There is a reason local governments from across the country seek out Olathe, Kansas for advice and counsel. There is a reason Olathe ranks higher than any other major city in citizen satisfaction for quality city services, customer service and value for tax dollars. There is a reason Olathe employees and programs are consistently singled out for national and international honors for performance. There is a reason Olathe is viewed as a premier local government.

Naturally, much of the credit goes to the men and women dedicated to serving Olathe citizens. They provide that service as if to family members, friends and neighbors. It can also be traced directly to an attitude and belief that WE WILL continue to get better. That is an expectation held by our employees. It is an expectation held by our City Council, and of course, our citizens. That is what drove Olathe to the top.

Other companies and governments have enjoyed this rarified air. Kodak comes to mind as do the Swiss watch industries. Today, Kodak is a memory and Swiss watches make up a small fraction of watches for sale today. Why did they fail, and why won’t we? Kodak and the Swiss watch industries became content at the top. They failed to recognize how much harder it was to stay there than get there. They had the attitude that, as we say in the south, “If it aint broke, don’t fix it.”

Despite being at the top today, it is time to fundamentally change our approach to local government. We must make hard and uncomfortable decisions, challenge ourselves even more, take risks and continue the revolution that brought us here. Our challenges are changing. Our resources are changing. Our citizens’ expectations are changing. To meet them, it is incumbent upon us to change too.

While 2019 was a banner year by about any measure, it saw us lay the foundation for the change that will keep us as the top performing city government in America. That foundation started with the City Council challenging our community to dream about the future and challenging our staff to make that future a reality.

Olathe 2040, Future Ready set in motion a transformation in Olathe city government. We are rethinking how we organize and prioritize. We are doing things many local governments would scoff at. “Why change what’s working so well,” they will ask. But our community and Council challenged us to be: comprehensive, bold, innovative, inclusive, enduring, flexible, realistic and measurable – our guiding principles.

I invite you to look back and review our 2019 performance report. These accomplishments are the result of tremendous work, thought and dedication from the employees who serve you, our leadership within the organization, and the strategic guidance of the Council. They are also the starting point for our future.

It continues to be my honor and privilege to serve the Council, our employees and our community.

Sincerely,

J. Michael Wilkes
City Manager
Serving Citizens First

The City of Olathe continues to set the standard for public service. Again in 2019, our overall quality of service satisfaction was 94 percent—the nationwide leader among cities with 100,000-plus population. Our residential satisfaction with the quality of customer services rated in the nation’s top 10 percent. We continue to ask residents in multiple ways, about their priorities and respond in an effective and responsible manner.

What we’ve accomplished

- Continued to reach more people with social media usage: 2018 to 2019 increases via CityofOlatheKS channels
  - Nextdoor: 24 percent increase in household users
  - Twitter: 15 percent increase in followers
  - Facebook: 19 percent increase in likes; 244 percent increase in reach
  - Instagram: 135 percent increase in followers
  - YouTube: 40 percent increase in followers
- Answered 85 percent of customer service calls within 20 seconds or less
- Developed customer surveys for City Clerk licensees and alarm program users; sent weekly based on new licenses issued and alarm program renewals
- Launched the new Ready, Set, Sort! Waste sorting game—a fun way to test players’ knowledge of Olathe’s waste diversion program
- Adopted the APWA’s Public Works First Responder symbol (First in Kansas) to raise awareness among citizens about Public Works’ critical role in emergency management
- Began notifying residents about emergency water disruption through the NotifyJoCo alert system
- Entered into a data sharing partnership with WAZE, a mobile navigation app, allowing drivers to provide real-time traffic incidents and slowdowns information for refined traffic management
- Implemented the water meter leak detection and targeted messaging component in the meter data management upgrades. Customers who meet the low continuous usage criteria will be automatically notified by email that they may have a water leak.
- Designed and implemented an automated system for dispatching Solid Waste drivers to serve customers by incorporating work order functionality with the utility billing system. The result is greater efficiency for drivers and an improved customer experience.

Maintaining and Providing Infrastructure

During 2019, we persisted in maintaining our City’s infrastructure while seeking new avenues that address the needs accompanying our community’s continued growth. Construction progressed on Water Plant 2 to provide continued safe and reliable drinking water. By year’s end, 26 priority traffic projects were in some point of improvement.

