present programs and exhibitions

- ◇ Johnson County Health and Environment Department
- ◇ National World War I Museum
- ◇ The Shawnee Indian Mission State Historic Site
- ◇ Kansas Historical Society
- ◇ Thomas Hart Benton Home and Studio, among others

In September, the Johnson County Museum along with our museum colleagues across metropolitan region, welcomed the American Association for State and Local History to Kansas City for its annual meeting. A total of 1,000 museum and history colleagues gathered to share innovative new ideas and explore our regional museums, including the Johnson County Museum.



*A family plays in Johnson County Museum's KidScape experience.*

## Library

Johnson County Library (JCL) is many things to many people, and offers a wide variety of exciting opportunities to patrons in keeping with its promise to nurture the community's collective wisdom.

### Library opens first new location in nearly 20 years

The Monticello branch in Shawnee, the first new JCL location since 2000, opened in August. In the first four hours, it accommodated 3,038 visitors, 3,737 checkouts and 399 account requests. The new branch design is the result of extensive public input and analysis of evolving needs for library services in the 21st century.

### Organizations offer valuable support

Friends of Johnson County Library sold gently used items that were donated or “weeded” from circulation, with sales totaling more than \$340,000. Friends of Johnson County Library support the library's collections and programming through membership and sales, including sales online.

The Johnson County Library Foundation held its third annual signature fundraiser, Library Lets Loose. Funds raised help the library build its collection and resources, offer programs for patrons of all ages, and better serve the needs of the community. Funds raised from this and other efforts throughout 2018 resulted in an impressive \$321,703 of support to the library.

### Website facilitates volunteerism

Johnson County Library is one of three county departments piloting a new Volunteer Management System that makes it easier for residents to find volunteer opportunities in the county. The system provides a way to publish and communicate volunteer opportunities. Over the summer alone, more than 210 teens volunteered, providing more than 4,500 hours of service.

### MakerSpace partnership extended

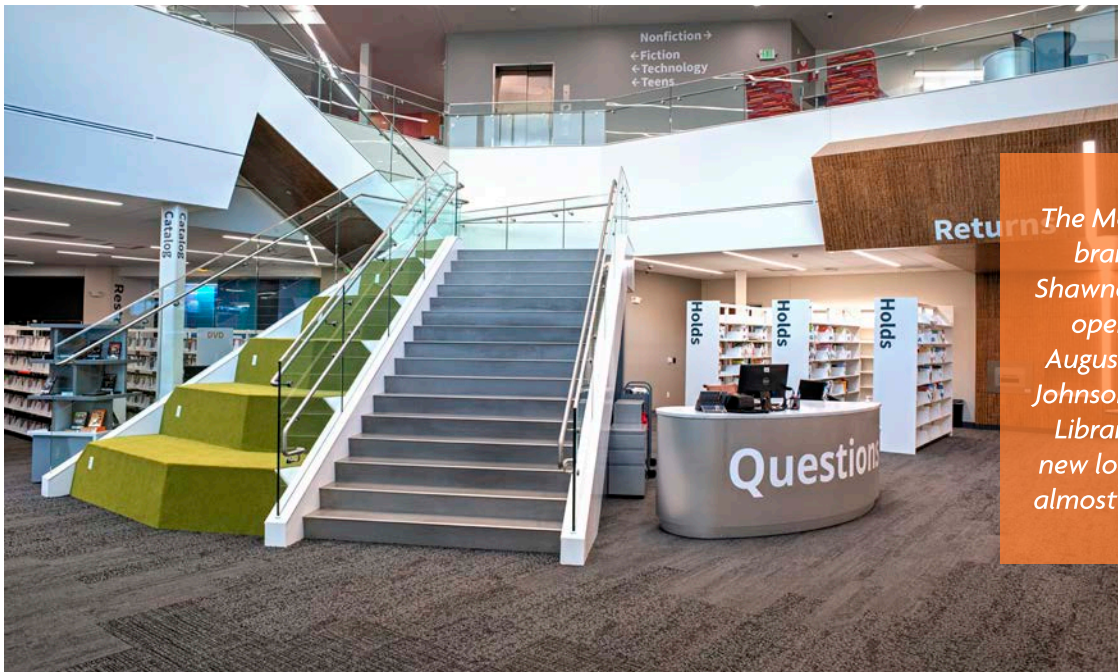
Black & Veatch is continuing a successful partnership by renewing a three-year commitment to the Black & Veatch MakerSpace at Central Resource Library. The renewal allows for the pursuit of new projects, including virtual reality hardware, field trips for teachers and expansion of the popular Maker Kits.

### elementia marks special anniversary

In celebration of the 15th issue of “elementia,” the publication made by and for teens, “best of elementia” was released. The special edition book connects with past authors and artists, highlighting what being published meant to them as a teen.

### Writers Conference draws national participation

The 4th Annual Writers Conference was held for 371 attending writers from all over the U.S. The multi-day conference offered 58 different sessions for attendees, kicking off with a diverse/inclusive panel discussion. It was followed by the “best of elementia” reception, concluding with a special segment for young writers.



*The Monticello branch in Shawnee, which opened in August 2018, is Johnson County Library's first new location in almost 20 years.*





# Safety & Protection

*Our communities are not only strong, but they are safe. An intricate network of emergency communication and response, law enforcement, corrections and criminal justice collaborates every day to ensure our residents are protected and justice is served.*

## Emergency Medical Services (MED-ACT)

In keeping with MED-ACT's mission of ensuring that medical emergencies in Johnson County have the best possible outcome, the department's acquisition of new equipment and formation of a support group were a part of their efforts.

### Ambulances improve response time

The department implemented two new, eight-hour ambulances known as "impact units" to help improve response time and take critical calls in a more timely fashion. These ambulances run during the day in overlapping shifts, along with one impact unit acquired in 2017. The three are spread across the county to help relieve the impact that increased calls during the day has on the EMS system.

### New initiative provides peer support

MED-ACT implemented the Peer Support Group in response to the growing evidence that first responders suffer adverse mental health effects resulting from their duties.

