

## Harvey County 2018 Highlights and Accomplishments

### January

- Reorganization of the Commission with Commissioner Hague as Chairman
- The 41<sup>st</sup> Annual Trappers Rendezvous was held at West Park
- Entered into an agreement with the City of Newton to hire WDM Architects to prepare designs and cost estimates for the remodel of the Law Enforcement Center
- Published Facebook and Twitter accounts for Harvey County
- Entered into a ten-year lease agreement with the City of Newton for two parcels near Athletic Park for hosting the annual Harvey County Fair
- Emily Nichols was appointed by the Republican Party to serve as County Treasurer following the retirement of Becky Opland

### February

- Experienced a cyber-attack on the County's network and computer systems, which affected County services for several weeks
- Passed a resolution to begin the process to conduct a tax foreclosure sale
- Approved Road and Bridge moving forward with obtaining permits for the bank restoration project at West Park along the Little Arkansas River
- Hosted the 145<sup>th</sup> Annual Harvey County Township Meeting
- Amended the Harvey County Unified Development Code, amending the rules regarding parcel sizes for building residences
- Entered into the Harvey County Drug Task Force interlocal agreement with the City of Newton, City of Halstead, City of Sedgwick, City of Hesston, and City of Burrton
- Received the 2017 Year-End Financial Report

### March

- Entered into a maintenance contract with Mobile Radio Service, Inc., to service and maintain the 800 MHz radio system, resulting in savings of about \$40,000 per year
- Discussed the Commissioner's goals and priorities for the 2019 Budget
- Converted to a new Computer Aided Dispatch (CAD) system
- Entered into an agreement for the 2018 KDOT Federal Funds Exchange Program
- Adopted a revised Harvey County Smoking Policy

### April

- Approved a proclamation in recognition of Child Abuse Prevention Month
- Approved a proclamation designating April 3, 2018 as National Service Recognition Day
- Approved the 2017 Township Annual Reports
- Appointed Michele Lowery as Harvey County's Temporary Appraiser
- Approved a contract with Cornejo and Sons for the rehabilitation of Taxiway C at the Newton City/County Airport
- Approved a mortgage modification agreement for Industrial Revenue Bonds issued in 2013 for Kidron Bethel and Schowalter Villa

- Approved an agreement, in concept, to share the services of a full time registered nurse between the Harvey County and Marion County Health Departments
- Approved a proclamation for Public Service Recognition Week
- Appointed Michele Lowery as the Harvey County Interim Appraiser

#### May

- Received the 2017-18 KAC Demographic and Taxation Report showing that Harvey County's per capita tax levy is \$357 and is ranked 98<sup>th</sup> of the 105 counties
- Approved a proclamation for National Police Week
- Held budget hearings with departments to hear their 2019 budget requests
- Approved a consulting agreement with McCully and Associates for appraisal services
- Approved an agreement with Thyssenkrupp Elevator Corporation to modernize the west elevator in the Courthouse
- Approved amended lease agreement documents for Ballard Aviation, a Newton City/County Airport Tenant
- Approved an Assignment, Assumption, and Amendment of Sublease for Kansas Chemical Coatings, LLC at the Newton City/County Airport
- Dr. Ron Morford retired after 28 years of serving as the 9<sup>th</sup> District Coroner

#### June

- Attend the dedication of the memorial created in honor of those who lost their lives and those who were affected by the events of February 25, 2016 at Excel Industries in Hesston and other parts of Harvey County
- Approved the Central Plains Area Agency on Aging (CPAAA) Plan
- Entered into a legal services agreement with Ochs Law Firm to pursue all civil remedies against those in the chain of distribution of prescription opiates and responsible for the opioid epidemic
- Appointed Dr. Colin Windham as the 9<sup>th</sup> District Coroner and Dr. Ron Morford as the 9<sup>th</sup> District Deputy Coroner
- Approved extending the Employee Gym Membership Subsidy Program for another year
- Approved a change order to the Road and Bridge HMA road improvement contract to overlay the parking lot at the Solid Waste Facility
- Received the Independent Auditor's Report for the 2017 fiscal year, in which Harvey County received a favorable, unmodified opinion with no budget or cash basis violations
- Received a \$2,000 Risk Avoidance Grant from KCAMP, our insurance provider
- Worked with Workforce Area 1 and Workforce Area 4 to create a joint services agreement for citizens and businesses in Harvey County
- Approved the Local Workforce Development Area 1 Chief Elected Official Board agreement through June 30, 2020
- Worked with Waste Connections to re-establish recycling services for County residents
- Performed proof load testing of the bridge over the Blazefork Creek on Burmac Road
- Approved sub-lease agreements between the County and the Harvey County KS Fair Association, Inc., and between the County and the Newton Saddle Club
- Appointed Tim Wagner as the Harvey County Sanitation Code Hearing Officer