What we’ve accomplished

- Awarded BUILD Transportation Grant to assist funding the 119th Street and I-35 Interchange expansion and improvement project
- Continued maximizing the Street Maintenance Sales Tax funds to perform:
  - 20 lanes miles of arterial streets mill and overlay
  - 32 lane miles of local and collector streets mill and overlay
- Completed the northbound I-35 bridge expansion to support extension of Mahaffie Street; Mahaffie Street improvements in construction
- Completed utility relocations on Woodland Road, and Santa Fe and Ridgeview projects
- Completed construction of K7, Santa Fe to Old 56 Highway, expected in spring 2020
- Managed the contracted repair and/or removal and replacement of almost 36,380 square feet of sidewalk, 228 linear feet of curb, and 35 ADA sidewalk ramps throughout the city
- Filled 7,147 potholes
- Continued upgrades to Water Treatment Plant 2, which provides drinking water to approximately 135,000 residents in Olathe and surrounding areas
- Conducted more than 90,000 tests to detect and remedy any health, safety, or water quality issues
- Replaced 64 fire hydrants with in-house utility maintenance crews
- Painted 1,646 hydrants; 1,133 hydrants fire flows tested; 1,394 hydrants inspected
- Repaired 7,608 linear feet of water and sewer lines with in-house crews
- Inspected 2,170 water valves and 1,394 hydrant/hydrant valves to ensure adequate water flow and asset maintenance for fire suppression activities
- Maintained 1,366 vehicles and pieces of equipment, including:
  - 173 Police Department vehicles
  - 112 Fire Department vehicles
  - 107 Solid Waste trucks
What we’ve accomplished

- Completed the Olathe 2040: Future Ready community-based strategic plan, setting forth a bold vision, which is metric-driven, goal oriented and future ready
- Opened the new Indian Creek Library, 16100 W. 135th St., transforming the former HyVee location into a welcoming, 21st century library; including:
  - 93,000 collection materials
  - Large public event space
  - Public maker space
  - Recording studio
- Moved forward with plans for a new mixed-use office building in downtown, which would include a new Library
- Advanced a Quality Community
- Expanded School Resource Officer staffing to provide increased coverage to secondary schools
- Added to the Investigations Division a new supervisor and two new detective positions

Protecting Public Safety

Olathe’s overall quality of police, fire, and emergency medical services ranked first out of all communities in the KC Metro in 2019. We are making critical investments to keep Olathe one of the nation’s safest cities. Eighteen new firefighters came on board as we address service area coverage in the growing southwest area of the city. We also increased Police Department resources with additional School Resource Officers and new positions in the Investigations Division.

What we’ve accomplished

- Begun 24-hour operations at temporary Fire Station No. 8
- Received design approval for permanent Fire Station No. 8 and the Fire Training Center
- Remodeled the Command Training Center and upgraded audio/visual in training rooms
- Hired 18 firefighters
- Purchased and deployed new heart monitors
- Trained more than 1,700 people in CPR
- Trained open water lifeguards for the new Lake Olathe beach
- Implemented the 2018 International Building Codes to ensure safe construction
- Activated 7,819 community enhancement cases, including almost 22,000 inspections
- Completed fire and life safety inspections in more than 4,000 commercial inspections
- Maintained overall lower than average crime rates and outperformed the average for our Benchmark Cities agencies (2018 last full year of data)
  - Part 1 Total crime rate = 3rd best
  - Part 1 violent crime rate = 3rd best
  - Part 1 Total crime clearance = 4th best
  - Part 1 property crime rate = 4th
  - Part 1 violent crime rate = 9th
  - Part 1 property crime clearance rate = 4th
- Improved average response time to emergency calls (goal < 5 minutes)
  - 2017 average response time 4.50 minutes
  - 2019 average response time 3.59 minutes (projected)
  - 2018 average response time 4.21 minutes
- Expanded School Resource Officer staffing to provide increased coverage to secondary schools
- Added to the Investigations Division a new supervisor and two new detective positions

Advancing a Quality Community

During 2019, we completed the Olathe 2040: Future Ready strategic plan, culminating 18 months of input from the community, City Council, and City staff. Many of the accomplishments in this report have their origins in our previous strategic plan. The year 2019 also brought the opening of the beautiful, new Indian Creek Library, and advancements in the Envision Downtown Olathe Plan.