The group is comprised of 17 members from all ranks and shifts who are available to provide support as needed and offer private counsel to any of their co-workers on issues affecting their lives, whether they are job-related or not.

Multiple team members were recognized for their peer support skills and were requested, in partnership with the Sheriff's Office, to support other departments in the region. Team members traveled to Clinton and Warsaw, Missouri, as well as Topeka, to assist in peer support debriefings.

Members receive 40 hours of initial training in interpersonal communication, certified information

security management and privacy practices, followed by annual continuing education. The team may also call on mental health clinicians for support.

## Sheriff's Office

Within the Johnson County Sheriff's Office, a wide variety of initiatives were accomplished in 2018 across several of the department's divisions.

### Deputy Body Cameras

The Sheriff's Office was an early proponent of body worn camera technology and currently use approximately 230 body cameras department wide.

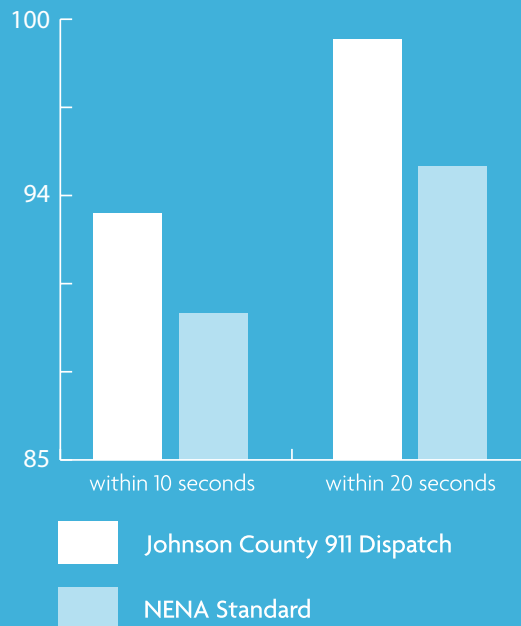
### Patrol Division

Projects/accomplishments completed or underway:

- ♦ Provided law enforcement support to the development and growth of Logistics Park Kansas City.
- ♦ Implemented DigiTicket, a digital citation writing system.

# Sheriff's Office By the Numbers

Of the 80,486 calls received by the Sheriff's Office 911 dispatchers, 93.4 percent were answered within 10 seconds and 99.3 percent were answered within 20 seconds. This is well above the standard set by the National Emergency Number Association (NENA).



## Did you know?

Sheriff's Office deputies drove **over a million patrol miles** in 2018 to keep the citizens of Johnson County safe.

- ◇ Deployed NARCAN® Nasal Spray to field officers for emergency medical help in cases of opioid overdose.
- ◇ Doubled Driving Under the Influence (DUI) arrests since 2016.
- ◇ Conducted Public Safety Town Hall meetings with Johnson County MED-ACT and Johnson County fire districts.

## Investigations Division

The Investigations Division activated its first-ever Cold Case Squad, comprised of three retired investigators from local law enforcement agencies. The Cold Case Squad is working with Investigations Division staff to re-examine the David "Ray" Ninemire homicide, which occurred in Westwood on Aug. 15, 2003.

The Investigations Division expanded its Cyber Crimes Unit from one to two detectives this year to meet increased emerging technology needs.

## Crime Lab

Projects/accomplishments completed or underway:

- ◇ Renewed four-year accreditation to a set of internationally recognized testing standards.
- ◇ Reinstated fire debris analysis.
- ◇ Purchased firearms database utilizing grant funds in the amount of \$141,000.
- ◇ Worked 645 cases in Latent Prints, spent \$92,000 in grant funding for overtime pay and cut backlog by more than half.
- ◇ Worked 277 cases in firearms, spending close to \$23,000 in grant funds for overtime pay.
- ◇ Awarded nearly \$121,000 in grant funds for a new DNA statistical software package.
- ◇ Awarded nearly \$207,000 in grant funds to hire a DNA technician for three years.

## Detention Centers

Both detention centers have seen a rise in individuals requiring medical and mental health services. To accommodate this growing need, several services have been added or expanded in scope. Some examples include Crisis Intervention Training (CIT) for deputies, opening additional housing areas in the detention centers for those requiring special accommodations, and offering one-on-one care from medical and mental health personnel.

To better serve the population, multiple building-based projects have been completed, including major roofing refinishing and elevator modernization projects at the New Century Adult Detention Center. In addition, new vendors handle inmate phone and commissary needs.

## Communications Division

The Communications Division implemented new technology in conjunction with the Mid-America Regional Council (MARC) to provide the quickest response to 911 emergencies. The Sheriff's Office uses the enhanced location program, RAPID SOS. RAPID SOS, paired with GPS location information provided by cellular phone companies, allows dispatch to locate a 911 caller with more confidence than ever.

## Personnel Division

Since 2010, the agency has expanded by more than 50 additional employees. To meet the demands of growth and rate of attrition with quality candidates, the Personnel Division employs a streamlined process which maintains the integrity of candidate selection while decreasing the overall timeline of the hiring process. Efforts are ongoing to reevaluate the hiring process to achieve the highest rate of efficiency.

## Department of Corrections

Johnson County's Department of Corrections addressed several ways in which to better serve clients in the corrections system.

### Building for success

Adult Residential Center clients may participate in a six-week training program to equip them in becoming skilled laborers in the construction industry. This was made possible with help from the state of Kansas, a \$200,000 grant and a partnership among Associated Builders and Contractors, the Home Builders Association of Greater Kansas City, and the Workforce Partnership.

Once completed, graduates of the program are certified with Occupational Safety and Health Administration training and receive certification from the National Center for Construction Education and Research for Core Carpentry. In the first year, 16 clients completed the program and upon graduation were successfully employed.