- Approved moving forward with a plan to lease a portion of property at East Lake to create a Remote Control Park

### July

- Approved an agreement with KDOT and accepted a payment for \$20,000 to mitigate costs of any damage to NE 60<sup>th</sup> St. during an upcoming KDOT project and detour
- Received the 2017 Real Estate Appraisal/Sales Ratio Study results stating that Harvey County has met the established overall statistical performance standards established for both commercial/industrial and residential classes of property
- Accepted a \$62,546 Emergency Solutions Grant (ESG) from the Kansas Housing Resource Corporation for the operation of the Safe House
- Conducted a budget hearing for the 2019 Harvey County Budget
- Approved a resolution of intent for the refinancing of industrial revenue bonds (IRBs) for the Mennonite Board of Missions and Charities of Kansas, Inc., and Kidron Bethel Retirement Services, Inc.
- Approved a memorandum of agreement with Hutchinson/Reno County Emergency Communications to serve as a backup to the Harvey County Communications

### August

- Met with the Harvey County KS Fair Association, Inc., board members at the Harvey County Free Fair
- Approved the five-year Solid Waste Management Plan for the Central Kansas Regional Solid Waste Authority
- Adopted the 2019 Budget and 2019-2023 Capital Improvement Plan, which included an estimated mill levy decrease
- Canvassed the August 7, 2018 primary election
- Road and Bridge placed a railroad tug/mule in front of the Harvey County Historical Society Museum
- Approved a KDWPT proposal to allow archery deer and waterfowl hunting at East Park
- Agreed to implementing a special event fee structure for events held at the Park facilities
- Commissioner Westfall attended the Kansas Leadership White House Conference as coordinated through the National and Kansas Association of Counties
- Approved a resolution authorizing the issuance of up to \$12 million of IRBs for the Mennonite Board of Missions and Charities of Kansas, Inc., and Kidron Bethel Retirement Services, Inc.
- Approved a proclamation designating Harvey County as a Community Supporting Breastfeeding by the Kansas Breastfeeding Association
- Approved a contract with Gilmore Solutions, Inc. to provide managed information technology services

### September

- Received a report that the Health Harvey Community Drug Free Coalition was awarded a federal grant for \$125,000 per year, and renewable for a total of five years for \$625,000, for its work in Harvey County

- Approved an Easement Relocation Agreement and Temporary Workspace Permit for Panhandle Eastern Pipeline Company's work under 1<sup>st</sup> Street, near East Park
- Approved an amendment to the Harvey County Unified Development Code, Zoning and Subdivision Regulation, by adding Article 22 – Floodwater Retarding Dam Breach Impact District
- Held a joint meeting with the City of Newton Commissioners to discuss the renovations and improvements to the Law Enforcement Center, and to discuss an Airport Building Maintenance Master Capital Improvement Plan and a new airport leasing rate structure
- Hosted the Harvey County Employee Picnic at Camp Hawk

#### October

- Implemented the iCompass electronic agenda and minute management system
- Implemented a new agenda format for County Commission meetings
- Approved submitting an application for the Federal Highway Administration Competitive Bridge Program for three replacement bridge structures
- Received a report that the Harvey County Food and Farm Council was awarded an \$8,000 Sunflower Foundation grant
- Entered into a Railroad Crossing Improvement project agreement for the installation and maintenance of signals and gates by BNSF for a crossing on Emma Creek Road
- Agreed to the Health Department applying for two separate grant opportunities available through KDHE for opioid abuse prevention programs
- Approved the 2020 Healthy Harvey Wellness Program
- Hosted an Employee In-service Day for County employees which included training on ALICE
- Approved a contract for removal of the Camp Hawk house
- Began the creation of a Continuity of Operations Plan (COOP) for Harvey County
- Attended the Kansas Association of Counties Annual Conference in Overland Park
- Approved a conditional use permit for the Eddy Barn event venue near Halstead
- Approved a lease agreement with the Harvey County Radio Control Club, for a parcel of property in the Bluestem area of East Park
- Sheriff Gay reported that 206 pounds of prescription drugs were collected during a recent drug takeback day
- Presented Harvey County's Transportation Priorities to the Joint Legislative Transportation Vision Task Force