What we’ve accomplished

- Completed the Olathe 2040: Future Ready community-based strategic plan, setting forth a bold vision, which is metric-driven, goal oriented and future ready
- Opened the new Indian Creek Library, 16100 W. 135th St., transforming the former HyVee location into a welcoming, 21st century library; including:
  - 93,000 collection materials
  - Large public event space
  - Public maker space
  - Recording studio
- Moved forward with plans for a new mixed-use office building in downtown, which would include a new Library
- Moved forward with a 208-unit market rate apartment complex, the first new major residential development in downtown in over a quarter century
- Increased the Olathe Public Library’s Foundation annual fund drive to $54,000, doubling the 2018 fund drive
- Sponsored or co-hosted with community relations events, including the Martin Luther King, Jr. celebration and Community Awards event
- Received continued grant funding for the Olathe Taxi Ride program
- Received continued grant funding for the Family Self Sufficiency program
- Provided additional hearing assistance devices for the City Council Chamber
- Facilitated the Economic Development Committee to review upcoming economic development projects
- Made significant progress on the Healthy Neighborhood Master Plan, including:
  - Launched neighborhood registration program with approximately 20 registered neighborhoods
  - Completed the neighborhood assessment index process and tool
  - Participated in Habitat for Humanity’s Rock the Block home improvements program for older neighborhoods
What we’ve accomplished

- Maintained the City of Olathe’s AA+ bond rating with Standard & Poor’s and Fitch rating agencies
- Received approval for the 2020 Budget, presenting a balanced budget for fiscal year 2020
- Issued $21,115,000 in general obligation bonds to fund 12 projects, including the street preservation program, street reconstruction program, Municipal Court security enhancements, and a transportation project at 143rd Street, Pflumm to Quivira
- Issued $53,955,000 in general obligation temporary notes to fund 23 projects, including the Park Maintenance facility, K-7 Highway, Santa Fe and Ridgeview, and Lone Elm Road
- Issued $16,630,000 in Water and Sewer system revenue bonds to fund nine projects, including fire hydrant replacements, waterline rehabilitation, sanitary sewer improvements and rehabilitation, and Water Treatment Plant 2 improvements
- Issued the first Stormwater System revenue bonds in the amount of $3,225,000 to fund three projects, including Mill Creek lift, Prairie to Cedar Phase 1, Stevenson Street, and Upper Cedar Creek stormwater improvements
- Began tracking sales tax performances by categories to reveal more about local performance and consumer purchasing trends
- Developed assumptions for the City’s build out model to help staff envision and plan changes in land use and development anticipated during the next 50 years
- Competitively bid commodities and services realizing $321,128 in savings
- Successfully completed updates to 50 sections of the Unified Development Ordinance
- Continued expanding asset management into other areas of the organization, including Environmental Services and Parks and Recreation
- Conducted ROI for streetlights; continued streetlight LED replacements
- Implemented Solid Waste Master Plan, including commercial solid waste rate evaluation
- Continued to partner with Digital Sandbox KC to provide early stage funding to business entrepreneurs in Olathe

Using Resources Responsibly

Our residents’ satisfaction with the value received for their tax dollars is number one in the nation in cities with 100,000 plus population. This feedback supports the City Council’s priority to optimize resources in the most efficient and effective manner.

Supporting Active Life Styles

In 2019, we opened a renovated Lake Olathe Park, a premier park and regional destination that offers abundant recreation opportunities for all ages and community rental spaces overlooking the lake. Olathe’s overall quality of parks and recreation programs and facilities ranks significantly above the Kansas City area, according to the 2019 DirectionFinder® survey.