### Disproportionate minority contact in the juvenile justice system studied

Disproportionate minority contact (DMC) occurs when youth of color come into contact with the juvenile justice system at a higher rate than their white counterparts. Nationally, youth of color are disproportionately represented at every decision-making point in the juvenile justice system. In 1992, an amendment to the federal Juvenile Justice and Delinquency Prevention Act made DMC a core requirement with future funding eligibility tied to a state's compliance. Johnson County began collecting DMC data in 2008 to better understand locally the nature and causes of disproportionality.

After collecting baseline data for several years,

Johnson County's Department of Corrections partnered with the W. Haywood Burns Institute to conduct a system-wide analysis of our local system to determine areas where improvements could be made to Johnson County juvenile justice.

The DMC committee's work streamlined the diversion process so that defendants now receive text message alerts as court reminders so they will not fail to appear, and the committee formed a speaker's bureau to engage the community and gather ideas and support to address DMC issues.

### Day Resource Center completes first year

The Day Resource Center (DRC) is a day program for justice-involved youth in Johnson County with either long-term suspension or high school expulsion. The average length of time for youth in the program is three to five weeks during which they receive social skills training and cognitive behavioral support in addition to their formal education. The DRC has served a total of 28 youth since the program started in 2017.

### District Attorney's Office

The Johnson County District Attorney's Office was involved in a variety of activities outside of the office and courtrooms - planning for the future and providing educational opportunities for law enforcement partners and the public.



*District Attorney Steve Howe addresses the community at the groundbreaking for the new county courthouse.*

### Breaking ground on new homes

District Attorney Steve Howe joined other Johnson County officials for the groundbreaking ceremony for the new courthouse, located on the corner of Santa Fe and Kansas Avenue, in downtown Olathe. Howe and Chief Deputy District Attorney Chris McMullin attended a second ceremony, as they once again gathered with other Johnson County officials for the groundbreaking ceremony for the new Johnson County Medical Examiner Facility. The district attorney, chief deputy district attorney and other members from the District Attorney's Office have been heavily involved with both major capital improvement projects.

The Johnson County District Attorney's Office hosted a 40-hour long crisis intervention team training attended by 46 individuals from the Kansas Highway Patrol, Johnson County Sheriff's Office, Johnson County Mental Health Center and police departments from most of the county's cities. The Kansas Law Enforcement Crisis Intervention Council





*The District Attorney's Office hosted school resource officers, administrators, designated reporters, social workers, nurses and other education professionals to discuss current issues facing the juvenile justice system.*

of Johnson County conducts the bi-annual sessions.

The county's council was established in 2004 for the purpose of forming a partnership between law enforcement, the mental health system, the district attorney, the mentally ill, and their families. Two staff members from the District Attorney's Office serve on the council's board. The board's primary mission is to provide training and crisis intervention team certification for law enforcement officers to promote education, advocacy and problem solving. The training focuses on decreasing dangerous confrontations between the public and law enforcement, as well as reducing recidivism and arrests by diverting individuals with mental illness to community mental health providers.

The District Attorney's Office also teamed up with the Shawnee Fire Department in order to conduct fire investigation training.

## District Attorney's Office is a resource regarding teen issues

District Attorney staff joined a panel presentation to the general public at Olathe East, South and North high schools to discuss current trends related to mental health and or substance abuse issues in the schools. The District Attorney's Office joined other county agencies, Johnson County school districts, health care institutions and concerned citizens in starting the Zero Reasons Why campaign to address teenage suicides.

## Office of the District Court Trustee

Johnson County Office of the District Court Trustee works to enrich the lives of children and families served by providing information, resources and fair enforcement of family support orders.

The District Court Trustee is a fee-funded office that in 2018 collected more than \$74.6 million in child support and spousal support for more than 9,000 Johnson County court orders.

This office receives no federal, state or county funding and has the lowest enforcement fee on support orders among all trustees in Kansas, which is 2.5 percent, with a cap of \$30 per month.

Five staff members attended the Western Intergovernmental Child Support Engagement Council Annual Conference in Omaha, Nebraska to ensure the department continues to perform industry best practices.

## District Court

With the award of a grant to the 10th Judicial District Court, Johnson County residents will benefit from the resulting priorities the court has set for the next three years.

## District Court prepares three-year strategic plan

The State Justice Institute awarded the Johnson County District Court a \$55,000 technical assistance grant to implement the High Performance Court (HPC) framework in the 10th Judicial District Court. Under the grant, court administration experts from the National Center for State Courts (NCSC) facilitated a six-month strategic planning process. Ultimately, the court produced a 2019-2021 strategic plan. The HPC emphasizes four administrative principles:

- ◆ Giving every case individual attention.
- ◆ Treating cases proportionately.
- ◆ Demonstrating procedural justice.
- ◆ Exercising judicial control over the legal process.

Focus group discussions with court employees regarding areas in need of immediate improvement were followed by individual interviews with the chief judge, district attorney, public defender and court management. Focus groups were also held on topics of technology, emergency preparedness, transitioning to a new courthouse, human capital, performance measures, clerk operations, probation operations and attorney viewpoints.

### Did you know?

The 10th Judicial District Court's Help Center serves nearly **1,000 people** per month.



Four main priorities were identified during a strategic planning summit for implementation over the next three years:

1. Improve and update court operations, from a customer service perspective, before, during and after moving to the new courthouse.
2. Strengthen court leadership at all levels through: defined governance, employee development and data-driven decision making.
3. Advance effective and case flow and workflow management.
4. Prioritize and implement technology and innovation excellence through refined information technology governance.

## Emergency Management & Communications

In 2018, the Emergency Management & Communications Department targeted its strategic planning efforts in each of the major service areas to ensure the continuation of excellence in services for its partners and community. EMC's major service areas are: 1) Emergency Management; 2) Emergency Communications; 3) Communications Services; and the 4) EMS System Medical Director.

### Exercises, training and workshops geared toward collaboration

The focus for the Emergency Management Division was on strengthening the county's emergency resource management function. In an effort to improve and streamline emergency resource requests, the division worked with a broad group of partners to build and test capabilities in this area.