#### November

- Approved the KDOT State Fiscal Year 2020 Public Transportation Grant Application
- Appointed Della Rowley as Harvey County Appraiser through April 30, 2019
- Canvassed the November 6<sup>th</sup> General Election
- Approved a letter of support for a Kansas Development Finance Authority Beginning Farm Program award in Harvey County
- Emily Nichols was sworn in after being elected to fill the unexpired term for County Treasurer
- Received a \$25,000 grant from the Kansas Health Foundation to fund the "Harvey County Find-A-Way" health transportation project

- Approved a three year contract with Lindburg Vogel Pierce Faris, Chartered for auditing services

### December

- Approved a lease extension with ICM, Inc. for their use of a site at the Harvey County Construction and Demolition landfill
- Received a \$28,000 grant from KDHE for opioid abuse prevention programs
- Approved the purchase of a Lenco Bearcat armored rescue vehicle for the Harvey County Emergency Response Team (ERT)
- Adopted a resolution establishing a Code of Ethical Conduct for County Commissioners
- Adopted a resolution supporting a Regional Economic Development Philosophy
- Hosted the Quad-County Planning Forum at the Harvey County Health Department
- Approved a bid from the Newton Kansan to serve as the County's official newspaper for legal publications
- Received the REAP regional update outlining positive regional activities
- Approved the CIC Annual Peopleware Agreement for maintenance and enhancements
- Approved a contract for legal services for the indigent defense panel
- Approved plans and bid specifications for the repair of the Solid Waste Transfer Station floor
- Aging staff obtained \$102,364 of total savings for enrollees during the SHICK enrollment period
- Held a joint meeting with the City of Newton Commission and approved an economic development agreement with Park Aerospace
- Held a joint meeting with the City of Newton Commission and approved plans and bid specifications for the remodel of the Law Enforcement Center, in addition to a lease agreement with Weatherly Aircraft Company at the Newton City/County airport
- Approved a conditional use permit for a communications tower for Moundridge Communications Network just north of Walton
- Approved a resolution ordering the vacation of the Kisiwa Plat
- Approved a tax abatement for an expansion at Budde Enterprises, Inc
- Approved the recommendations from the Austin Peters Group market study, by approving a 3 percent market adjustment in 2019 and a 3 percent market adjustment in 2020, both of which are in addition to the annually budgeted adjustments

## **Harvey County Departmental Highlights and Accomplishments**

### Administration

- Launched dedicated social media platforms for Harvey County, completed the redesign of the Harvey County website home page, facilitated 156 media requests through our office, sent 31 media releases, aided nine incident responses, and held four news conferences. iCompass was introduced as a new platform for Commission agendas and minutes.

- Enrolled 34 new Harvey County employees, and worked on implementing new onboarding processes, including Post Offer Employment Testing (POET).
- Overcame the complications related to the February cyberattack, moved to a managed information technology services organization, and moved GIS under our office.
- Received positive audit results, crafted a budget that kept the mill levy nearly flat, and oversaw several purchases and policy updates.
- Collaborated with local governments within Harvey County and South Central Kansas.

### Aging

- The Harvey County Community Health Improvement Plan transportation committee moved forward in 2018 by securing 24/7 transportation service for Newton Medical Center. The committee also received a start up grant submitted by Lynnette Redington of the Health Department to facilitate the volunteer driver program. This program will help individuals with low income to attend medical appointments and shop for groceries at no expense to the rider. The Department on Aging is the lead agency on creating a 24/7 affordable vehicle transportation for the county.
- After many delays the department continued to coordinate with the CPAAA, Aging Products Inc. and the Senior Centers to provide two meals per day for all seniors 60 and older in the county regardless of the ability to pay. The meals are now being prepared in Hesston and distributed to the cities in the county.
- Coordinating with the extension office and the senior centers, the Medicare Part D program (SHICK) continues to be a successful service to our clients saving hundreds of thousands of dollars.
- The RSVP program had two successful projects this year. The Martin Luther King project. Volunteers collected food and personal items from patrons shopping at both Dillions stores. The items were delivered to Safe Hope, New Hope and the Salvation Army. We collected over \$1,500 worth of items.
- The 911 project. Volunteer's collected emergency blankets and gloves, also supported by Wal-Mart for First Responders to hand out to accident and fire victims. Added this year were Sheriff Deputy Colt Pfautz and his canine partner giving demonstrations. We doubled our collection from last year.