What we’ve accomplished

- Opened the renovated Lake Olathe Park, including:
  - New beach and aquapark
  - Marina
  - Eagles Landing
  - New Beaver Shelter and play area
  - New disc golf course
  - Spray ground
  - Amphitheater
- Completed Lone Elm Park Phase 2 improvements, including new concession building, shelters, playgrounds, and restrooms
- Added playground equipment for young children at Frisco Lake Park
- Created an expanded Christmas display at Stagecoach Park
- Prepared more than 2,000 athletic fields for competition
- Attained USA Triathlon race director certification and completed the first annual Lake Olathe Triathlon event
- Celebrated the 20th anniversary for the Olathe Live concert series
- Added unified Special Olympics sports teams in all five high schools
- Increased the Active Agers day and travel programs
- Increased the number of children participating in the Mahaffie Stagecoach Stop and Farm Historic Site’s education program to more than 13,000 — a record number
- Replaced the indoor playground equipment at the Olathe Community Center
- Completed the City’s first one percent for art project with “A Single Drop” installation
- Received approval for replacing all the Olathe Community Center aerobics equipment
- Added new Olathe BBQ competition at Stagecoach Park
- Added the first indoor summer camp at Washington Elementary School
Excellence – the highest level awarded. Olathe is among jurisdictions receiving the Certificate of Community Engagement using performance analysis," demonstrated leadership in continuous improvement and "The certificate program recognizes communities that have performance measurement efforts. According to ICMA, City of Olathe with a Certificate of Excellence for its recognitions area organizations for innovation and excellence in promoting a culture of health in the workplace. This is the fifth year Olathe has been recognized as a leader in workplace wellness.

GFOA Distinguished Budget Presentation Award
The Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award recognizes budget documents of the highest quality that reflect both the guidelines established by the National Advisory Council on State and Local Budgeting and the GFOA’s best practices on budgeting.

ICMA Certificate of Excellence for Performance Measurement
The International City/County Management Association’s (ICMA) Center for Performance Analytics recognizes the City of Olathe with a Certificate of Excellence for its performance measurement efforts. According to ICMA, “The certificate program recognizes communities that have demonstrated leadership in continuous improvement and community engagement using performance analysis,” Olathe is among jurisdictions receiving the Certificate of Excellence – the highest level awarded.

Safest Cities in Kansas
BackgroundChecks.org has named Olathe as one of the safest cities in Kansas. Only 14 cities in the state earned a positive score in their "safety index," indicating favorably low rates of violent and property crime. The website used the most recent FBI crime statistics to create state rankings.

Most Educated City in Kansas
Olathe was named the 2019 Most Educated City Award in Kansas from Insurify.

Using the educational data reported by drivers who submitted over 1.6 million car insurance applications, each city was analyzed for the overall academic achievement of its citizens. An education score was determined using a proprietary scoring algorithm that incorporated the educational history and performance of each driver or the GPA of current students. The city with the highest average score per state was then selected.

Olathe earns four awards at Kansas Water Environment Association annual conference
The City of Olathe is proud that City facilities and staff earned four awards at the recent Kansas Water Environment Association annual conference. The Harold Street Wastewater Treatment Facility was named a top Class S plant in the state (facilities treating more than three million gallons per day). The Compost Facility on Hedge Lane was honored with the top biosolids management program in Kansas for 2019. Heather Phillips, wastewater treatment operations manager, received the William D. Hatfield Award at the Kansas Water Environment Association annual conference in Topeka. Steven McNulty, environmental services maintenance manager, was inducted into the Select Society of Sanitary Sludge Shovelers (SSS) by the Kansas Water Environment Association.

SmartAsset Most Livable Mid-Sized City
SmartAsset has named Olathe as one of the most livable mid-sized cities in the U.S. To find the most livable mid-sized cities, SmartAsset analyzed data on cities with populations above 100,000 in 2018, excluding the 100 largest cities in the country. Data included housing costs, median income, unemployment rate, percentage of residents below the poverty line, percent of residents without health insurance, and more.

20 Best Places to Live in the Midwest
Olathe was recognized as one of the 20 best places to live in the Midwest by Money, Inc. Above average high school graduation rates, excellent amenities, low unemployment rates, and safe, clean streets round out the pretty picture - and no doubt helps explain why the suburb ranks #1 in SmartAsset’s round up of the most popular places in the U.S. for millennials to buy a home.

Bronze recognition for Communities for All Ages Plan
The City of Olathe Public Works City Planning Division was awarded a bronze recognition from the Mid-America Regional Council (MARC) for their extensive work on the Communities for All Ages plan. MARC has developed the Community for All Ages recognition program to promote communities of vibrance, health, and prosperity in all cities throughout the metro.

By earning a bronze recognition, the City adopted a resolution to become a Community for All Ages. In addition, staff presented information to the Planning Commission and City Council on becoming a Community for All Ages and written materials on age-friendly communities were provided to several City facilities.

