

STRATEGIC SNAPSHOT



Excellence in GIS: The Location Intelligence Behind the 911 System



WHAT WE ACCOMPLISHED:

Our GIS Team continued to provide accurate, current mapping and location information that is essential to the operation of the County's 911 system. This year, Fairfield County transitioned to Next Generation 911 (NextGen 911), a modernized emergency communications system that relies even more heavily on precise geographic information to identify locations, route calls, support dispatchers, and guide emergency response.

GIS is the geographic foundation behind 911. Without reliable GIS data, 911 cannot consistently determine where an emergency is occurring, identify the appropriate response area, or provide dispatchers and responders with the location information they need to act.



WHY IT MATTERS:

When someone calls 911, there is no room for uncertainty about where help is needed. Accurate GIS data helps turn a 911 call into a precise location that dispatchers can understand.

The transition to NextGen 911 highlights just how critical GIS is to emergency communications. GIS is not simply a mapping tool or a support function—it is a core component of the 911 system. Our GIS Team's work provides the geographic foundation that allows Fairfield County's 911 system to connect people in crisis with the help they need—when every second counts.

Complex Legislation. Critical Deadlines. \$9.5 Million in Tax Savings



WHAT WE ACCOMPLISHED:

We successfully implemented the Inflation Cap Credit provisions established by House Bill 186—one of the most complex and challenging system implementations undertaken by Fairfield County in more than 30 years. Implementing the new legislation required extensive analysis, detailed interpretation of statutory requirements, significant changes to tax calculation processes, system modifications, data validation, testing, and coordination across multiple departments, other counties, and our technology vendor partner. The compressed implementation timeline added a layer of complexity, as the new requirements had to be fully incorporated before the second-half TY2025 tax bills could be calculated and delivered to the County Treasurer.

Through an extraordinary level of dedication, collaboration, and commitment—including many late hours of work—the team met every required deadline and successfully delivered the implementation on schedule. A key factor in this success was Fairfield County's strong working relationship with our vendor partner, Tyler Technologies. The County's collaboration with Tyler Technologies not only helped us navigate this exceptionally complex implementation, but also positioned Fairfield County to help other counties understand and implement the new requirements.



WHY IT MATTERS:

This was far more than a routine system update. The implementation of HB 186 required Fairfield County to translate complex new legislation into a functioning tax calculation process within a short timeframe. The successful implementation had a direct and significant financial benefit for Fairfield County property owners, resulting in approximately \$9.5 million in tax savings through the Inflation Cap Credit.

CONTACT US!

Our Website: The Go-To Source for Property & Tax Information



WHAT WE ACCOMPLISHED:

We launched a new Real Estate Assessment website, creating a modern, user-friendly, and highly accessible resource for property and tax information. The new website preserves the functionality users have relied on for years while making it easier and faster to find, navigate, and understand critical property data.

The website serves a broad and growing audience, including property owners, prospective buyers and sellers, realtors, attorneys, title companies and searchers, bankers, businesses, appraisers, and other professionals who depend on accurate property and tax information. By bringing essential real estate assessment, parcel, and tax information together in one place, the site provides a convenient **one-stop resource for researching Fairfield County properties.**

With a high volume of users relying on the site, its availability and ease of use are an important part of how the Auditor's Office delivers information to the public and to the professionals who conduct business throughout the County.



WHY IT MATTERS:

For many residents and professionals, quick access to accurate property information is essential. Realtors need property details for transactions. Attorneys and title professionals need reliable assessment and tax information for property searches. Property owners need to understand their assessments. Buyers and sellers need information to make informed decisions. More than 120,000 unique users are regularly visiting the website.

The Auditor's website brings this information together in a single, convenient location, eliminating the need to search through multiple sources. **It is one of the County's most frequently used public information resources, providing thousands of users with immediate access to information they need to conduct business and make decisions.** By making this information easier to find and use, the new website strengthens transparency, improves public access to government information, and provides a more efficient service to both residents and the professional community.

Modernizing Lodging Tax: Convenient Reporting for Lodging Providers & Stronger Results



WHAT WE ACCOMPLISHED:

The County launched a new online lodging tax reporting portal, modernizing a process used by hotels, short-term rental operators, and other lodging providers throughout Fairfield County. The new system gives businesses a more convenient and efficient way to report and remit lodging taxes while providing better tools to track and monitor collections.