### Appraiser

- Worked through the challenges related to the cyberattack.
- Worked through the challenges related to the transition of the County Appraiser.
- Staff met all requirements outlined by the Kansas Department of Revenue Division of Property Valuation.
- Office staff worked to complete all phases of the appraisal year done in a timely manner.
- Office staff received continuing education for their specific roles within the office.

### Attorney's Office

- As the result of a double homicide on October 4, 2017, our office charged Keith Hawkins with Capital Murder in the deaths of Alyssa Runyan and Zaylynn Paz. Due to aggressive investigation by the Newton Police Department and forensic assistance from the KBI, this case proceeded to swift prosecution and a quick resolution of the case, wherein on February 9, 2018 the defendant was sentenced to life in prison without

possibility of parole after pleading guilty to Capital Murder. Completion of a capital murder case in four months, from commission of the crime to sentencing, is practically unheard-of in our judicial system.

- In 2018, our criminal case filings were substantially down from previous years. This was not an intentional decision on our part nor was it a result of fewer cases being presented to our office for prosecution. The well-known cyber-attack upon the county's computer system caused a substantial ongoing curtailment of our case processing and efficiencies for a major part of the year. Despite these challenges, our office was successful in maintaining prosecution of cases without losing a single case to speedy trial or other statutory time limits on criminal cases.
- Our office, through our Diversion Fund, was able to make a substantial financial contribution to the Heart-to-Heart Child Advocacy Center during a period when they needed an influx of funding to maintain operations, assisting them to remain open and functioning.
- Our office continued working closely with the Harvey County Drug Task Force, and provided financial assistance from our Diversion Fund to purchase equipment to further their efforts to curtail drug crimes in Harvey County.
- Our office resumed enforcing property forfeitures in drug cases, using these funds to further aid in the prosecution of crimes in Harvey County.

#### Clerk/Election Office

- Conversion, implementation and training for new iCompass software for commission agenda & minutes.
- Continued implementation and training for CIC Tax Administration software and CIC Financial Management System including scanning and attaching current and historical A/P documents to vendor records.
- Planned and implemented successful Primary Election in August and General Election in November. Both elections had higher than normal turnout.
- Processed a significant amount of voter registrations, resulting in record number of registered voters. For the November election, we processed about 3,800 advance ballot by mail requests, almost twice as many as any previous election.

#### Communications

- Upgraded our CAD and Mobile Data Terminal (MDT) systems. This gave us a more reliable and efficient system of entering and tracking calls and units, better reports, and gave the officers in the field live mapping of dispatched calls and the future ability to show them the fastest route to the scene.
- Upgraded to the State NG911 Hosted System's ESiNet, which gives us faster 911 call processing time and the ability to set up automated rollover of calls to neighboring PSAP's should we have more calls than we can handle or have to evacuate our center. We will rely on Hutchinson, McPherson, Great Bend and Salina to handle our calls; we will also serve as a backup for Marion and possibly part of Sedgwick County.
- Added to our Incident Tactical Dispatch and participated in State TERT (Telecommunicator Emergency Response Team) and DHS INTD training to better prepare our staff to respond into the field and to other PSAP's to help out after a disaster or major event.

- Not exactly an accomplishment, but worthy of mentioning that this year we said good-bye to the last original employee of Harvey County Communications from its humble beginnings in the merger of Newton Police Department and Harvey County Sheriff dispatch centers in 1982. Cathy Rankin was hired by the City of Newton in 1977, but since 1982 worked in the combined County Communications Center while remaining a City employee. After 41 years and 2 months, she hung up her headset. Her demeanor, expertise and skills helped mold us into the respected, professional center we are today. We cannot thank her enough, and wish her well in her retirement.