Greenest City Award for the State of Kansas
The City of Olathe was awarded the Greenest City Award for the State of Kansas by Insurify. This honor goes out to the city with the most environmentally-conscious living and driving practices in each state.

Cities were awarded higher scores for having eco-conscious driving practices, green vehicle features, low urban sprawl, healthy air quality, dedicated park space, and renewable electricity programs. The community with the highest score from each state was identified to form the winner’s roster.

2019 Kansas City Business Journal Healthiest Employer
The City of Olathe is proud to be named a 2019 Healthiest Employer by the Kansas City Business Journal. Each year, the Kansas City Business Journal works with Healthiest Employers LLC, a data and research company, to measure employer commitment to making health and wellness a priority for their companies based on wellness programming and benefits.
The City’s 2019 Organizational Scorecard was developed in 2004 to manage progress toward our 2020 strategic targets and promote continuous improvement in efficiency, service delivery and value for tax dollars invested.

**Vision: Setting the Standard for Excellence in Public Service**

**Organizational Scorecard**

**Putting Strategy into Action**

**Values:**
- Learning
- Teamwork
- Customer Service
- Communication
- Leadership Through Service

**Community Focus Areas**
- Active Lifestyles
- Diversity
- Downtown
- Economic Viability
- Public Safety
- Transportation
- Utility Services

**City Council Priorities**
- Deliver high quality customer service
- Meet financial challenges of the future with priority-based decision making focused on long-term strategies
- Optimize resources in the most efficient and effective manner
- Citizens feel and are safe in person and property
- Continue to support economic development and job creation
- Utilize community engagement to align service delivery
- Pursue environmental stewardship
- Provide an excellent employment environment

**Two-Year Goals**
- Redevelop old fire station (Santa Fe & Kansas)
- Start expansion of Indian Creek Library
- Vibrant and exciting K-State Campus in Olathe
- Develop and implement a Healthy Communities Master Plan

**Organizational Goals**

- **Satisfied Customers**
  - Strengthen our Safe and Secure Community
  - Advance Safe and Efficient Transportation Choices
  - Deliver High-Quality Customer Service
  - Safeguard our Environment and Natural Resources
  - Promote Quality Public Amenities
  - Provide Responsible and Accountable Financial Stewards

- **Financially Strong**
  - Foster a Vibrant Economy

- **Effective Organization**
  - Improve and Maintain City Assets
  - Employ Visionary, Innovative, and Solution-Driven Business Processes, Practices and Systems

- **Engaged Workforce**
  - Recruit, Develop and Retain Employees Committed to Excellence
  - Strengthen our Culture of Leadership, Innovation and Employee Engagement
  - Organizational Stewardship
Due to possible data changes between now and publication of the Annual Performance Report, the published score may change slightly.

In 2019, the Police Department transitioned to the National Incident-Based Reporting System (NIBRS) which uses a new formula for calculating Crime Rate. 2019 will be the new base year.