The portal reduces manual processing, streamlines payments and reporting, and provides a more consistent process for lodging providers and County staff. As Fairfield County's lodging industry continues to grow, the new technology provides a scalable foundation for managing increasing reporting and collection activity. The impact can already be seen in part with the lodging tax collections. At mid-year, **Visitors and Convention Bureau (VCB) collections exceeded \$201,000, a 12% increase over the prior year. Decorative Arts Center of Ohio (DACO) collections reached approximately \$184,000, a 25% increase.** These results reflect the continued growth of lodging activity, along with the County's efforts to make reporting and collection processes more efficient. The County's lodging market also reflects the diverse nature of its growth. Hotels in the Reynoldsburg area are exempt from the VCB lodging tax, and that area continues to experience significant development. The portal is important to all areas of the county.

**WHY IT MATTERS:**

Tourism is an important part of Fairfield County's economy and quality of life. Visitors who come to the County for attractions, events, recreation, business, and other activities support hotels, restaurants, retailers, entertainment venues, and other local businesses. That visitor spending circulates throughout the local economy, supporting jobs, generating business activity, and helping strengthen the communities that make Fairfield County an attractive place to live, work, and visit.

Lodging tax collections further extend that impact. Revenue collected for the Visitors and Convention Bureau supports efforts to promote Fairfield County and attract visitors, while collections benefiting the Decorative Arts Center of Ohio help support an important cultural institution. In this way, lodging activity generates benefits that reach well beyond one area and support all parts of the county. The new portal makes it easier for lodging providers to meet their reporting and payment responsibilities while giving the County a more efficient and reliable way to administer the program.

One Digital Door: Connecting More Than 40 Local Governments

**WHAT WE ACCOMPLISHED:**

The office expanded the use of the DocLink online submission system to create a more modern, standardized, and efficient way for local governments to submit documents to the County Auditor's Office and Budget Commission.

Today, more than 40 political subdivisions participate in the system, creating a shared digital process that replaces many of the traditional paper, email, and manual exchanges used to move information between local governments and the County. Participating entities have reported increased efficiencies through the ability to submit, review, track, and share documents electronically through a consistent process.

The system has also become more than a document-submission tool. The information and standardized documentation generated through the process have helped the County establish baseline documentation and processes to support new legislative requirements. By having a centralized, consistent, and accessible digital workflow already in place, the County is better positioned to respond when state requirements change and new documentation or reporting standards are introduced. **The continued expansion of DocLink demonstrates how technology can create efficiencies across multiple levels of local government—not just within the Auditor's Office.**

**WHY IT MATTERS:**

Government processes often involve multiple offices, jurisdictions, and layers of review. When those processes depend on paper forms, email attachments, and manual exchanges, information can be difficult to track, duplicate work can occur, and delays can affect everyone involved. DocLink provides **one digital door into the County's submission process**, giving more than 40 political subdivisions a consistent way to conduct business with the Auditor's Office and Budget Commission. The result is less paper, fewer manual steps, better visibility into the status of submissions, and improved communication among the organizations involved. The benefits extend beyond efficiency. A standardized digital process creates a reliable record of information and establishes a foundation that can be used to address emerging state requirements. **The same technology that makes today's government processes easier is also helping Fairfield County prepare for tomorrow's requirements.**

\$9.7 Million in Ohio Public Employee Retirement System Contributions, Automated



WHAT WE ACCOMPLISHED:

We implemented a new reporting module for the Ohio Public Employee Retirement System (OPERS) within the County's financial system. The new system automatically prepares and submits the required monthly files for county employees, elected officials, and law enforcement officers. Since January of 2026, \$9.7 million in retirement contributions have been processed and reconciled within the new automated system.



WHY IT MATTERS:

Accurate and timely submissions to OPERS are critically important. Automating the process improves accuracy, strengthens compliance, and reduces manual work required. The result is a reliable process for the county and its employees. Risk of fines and penalties is reduced.

Transforming the Lot Split Process



WHAT WE ACCOMPLISHED:

This year marked the first full year of operation for the Fairfield County Lot Split Program, transforming what was once a lengthy and complicated process into a significantly faster and more efficient one.