Five progressive exercises were designed and conducted throughout the year to help strengthen

the county's ability to swiftly and effectively request and provide emergency resources. Additionally, the Emergency Management Division supported 15 other state and/or regional exercises. The division held its first annual emergency management planning workshop to support jurisdictions and key stakeholders in their emergency planning efforts. The division also arranged separate training events to introduce cities to a new online planning tool to assist with the development of emergency operations and continuity of operations plans.

### Stats for lifesaving efforts improve

The collaboration between all agencies and the community outreach efforts has improved the bystander automated external defibrillator rate for

Johnson County to 17.8 percent. This far exceeds the national average and better than most major emergency management systems nationwide.

### Assistance offered in recovering disaster funding

Over the course of the year, Emergency Management facilitated activities with FEMA, the Kansas Division of Emergency Management and jurisdictional partners to coordinate the federal reimbursement process associated with the Presidential Disaster (DR-4347), declared for the July 2017 severe storms that caused significant damage throughout the county. This work helped ensure local jurisdictions received all federal funding for which they were eligible.



*Stakeholders from organizations across the county participate in a full-scale emergency preparedness exercise coordinated by JCEMC staff*

# Enterprise & Growth

*Airport runways, transit routes, sewer pipes, building codes, fiber connectivity, roads and bridges... these elements of infrastructure are all crucial to a growing and thriving community. We provide these services and more that contribute to the prosperity of our county.*

## Airport Commission

Johnson County Airport Commission (JCAC) develops and operates a system of air transportation facilities that serves the aviation needs of the region and contributes to the economic vitality and quality of life in the county.

## Numerous infrastructure improvements completed

General aviation airports are public amenities whose budgets largely support investment in maintaining infrastructure. Both of Johnson County's airports were originally part of the Olathe Naval

Air Station and have infrastructure, including water systems, road, railroads and runways, which in some cases may be more than 75 years old. The airport commission is making strategic investments throughout the infrastructure to ensure that airports are safe and efficient and reducing reliance on public support for their operations.

Johnson County Executive Airport is in the heart of Johnson County's economic belt, with more than 40,000 annual take offs and landings and approximately 210 based aircraft. Johnson County Executive Airport is the fourth busiest towered airport in the state of Kansas. In 2018, five of nine Executive Airport T-Hangars were rebuilt and

reoccupied following a significant spring windstorm in 2017, which caused more than \$3 million in damage.

More than 65 companies and organizations call New Century AirCenter home. They are leaders in the fields of telecommunications, printing, food processing, manufacturing and avionics. Recent improvements at New Century AirCenter include:

- ◊ Rehabilitation of the New Century Administration Building, which previously served as the headquarters for the Olathe Naval Air Station, was completed.
- ◊ A six-year strategic program to reconstruct or rehab every road owned by the Johnson County Airport Commission at New Century began in 2018. This is an investment of \$250,000 to \$300,000 annually.
- ◊ A New Century Water System Study was completed with recommendations for future infrastructure improvements.



*A significant spring windstorm in 2017 caused more than \$3 million in damage at the Johnson County Executive Airport. In 2018, five of nine T-Hangars were rebuilt and able to be reoccupied by their tenants.*



- ◇ More than 50,000 annual take offs and landings took place in 2018, making New Century the third busiest towered airport in Kansas.
- ◇ New Century AirCenter Shortline Railroad (JCAX) provides rail service to seven resident businesses.
- ◇ Payment was completed on a newly rehabbed \$600,000 JCAX locomotive, with an additional investment of more than \$103,000 in track, ballast and track crossings.

## Investments in technology and modernization

In addition to physical infrastructure, the airport commission modernized a number of aging technologies at the New Century AirCenter. More than \$165,000 was invested in new equipment to update the New Century AirCenter Control Tower. Additionally, all 130 high-pressure sodium street lights on the New Century Parkway were converted to LEDs, which are more reliable, use less electricity and provide crisper light quality.

## Planning, Development and Codes

The mission of Planning, Development and Codes (PLN) is to ensure coordinated, efficient and safe development for current and future county residents and businesses in the unincorporated areas of Johnson County. In 2018, the department improved its operation efficiencies in several different ways.

### Consolidation of zoning boards

The Aubry-Oxford and South-Central zoning boards were combined to create the Southeast

Consolidated Zoning Board. This consolidation reduced the number of township zoning boards resulting in operational and time efficiencies for zoning board members and planning staff.

### Changes adopted in zoning regulations

The Board of County Commissioners' adopted zoning regulation changes recommended by a subcommittee of the Planning Commission and planning staff. The changes simplify subdivisions in the unincorporated area and allow growth that is consistent with the comprehensive plan.

### Development Review Committee formed

Operational efficiencies were implemented, including the creation of a Development Review Committee (DRC), comprised of staff from planning, public works, wastewater, environmental and local water districts to review development pre-applications. DRC meetings allow face-to-face discussion, resulting in more complete and coordinated applications.

### Contractor Licensing Division's education efforts

Contractor Licensing held two primary education sessions, filling nearly 5,500 seats during eight days and distributing more than 2,780 code books. Last year, nearly 3,500 licenses were obtained through the division by county and area contractors.

### Customer convenience in mind

Building Codes and Planning added credit cards as an accepted method of payment for additional customer convenience.

## JCAC By the Numbers

The county set aside **\$549,000** for replacement of the primary runway at Executive Airport. The project is expected to cost \$5.49 million; however, the county secured a 90 percent grant (\$4.94 million) from the FAA to fund the balance.

New bus routes serving New Century AirCenter provide employees transportation to and from work **12** times per day.

With more than **90,000** take offs and landings, JCAC's two airports are two of the busiest towered airports in Kansas.

## PLN By the Numbers

Building Codes staff issued **583** building permits in unincorporated Johnson County.

The Codes Division conducted more than **3,200** building inspections and **152** fire safety inspections.

Contractor Licensing Division licensed more than **3,400** building contractors for **16** cities and unincorporated Johnson County.

### Did you know?

More than 65 major international companies are located inside the New Century AirCenter Business Park.