### District Court

- Installed sound system in Judge Dickinson's courtroom.
- Installed new digital recording system in magistrate judge courtroom.
- Established a language line for phone and video interpreting.
- Moved the self-help computer to the front entry of District Court providing pro se litigants more efficient access to justice and self-help resources.
- Established a house arrest program supervised by court services (replaces house arrest program previously run by Sheriff's Office).
- Continue to replace carpeting throughout the Court.

### Emergency Management

- Remained engaged in Community Collaboration and Preparedness throughout 2018, by being alert to opportunities to assist our community partners in mitigation, preparedness, response, and recovery efforts.
- Grew our relationship with local Health Care partners in navigating the new CMS (Center for Medicare/Medicaid Services) regulations, including; critical care, long-term care, and also home health care agencies.
- Purchased and installed a weather station giving Harvey County the capability to monitor local weather conditions and share information with other partners including the National Weather Service.
- Worked with cities to create a comprehensive listing and capabilities of the Outdoor Warning Sirens. Harvey County now has each siren plotted identifying coverage area. An annual accountability test is now coordinated with all cities to assure the readiness of the outdoor warning sirens.
- To further assure that critical services are sustained within Harvey County, Emergency Management, with the guidance of Administration, started the development of a Continuity of Operations Plan (COOP) for all Harvey County departments.
- Started the revision of the South-Central Kansas, Multi-Hazard, Multi-Jurisdictional Mitigation Plan as it pertains to Harvey County. This plan identifies local and regional threats and hazards allowing the development of plans and/or the mitigation of those threats to reduce impacts. The plan is updated every 5 years.

### Health

- Though we don't want to dwell on the cyber incident of 2018, the health department was able to continue to serve clients within 4 hours of the first working day of the incident due to the emergency preparedness of the department. Even with disconnection from services of KS Department of Health and Environment until full return June 14, 2018,

only one of 15 staffers was impaired from this disconnection. Now post incident, the department is recovering by preparing for emergency future events.

- Flu vaccination season of 2018 can be described as fast and active. Clinics were held September 24-December 6. Some clinics saw increased participation. 1231 individuals were vaccinated through the outreach clinics. (This does not include the number of in-house vaccinations completed.)
- Health Department staff managed projects with \$529,738 in grant funds in 2018. This does not include the \$400,000 to be distributed through the county from the Kansas Blue Cross and Blue Shield's Pathways to a Healthy Kansas, as those funds have not been allocated as of the end of 2018.
- An additional \$643,226 was brought into the county during 2018 with community partners due to health department involvement.

#### Information Technology

- "Survived" the cyberattack and all the chaos it caused.
- Transitioned to managed information technology services with Gilmore Solutions, Inc.

#### Maintenance

- Slab removal in boiler room.
- Elevator modernization.
- Repaired slate outside west courthouse entry.
- Ongoing maintenance in all buildings.

#### Noxious Weed

- Work that was done on Burmac Road & River Park Road north of Highway 50, which consisted of brush removal and then spot spraying to start getting the grass better established in the right-of-way. N.W. 24th from River Park to Golden Prairie could also be included in this project.

#### Parks

- Repaired and painted siding on West Park residence and garage.
- Remodeled the shelter, replaced the dock and repaired the well house at Camp Hawk.
- Hosted 2nd annual Haunted Forest at West Park.
- Introduced walk-in hunting at East Park and began construction of the Remote Control Park.
- Began revitalizing Osage Nature trail by removing woody brush and invasive trees.

#### Planning, Zoning, and Environmental

- In February, the planning commission recommended a change to the subdivision and agriculture zoning regulation. The change allowed for a one time split on a 40 acre parcel or quarter/quarter. This change will help keep new homes being built in Harvey County from being on non-conforming parcels. Many have been split because mortgage lenders would not finance a new home on 40 acres so it forced owners to split the parcel illegally. The new regulation will help with this issue as well as provide a possibility other new homes to be built in Harvey County.