The Key Results Dashboard represents a select set of 15 indicators that, when looked at together, provide a snapshot of the overall health and well-being of the City. These measures appear in order of priority as determined through a prioritization exercise completed by the City Council in 2013.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2017 Actual</th>
<th>2018 Actual</th>
<th>2019 Target</th>
<th>2019 Actual</th>
<th>Met or Exceeded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall Satisfaction (Baseline Year 2012 =100)</td>
<td>102</td>
<td>100</td>
<td>&gt;100</td>
<td>102</td>
<td>✔</td>
</tr>
<tr>
<td>2. Crime Rate -- (Group A Total)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>45.14**</td>
<td>✔</td>
</tr>
<tr>
<td>3. Citizen Satisfaction with the Overall Value that You Receive for Your City Tax Dollars and Fees</td>
<td>75%</td>
<td>68%</td>
<td>64%</td>
<td>74.36%</td>
<td>✔</td>
</tr>
<tr>
<td>4. Bond Rating Index</td>
<td>9.0</td>
<td>9.0</td>
<td>9.0</td>
<td>9.0</td>
<td>✔</td>
</tr>
<tr>
<td>5. Survival Percentage of Cardiac Arrest Patients (Based on the Utstein Principle)</td>
<td>46.15%</td>
<td>69.23%</td>
<td>45%</td>
<td>45.45%</td>
<td>✔</td>
</tr>
<tr>
<td>6. Fire Confined to Room of Origin</td>
<td>73.03%</td>
<td>78.89%</td>
<td>78.32%</td>
<td>81.25%</td>
<td>✔</td>
</tr>
<tr>
<td>7. Percent of Time Water Meets Regulatory Standards</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>✔</td>
</tr>
<tr>
<td>8. Citizen Satisfaction with the Overall Quality of City Parks and Recreation Programs &amp; Facilities</td>
<td>92%</td>
<td>91%</td>
<td>90%</td>
<td>93.45%</td>
<td>✔</td>
</tr>
<tr>
<td>9. Mobility Index</td>
<td>100</td>
<td>89</td>
<td>100</td>
<td>92**</td>
<td>✔</td>
</tr>
<tr>
<td>10. Transportation Preservation &amp; Renewal Index</td>
<td>100</td>
<td>107</td>
<td>100</td>
<td>94</td>
<td>✔</td>
</tr>
<tr>
<td>11. Transportation Satisfaction Index</td>
<td>100</td>
<td>97</td>
<td>100</td>
<td>97</td>
<td>✔</td>
</tr>
<tr>
<td>12. Private Investment in Downtown as a Percent of Total Dollars Invested (Public &amp; Private)</td>
<td>22.90%</td>
<td>46%</td>
<td>8.58%</td>
<td>95.53%</td>
<td>✔</td>
</tr>
<tr>
<td>13. Actual Land Use Mix (residential/non-residential)</td>
<td>32.0% / 68.0%</td>
<td>32.3% / 67.7%</td>
<td>33.80% / 66.20%</td>
<td>30.22% / 69.78%</td>
<td>✔</td>
</tr>
<tr>
<td>14. Solid Waste Diversion Rate</td>
<td>45.27%</td>
<td>40.03%</td>
<td>40.00%</td>
<td>42.42%</td>
<td>✔</td>
</tr>
<tr>
<td>15. Diversity Index (Baseline Year 2008 =100)</td>
<td>107</td>
<td>104</td>
<td>110</td>
<td>114</td>
<td>✔</td>
</tr>
</tbody>
</table>

* In 2019 Olathe Police Department transitioned to National Incident-Based Reporting System (NIBRS) which uses a new formula for calculating Crime Rate. 2019 will be the new base year.
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Olathe takes a future ready approach. We are resilient, innovative, nimble, and collaborative in how we address tomorrow’s challenges today.

- Resiliency and Trust.
- Optimized Health and Safety.
- Connected People.
- Successful Businesses of all Sizes.
- Knowledge-Based Workforce.
- Vibrant Business, Retail, and Entertainment
- Connected, integrated, innovative infrastructure that is safe, reliable, efficient, and sustainable.
- Celebrate our Unique Places and History.
- Diverse Housing and Quality Neighborhoods.
- People Reach Their Full Potential.
- Culture of Learning.
- Healthy and Safe Community.
- Employment Opportunities.
- People Centered Approach.
- City Parks and Recreation Program & Facilities.
- Infrastructure.
- Economic Development.
- Education.
- Community of Opportunity.
- Quality City Workforce.
- Innovation and Collaboration.

Economy — Olathe is an economic leader in the region. Our strong economic base is built by highly successful businesses of all sizes, entrepreneurs, a skilled workforce, vibrant downtown, and other attractive places throughout the community.

Quality of Life — People choose Olathe. Healthy, safe people living in quality neighborhoods, connected to important places and each other.

- Diverse Housing and Quality Neighborhoods.
- Connected People.
- Healthy and Safe Community.
- People Reach their Full Potential.
- Celebrate our Unique Places and History.

Future Ready — Olathe’s future shaped by data-driven decision making: a focus on the future, not just the past. We are resilient, innovative, nimble, and collaborative in how we address tomorrow’s challenges today.

- Resiliency and Trust.
- Optimized Health and Safety.
- Connected People.
- Successful Businesses of all Sizes.
- Knowledge-Based Workforce.
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- City Parks and Recreation Program & Facilities.
- Infrastructure.
- Economic Development.
- Education.
- Community of Opportunity.
- Quality City Workforce.
- Innovation and Collaboration.

Exceptional Services — Olathe efficiently provides high quality services the community values.

- Quality City Workforce.
- Innovation and Collaboration.