*JCW employees pose with their awards at the Blue River Wastewater Treatment Plant. Blue River received the Platinum Award in 2018 for 12 years of full compliance.*

The Planning Development and Codes Department celebrated its 40th anniversary in October. The celebration culminated with a proclamation from the Board of County Commissioners in conjunction with Community Planning Month, and a staff presentation.

## Wastewater

Johnson County Wastewater (JCW) is responsible for the collection, transportation and treatment of wastewater generated by residential, industrial and commercial

customers. 2018 accomplishments in this department tell the story of how this is being achieved.

### Important project serves Meadowbrook redevelopment and enhances sewer capacity

The Indian Creek 2 sewer improvements project was completed on time, which is an important accomplishment, as the \$6.6 million project was difficult and time sensitive. Located in Prairie Village and Overland Park, the project improved peak flow capacity and added capacity to serve the Meadowbrook redevelopment. This public/private partnership project extended from northwest of the new Meadowbrook Park south to Indian Creek and east of Nall Avenue. A total of 8,500 feet of sanitary sewer pipe was installed, ranging in size from eight to 30 inches.

## Two important awards for excellence in operations and maintenance

JCW has been a long-time member of the National Association of Clean Water Agencies (NACWA). This organization represents the wastewater treatment industry in legislative, regulatory and legal advocacy.

Each year, NACWA recognizes member agencies on a national level for excellence in regulation permit compliance in three categories—platinum, gold and silver awards. Platinum awards recognize those with a consistent record of full compliance for at least a consecutive five-year period. Gold awards are for no permit violations for the entire calendar year. Silver awards recognize those with no more than five violations per calendar year.

In 2018, JCW had a 99.98 percent compliance rate with regard to National Pollutant Discharge Elimination System (NPDES) limits. Of a possible 3,567 violations, the department recorded only six violations for the year.

For the 2017 performance year and awarded in 2018, JCW received recognition for all plants as follows:

#### Platinum Award

- ◇ Blue River Main for 12 years of full compliance
- ◇ Mill Creek Regional Wastewater Treatment Facility for 11 years of full compliance
- ◇ Tomahawk Creek and New Century Airport Wastewater Treatment facilities for six years of full compliance

#### Gold Award

- ◇ Douglas L. Smith Middle Basin Wastewater Treatment Facility

#### Silver Award

- ◇ Nelson Complex Wastewater Treatment Facility

## Celebrations and public education

Codes staff participated in the International Code Council's Building Safety Week celebration with a proclamation by the Board of County Commissioners. Building Safety Month is a public awareness campaign celebrated by jurisdictions worldwide for the past 38 years to educate the public about the creation of safe and sustainable structures.

The campaign enforces the need for adoption of modern, regularly updated building codes, a strong and efficient system of code enforcement, and a well-trained, professional workforce to maintain the system.

Presented by the International Code Council and its 64,000 members, along with a diverse partnership of professionals from building construction, design and safety communities, this campaign is about the need for safe and sustainable structures where people live, work and play.



The Kansas Water Environment Association (KWEA) presented the KWEA Collection System Award to Johnson County Wastewater line cleaning and repair crews for their excellence in operation and maintenance of more than 2,250 miles of sanitary sewer collection system.

## Public Works

Johnson County Public Works (PWK) maintains and improves roads and bridges for the unincorporated area of Johnson County. Additionally, Public Works provides funding to the cities of Johnson County for the street and stormwater projects through the County Assistance Road System (CARS) program and the Stormwater Management Program (SMP), respectively.

### Moving forward with road improvements to meet the county's growing needs

As Johnson County's population continues to grow, traffic in the unincorporated area has increased. The road improvements program addresses roads in two ways; 1) safety projects which add/widen gravel shoulders to create a clear zone for drivers to recover should their car leave the pavement, and 2) pavement preservation projects which add a layer of asphalt to the existing pavement to increase the structural capacity and life of rural roads. Currently, projects are focused on areas near the BNSF Intermodal Facility due to increased traffic, and roads bordering cities where residential development has increased traffic.

*Right: PWK crews work hard to maintain and preserve the roads of unincorporated Johnson County.*

## Addressing stormwater issues throughout the county

The Stormwater Management Program continued to work with the cities of Johnson County to alleviate their flood risk by funding flood damage reduction projects. Two notable projects include:

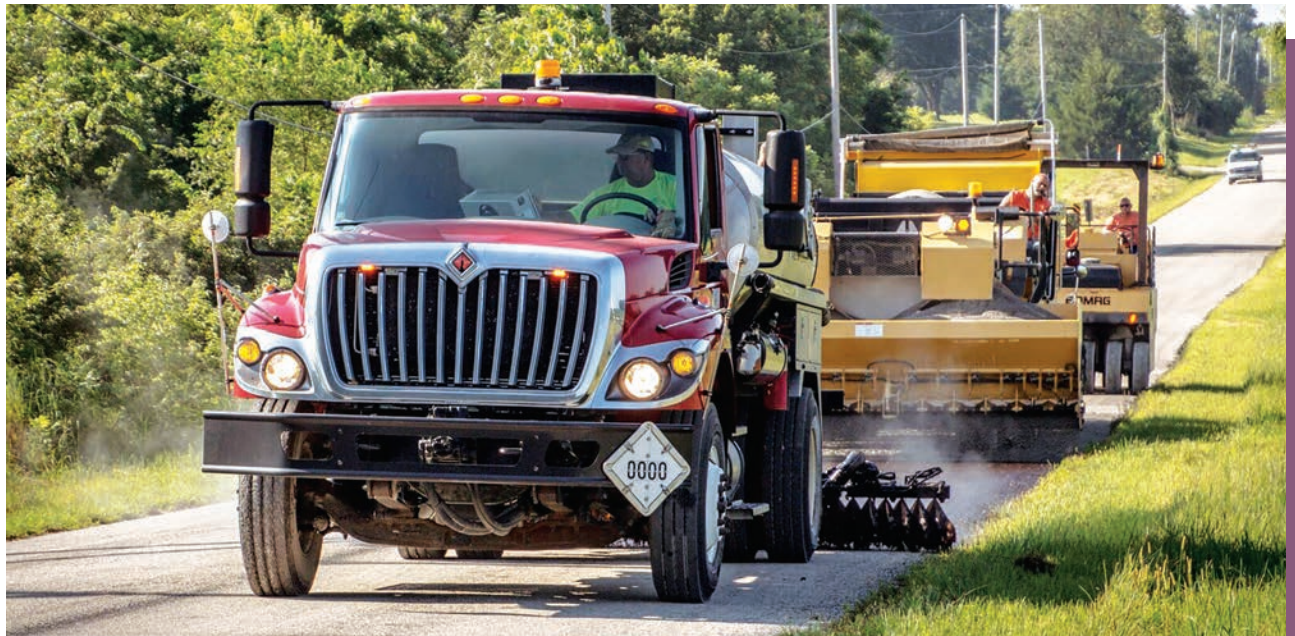
- ◇ Channel improvements along Niemen Road in Shawnee address flooding conditions along an important business corridor.
- ◇ A regional detention pond constructed in the new Meadowbrook Park in Prairie Village addresses the increased stormwater runoff from the site, as well as existing downstream flooding in Prairie Village and Overland Park.