Working closely with the multiple agencies and departments involved in the review process, our team continued to refine the program, resolve issues, improve communication, and add functionality based on real-world experience and user feedback. These improvements have produced significant time savings for property owners, developers, surveyors, and reviewing agencies. In many circumstances, a lot split that could previously take **as long as six months to complete can now be processed in less than two weeks**. By bringing the process into a coordinated, streamlined system, the program has dramatically reduced delays while maintaining the necessary review and approval requirements.



WHY IT MATTERS:

Time matters when someone is trying to develop or improve property. Delays in the lot split process can hold up construction, financing, property transactions, and other development decisions.

The Lot Split Program has changed that timeline dramatically. Property owners and developers can move forward more quickly; surveyors and reviewing agencies have a clearer process to follow; and everyone involved benefits from better coordination and communication.

The program demonstrates how technology and collaboration can turn a time-consuming process into one that is **faster, more transparent, and easier to navigate—helping keep property development moving forward in Fairfield County**.

Modernizing Conveyance: Leading the Way



WHAT WE ACCOMPLISHED:

The team took a leading role in modernizing the way property conveyance information is delivered to the State of Ohio. Working closely with Tyler Technologies, the County developed and implemented a new capability that allows conveyance documents and supporting attachments to be transmitted electronically to the state.

Fairfield County was an early adopter and first mover in bringing this technology into operation, helping turn a manual process into a seamless electronic exchange of information. The project required close collaboration between County staff, Tyler Technologies, and the State to develop a solution that works efficiently. By successfully implementing the technology, Fairfield County helped establish a model that can be used by other Ohio counties operating on similar platforms. Our County's willingness to develop, lead, test, refine, and implement the solution provides a pathway for other counties to modernize their own conveyance processes.



WHY IT MATTERS:

Electronic transmission is a seamless experience for customers and reduces manual steps for County employees, improving the speed, accuracy, and reliability of information delivered to the State. For customers, modernization means a more efficient conveyance process with less reliance on paper and manual handling. For the County, it reduces administrative work and creates greater consistency in how information is processed and transmitted. For the State of Ohio, it provides faster and more reliable access to the information needed for its responsibilities.

Fairfield County did not simply implement a technology developed elsewhere—we helped lead the way in developing and putting it into practice. Through our partnership with Tyler Technologies, Fairfield County helped create a solution that can benefit numerous other Ohio counties using the same technology, extending the impact of this modernization well beyond our own County. In fact, the vendor did not charge the County for the upgrade based on Fairfield County's leadership.

Efficient Board of Revision Hearings & Statewide Impact



WHAT WE ACCOMPLISHED:

The Board of Revision successfully completed (in the first week of September) reviews, scheduling, and hearings for all TY2025 cases, with **215 cases** evaluated through a well-organized, timely, and collaborative process. Managing Board of Revision cases requires coordination among property owners, attorneys, appraisers, County staff, Board members, and other parties. Beyond Fairfield County, the Board continued its leadership role in supporting the public, professionals, and other Ohio counties through the **Ohio Board of Revision Resource Center (OBORRC)** website. The Resource Center is a **one-of-a-kind statewide resource** that provides current information, guidance, forms, and other tools related to the Board of Revision process. It serves all who want to understand the appeal process related to property valuation.

**WHY IT MATTERS:**

Property owners deserve a Board of Revision process that is accessible, organized, and timely. The Board ensured that property owners' concerns were addressed without delay while maintaining a thorough review process. Also, the **OBORRC website has become a valuable statewide tool, bringing information and resources together in one place for property owners, businesses, professionals, and county governments across Ohio.** By maintaining and continuously improving this resource, Fairfield County helps make the Board of Revision process easier to understand and navigate while encouraging consistency and the sharing of best practices throughout the state. Together, the Board's efficient local operations and its statewide resource demonstrate Fairfield County's commitment to **responsive public service, collaboration, innovation, and leadership beyond our own borders.**

At the Pump, Every Gallon Counts

**WHAT WE ACCOMPLISHED:**

The County achieved a **97.5% compliance rate** among businesses subject to fuel meter inspections. These inspections ensure that fuel pumps and meters are properly calibrated and accurately measure the amount of fuel being purchased by consumers. Through regular inspections, the County verifies that fuel meters are operating correctly and that businesses are meeting the standards designed to protect consumers. The high compliance rate reflects both the effectiveness of the County's inspection program and the cooperation of local businesses. Even those not in compliance quickly took corrective action to meet compliance.