- Passed regulations for building in a dam breach area. The new regulation went before the planning commission on August 14, 2018. This was passed for safety reason and will help to keep new homes from being built in a dam breach area.
- As of Dec. 19, 2018 there were 74 building permits issued for rural Harvey County totaling \$13,124,185 in new construction. There were a total of 15 building permits issued for new homes in Harvey County this year totaling \$2,882,000 in new construction. There were 8 building permits for commercial buildings including a new wedding venue on Grace Hill Road totaling \$924,300 in new construction. Harvey County collected \$5,275 in building permit fees. As of Dec. 19, 2018, 26 sewer permits have been issued. \$4,300 in fees were collected. 16 well permits were issued with \$1600 in fees collected.
- A total of 39 mortgage inspections were completed this year. In the process of inspections it appeared a lot of water tests and lagoons were not passing. A spread sheet was created to track the failed water tests and sewer systems in the county for the last five years and graphs created to track the trend. A map was created to show the areas of high nitrates in the county.
- A new system to track conforming parcels was created. To date five applications have been completed and approved. An additional 11 applications are in the process.
- Approximately 40 violation cases were addressed this year with substantial violation fees collected and some of the bigger issues that have been on going for a couple of years made substantial progress in getting cleared up. Included in those cases were violations for building in floodways and moving a junk mobile home left in the ditch after it fell apart during the removal. Many more violations are in the process with properties in violation of salvage being addressed.

#### Register of Deeds

- For 2018 the Register of Deeds basically was in survival mode do to the cyber attack, CIC software making more work and lots of update there. That along with being short handed most of the year really added to stress for Simone and I. We did well however during the cyberattack as our recordings went old school to hand recording. We were also one office that the auditors could audit as we had paper copies and or copies off site with our back up agreement. Getting everything entered to the computer late was very time consuming. Passport numbers have increased.
- I have been asked to join a Wichita Area Archivist group. This would cover a large area of Kansas such as Eisenhower Museum Archivist, Emporia, Tabor, etc. It is a good honor to be asked.

#### Road and Bridge

- **Backup Generator**  
This addition to the facility enables us to access and provide fuel in the event of a power outage- a critical advantage for law enforcement, as well as this department. It is also capable of supplying power to the entire shop ensuring continuity of operations.
- **Bridge Replacements**  
M-17.6 (NW 36<sup>th</sup> between N. Hoover and N. West): This structure was an old timber bridge, which required frequent maintenance due to damaged bridge planks. Mies Construction replaced it with a double 25' x 7' Cast In-Place Reinforced Concrete Box.

C-25.4 (SE 84<sup>th</sup> between S. Woodlawn and S. Rock Rd.): This bridge also was timber, and in such bad shape it was closed to traffic. Deteriorated piling and deck planks made for routine maintenance, as well as erosion issues on the east end. Klaver Construction replaced it with a double 28' x 9' Cast In-Place Reinforced Concrete Box.

- **RCB Replacements**

I-30.9 (NE 12<sup>th</sup>, 0.9 mile east of N. Harvest Hill), and 5-D.8 (S. Sand Hill, 0.8 mile north of SW 72<sup>nd</sup>). Klaver Construction performed this work also.

- **SE 36<sup>th</sup> Regrade Project**

Road & Bridge forces successfully completed 3 miles of Se 36<sup>th</sup> from S. East Lake Road to S. Osage. The crown was restored and ditches regraded to improve drainage.

- **Bituminous Overlay**

Cornejo & Sons paved for us a total of 17.60 miles, including N. Burmac, SE 36<sup>th</sup>, and NW 36<sup>th</sup>. These were paved with a 2" lift of HMA. Costs were down 3% from 2017, and 2017 was down 16% from 2016.

### Sheriff's Office

- In late 2017, a discussion was held about re-establishing the K-9 Program. The program was brought back on-line and 2018 was the first full year.
- Added an additional DTF Investigator who solely investigates drug crimes.
- Sponsored two drug take back days which netted over 300 pounds of unused medication.
- Completed the Master Control Board replacement project at the Detention Center.
- Presented three Detention Deputies with lifesaving awards for their swift response to an inmate in distress.
- The Holiday Helpers Program was very successful in feeding 275 families in Harvey County.

### Solid Waste

- Repaired both north and south flares at the MSW landfill.
- Did a complete overlay of the paved areas at the transfer station.
- Dredged out the two storm water ponds at the landfill.
- Completed the replacement of the chain link fence on the east side of the landfill.
- Added a new compactor and Kawasaki mule, replaced a worn out water truck, dump truck and pickup truck.
- Upgraded signage including a programmable LED readout.

### Treasurer's Office

- Found ways to make our processes more efficient and less antiquated.
- Started sending distributions to other entities via ACH.
- Started accepting credit cards in the driver's license office.
- All staff completed customer service training.
- Cleaned out old records and equipment.