Under the direction of the recently completed strategic plan, the program is concentrating on the expansion of services provided to cities. In addition to flood damage reduction projects, the program

will assist cities with water quality improvement and stormwater system replacement projects.

## Water quality protection feasibility study to serve as template for future

The Stormwater Management Program has also been involved in a larger regional discussion focused on water quality and watershed management. Staff from the county's Stormwater Management Program, Johnson County Wastewater and Kansas City, Missouri, are completing a feasibility study on how state and federal water quality requirements in the Blue River Watershed are being addressed and the feasibility of alternate approaches in the future. Through this project, several opportunities have been identified for increased future cooperation and collaboration. This project will serve as a template for other watersheds in the region that deal with multiple water quality requirements.



## Transit

Public transportation in Johnson County is now going new places and later into the evening than ever before. Johnson County transit is changing to meet the needs of residents by offering fixed and commuter express transit, door-to-door on-demand service through the RideKC app, and paratransit for eligible riders—no matter where they live in Johnson County.

### New routes mean new connections

The most important change to public transportation is also the longest-time coming. For nearly 40 years, paratransit service in Johnson County was limited to a centralized service area that was not available to residents south of 151st Street or west of K-7 Highway. Recognizing that mobility means better access to opportunity, the Johnson County Board of County Commissioners removed the service area boundaries in 2018, so that people from all walks of life can get where they need to go.

RideKC in Johnson County implemented two new routes, connecting the region to the Logistics Park Kansas City campus at the BNSF intermodal facility in Edgerton. The 595 Gardner-OP Express runs from KCK and KCMO to Gardner, and the 3-Trails-Edgerton Express connects Edgerton to the south KC metro at Blue Ridge and Bannister Avenue, offering three new options for employees to access jobs in the southwest part of the county.

Similarly, riders on the 401 Metcalf-Plaza and 475 Quivira-75th Street routes can now travel to Johnson County Community College, Rosana Square, the KU Edwards Campus and destinations on the Country Club Plaza well into the night. For the first time, these two routes offer evening service until nearly 11 p.m., Monday through Friday,

making it that much easier to get to work, go out to dinner or go shopping.

These improvements, in addition to the app-driven on-demand service, are just some of the ways in which RideKC is remaking transit in Johnson County and throughout the region.

## Department of Technology and Innovation

The Department of Technology and Innovation (DTI) provides information management and technology services, maintains technological infrastructures, provides project management services, and identifies, analyzes, supervises and coordinates digital government initiatives and programs for Johnson County. The department saw many technology projects in 2018, however, it was not a typical year.

### County-wide consolidation and centralization

At the direction of the Board of County Commissioners, the County Manager's Office and DTI began a county-wide IT consolidation and centralized IT purchasing program in April 2018 and completed the project before the January 2019 deadline. This included the formation of a Technology Architecture Committee to support these efforts.

Additionally, DTI consolidated the department work spaces by moving second floor staff to the third floor. This was a major change for all staff, but in the end, contributed to better internal communication.



*DTI's front lobby redesign includes a self-help kiosk to better assist customers.*

### Rebranding of IT support

2018 was the year of the customer experience. DTI rebranded its IT support by implementing more ways county employees can interact with or request help from the technology department, including a help portal. Additionally, DTI implemented a new customer service program within the department to continually enhance service. Finally, DTI was able to redesign its front lobby and added a self-help kiosk to better assist customers. This kiosk is continually improving through customer feedback.

### Moving to the cloud

As cloud technologies have continued to become more prevalent and cost effective, DTI moved its email platform to the Microsoft cloud, with minimum interruption to county employees. This has kick-started a subsequent migration to Office 365, which offers more productivity tools alongside cloud service.

### Expansion of fiber optics continues

The county's fiber optic expansion continues along with the wide area network, including fiber



connectivity to the city of De Soto and New Century. Fire District #2 was also added under limited support by the county. Additionally, DTI has agreements for data sharing partnerships with nearly all the cities, school districts, utility companies and many engineering firms in Johnson County.

### **DTI offers shared IT services support**

In addition to supporting approximately 3,700 county employees, DTI also provides shared IT services support to five Johnson County cities, four fire districts, three non-profit organizations and five police departments. In 2018, DTI received 24,766 support requests, which was about a 19 percent increase in requests since 2017.

# Community & Involvement

*We are grateful to the thousands of residents who contribute to our mission by working with us, volunteering for a program, serving on a board, participating in our democracy or enrolling in our Citizens Academy. Your engagement builds strong communities and we say thank you!*

## **Volunteering**

More than a dozen county departments, agencies and offices rely heavily on volunteers. The county offers a variety of volunteer opportunities that appeal to various interests and skill sets. Students who need community service hours can earn them by volunteering with various county departments.

In 2018, a total of 378,070.25 volunteer hours were donated by 14,639 volunteers valued at \$24.69 per hour (according to [www.independentsector.com](http://www.independentsector.com)) for a total of \$9,334,554.40.

## **Volunteer opportunities**

Three of the county's departments piloted a new Volunteer Management System (VMS) for those interested in volunteer opportunities in Developmental Supports, Human Services and the Johnson County Library. In 2018, these three departments alone made use of 2,861 volunteers working more than 81,300 hours. New and returning volunteers are encouraged to create a profile in order to learn about all opportunities in those areas and view the county's immediate volunteer needs.

A variety of opportunities are also available in other areas such as:

- ♦ Corrections
- ♦ Court Services – 10th Judicial District
- ♦ District Attorney's Office
- ♦ Election Office
- ♦ Emergency Management
- ♦ Health and Environment
- ♦ Johnson County KSU Research and Extension
- ♦ Park and Recreation
- ♦ Sheriff's Office
- ♦ Citizens Academy

In spring and fall of 2018, the county hosted its Citizens Academy program, a series of weekly learning experiences — including tours, discussions, lectures and hands-on activities — for residents and those who work in Johnson County. Fifty-

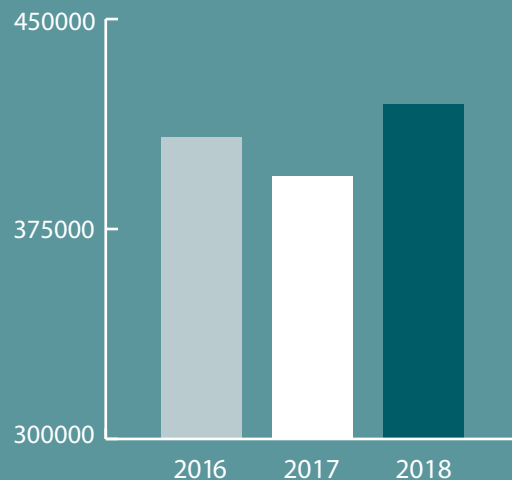


*Participants in the Fall 2018 Citizens Academy pose with County Manager Penny Postoak Ferguson, bottom right.*



## Johnson County voters more engaged than ever

2018 was a record-breaking year, as county voter registrations reached unprecedented totals; 419,403 voters were registered for the gubernatorial election in November, surpassing the previous record of 407,550 voters for the 2016 presidential election.



### Did you know?

Sixty-five percent of the county's voters voted in the November election, casting a total of 272,231 votes. Both were gubernatorial election records for Johnson County.

and those who work in Johnson County. Fifty-two participants graduated from the spring and fall sessions. Learn about the Citizens Academy at [jocogov.org/citizensacademy](http://jocogov.org/citizensacademy). Many of the graduates of this program have since volunteered for county departments and/or served on boards or commissions.

## County boards and commissions

Appointments to boards and commissions offer another way for members of the public to play an important role in county government. These board and commission volunteers, appointed by the commissioner who represents their district, perform a variety of functions, depending on the type of body they join.

Volunteers on governing bodies exercise general control over the operation of specific county agencies, such as evaluating the agency's executive director and establishing administrative policies. Other advisory panels, committees and task forces provide advice and recommendations to the Board of County Commissioners.

## Election Office

The Johnson County Election Office purchased new voting equipment and vote tabulation software in 2018, replacing equipment and software that had been in use since the early 2000s. The purchase was the third and largest project in a trifecta of technology improvements designed to modernize the way elections are administered and improve the voting experience for the county's voters. Previous purchases included electronic poll books and election management software.

## Voting machines provide audit trail

The new fleet of voting equipment – 2,100 machines – features the addition of a voter-verifiable paper audit trail, allowing voters to print and review their votes on an actual paper ballot before placing the ballot back in the voting machine for tabulation. For the first time, the Election Office has a paper record for every vote cast in Johnson County.

The new vote tabulation software increases the frequency and speed of results reporting on Election Day. In November, six updates of results were made available to the public between 7 p.m., when polling locations closed, and just after 10 p.m. when final results were released.

## One for the record books

As voter registration in Johnson County reaches new all-time records with each passing presidential and gubernatorial election, the Election Office has modernized the administration of elections with new technology and expanded advance voting opportunities in an effort to provide a more efficient, consistent and convenient voting experience to the county's voters.

2018 was a record-breaking year, as county voter registrations reached unprecedented totals (see graph at left). Advance voting continued to be popular with the county's voters in 2018. More than half of the total votes cast during the gubernatorial election were cast in advance. The Election Office offered the same six advance voting locations to the county's voters for the gubernatorial election that were offered in the 2016 presidential election and the 2017 municipal election.

## Department of Human Resources

The Department of Human Resources (HR) strives to support the county's mission by partnering with Johnson County departments and agencies to deliver superior customer service and to maximize the potential of our greatest asset - our employees.

### Hiring process

In 2018, the Department of Human Resources collaborated with the Sheriff's Office, Legal Department and the Civil Service Board to obtain approval from the Board of County Commissioners for a new Civil Service Charter that modernizes and streamlines the hiring process. This effort was instrumental in putting into place a system that provides flexibility where possible and consistency where necessary. Civil Service is an important component of the Sheriff's Office and the updates reflect best practices, while still providing for appropriate oversight by the Civil Service Board.

### Staffing efforts

HR worked with Johnson County Library to fully staff two new library branches. It also assisted the Sheriff's Office in closing the gap in vacancies at that office and brought it to full staffing, providing much needed relief to current staff and resulting in future overtime cost savings.

### Employee evaluation, compensation and rewards

HR launched and completed comprehensive public safety compensation-related studies for the Sheriff's Office and Emergency Management

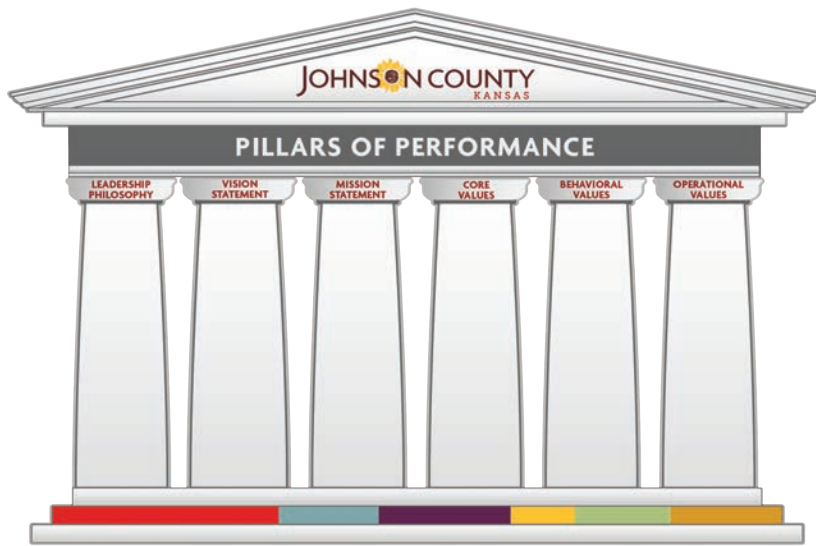
Services. This effort provided necessary data to ensure the county's compensation practices remain competitive, enabling it to attract strong candidates to fulfill its public safety mission. HR also led the effort to launch a new Pillars of Performance and Development system countywide, which focuses on employee coaching and development rather than once-a-year evaluation feedback. A new rewards process introduced collaborative discussions related to employee performance and provided additional perspectives before making merit decisions. For the first time, employees were also given options as to how they would like to be rewarded (time off, lump sum or base pay).

### Partnership efforts

In 2018, HR began a partnership with Fire District No. 2 to provide human resources services assistance. HR also partnered with NW Consolidated Fire District to provide harassment awareness training. These and other partnerships brought resources to the fire districts that otherwise would not have been possible, ensuring that services for which the Board of County Commissioners have appointment and budget authority are meeting their HR responsibilities.

*Extension volunteers teach about nature at the June Bug Ball.*





The HPO concept in Johnson County supports the county's greater purpose of public service, public trust and public leadership, which are values founded on the Athenian Oath and serve as a reminder to each employee of his or her role:

*"We will strive unceasingly to quicken the public's sense of civic duty. Thus, in all these ways, we will transmit this city (county) not only, not less, but greater and more beautiful than it was transmitted to us."*

# A high performing organization

Johnson County Government values public leadership and pursues the highest levels of performance by county employees. Johnson County's LEAP (Leadership Empowers All People) program teaches employees high performance concepts and how to implement them throughout the organization. In turn, employees are empowered to practice key concepts of high performing organizations and they thrive in the culture of continuous improvement. The LEAP program sessions are taught exclusively by Johnson County Government employees.

Now, several years into the effort, thousands of county employees have completed the program and apply the concepts every day in their jobs. As a result, the county operates under guiding principles which include:

- ◇ Leadership is a responsibility shared by all.
- ◇ We trust and empower each other to do the right thing for the right reason for the public good.
- ◇ Committed to our shared values, we provide excellent public service, seeking always to improve our organization and ourselves.
- ◇ Together we will leave our community better than we found it.

*Right: JCL staff member Sheida Bates received an LIA award for the leadership she provided in her department.*

The county's mission and vision statements, core values, behavioral values and operational values also help guide the county government in its day-to-day operations. Together, these guiding principles for Johnson County Government are known as our "Pillars of Performance." More details are available online at [jocogov.org/government/about-johnson-county/guiding-principles](http://jocogov.org/government/about-johnson-county/guiding-principles).

Within county government, many examples of success can be found throughout the organization. A video series highlighting Pillars of Performance examples is available online at [jocogov.org/video-gallery](http://jocogov.org/video-gallery).

In 2018, the county introduced the annual Leadership in Action (LIA) award to recognize and reward outstanding contributions by selected employees. Supervisors nominate employees, then county leadership selects those who receive LIA recognition.





# Elected officials & county managers



**Johnson County Board of County Commissioners**

front row, L to R:

**Becky Fast**

1st district • Office: 715-0431

**Chairman Ed Eilert**

Office: 715-0500

**Janeé Hanzlick**

4th district • Office: 715-0434

back row, L to R:

**Michael Ashcraft**

5th district • Office: 715-0435

**Mike Brown**

6th District • Office: 715-0436

**Steve Klika**

3rd district • Office: 715-0433

**Jim Allen**

2nd district • Office: 715-0432

## Elected public safety officials



**Calvin H. Hayden**

Sheriff  
Office: 715-5502



**Steve Howe**

District Attorney  
Office: 715-3001

## County managers



**Penny Post oak  
Ferguson**

County Manager  
Office: 715-0733



**Maury Thompson**

Deputy County  
Manager  
Office: 715-0734



**Joe Waters**

Assistant County  
Manager  
Office: 715-1105



**Joe Connor**

Assistant County  
Manager  
Office: 715-0750

## Former county officials (service ended January 2019)



**Ron Shaffer**

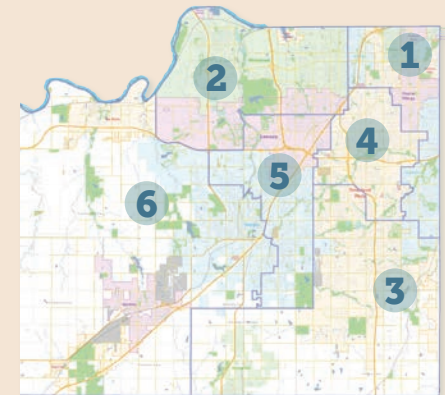
Commissioner,  
1st district



**Jason Osterhaus**

Commissioner,  
4th district

## Commission districts



## Did you know?

The Call Center is available to assist residents Monday-Friday, 8 a.m. - 5 p.m.

**(913) 715-5000**



**Johnson County Government  
Administration**

111 S. Cherry St.  
Olathe, KS 66061

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