**WHY IT MATTERS:**

For consumers, accuracy at the pump matters every time they fill their tank—but it matters even more when gas prices are high. When families and businesses are already paying more for fuel, they need confidence that they are receiving **every gallon they pay for** and are being charged a fair and accurate price.

The County's fuel meter inspection program provides that important protection. By ensuring pumps are properly calibrated, the County helps prevent inaccurate measurements and protects consumers from paying for fuel they do not receive. Weights & Measures performs a wide range of inspections and regulatory activities throughout Fairfield County to help ensure fairness and accuracy in everyday transactions. **The fuel meter inspection program is one of the clearest examples of that mission in action—work that residents may never see but directly benefits them every time they fill their tank.** A high compliance rate demonstrates that Fairfield County businesses are doing their part, while the County's inspection program provides the codified, necessary oversight.

1,069 Employees: A More Secure Way to Access Payroll & HR Information

**WHAT WE ACCOMPLISHED:**

In July, the County transitioned employees to a new Employee Access platform. To date, **1,069 employees have registered and are actively using the system.** The new platform provides a modern way for employees to access payroll and human resources information and includes multi-factor authentication to provide an additional layer of protection for sensitive employee information.

**WHY IT MATTERS:**

Employees need convenient access to their personal information while knowing that sensitive data is protected. The transition to Employee Access modernizes that experience while strengthening security and providing an accessible, user-friendly tool.

Rethinking the Way We Work: Modernizing Decades-Old Processes



WHAT WE ACCOMPLISHED:

The County expanded the ability of individual departments to complete certain financial transactions directly within the Enterprise ERP system. Departments can now initiate and complete transactions such as purchase order changes, journal entries, and budget transfers or amendments without relying as heavily on Central Finance.

This initiative began with a simple but important question: **Can we do this better?** Some of these financial processes had been handled in essentially the same way for decades. Rather than accepting long-standing practices simply because they were familiar, the County took a fresh look at how work moves through the organization and identified opportunities to make routine transactions faster, more efficient, and more responsive. The result is a more modern approach that puts appropriate financial tools and responsibility closer to the departments managing their own operations, while maintaining the oversight and controls necessary to protect public resources.



WHY IT MATTERS:

Innovation in government is not always about introducing something completely new. Sometimes, innovation means **rethinking something we've always done and having the willingness to change it.** By challenging decades-old processes, the County has created efficiencies that benefit departments across the organization. Routine transactions can move forward more quickly, reducing unnecessary steps and delays. The approach also creates a culture of continuous improvement. When one process is successfully rethought, it encourages departments to look at other longstanding practices and ask whether there is a better way to serve employees, residents, and taxpayers. **Rethinking the way we work means refusing to settle for "the way it has always been done."** This initiative demonstrates that meaningful innovation can come from looking at everyday government processes with fresh eyes—and finding ways to make them smarter, faster, and more effective while **strengthening the controls that safeguard public resources.**

Getting Special Assessment Funds Where They're Needed As Efficiently As Possible



WHAT WE ACCOMPLISHED:

The office created a standardized process for submitting and certifying special assessments, replacing a more manual and varied process with a consistent template and workflow. The new process makes submissions easier to review, identify, and process while ensuring required information is complete and consistently documented. **By improving the process from submission through certification, the office has improved coordination and created greater efficiency.**



WHY IT MATTERS:

Special assessments are more than paperwork—they represent resources that ultimately support the operations and services of local governments and public agencies throughout Fairfield County.

Investing in People, Strengthening County Operations



WHAT WE ACCOMPLISHED:

We continued to invest in the people and knowledge that keep financial operations running effectively. During the reporting period, Financial Systems staff completed 44 hours of specialized training with Tyler Technologies (the highest number of hours ever accomplished in a partial year), focusing on both improving existing processes and preparing multiple employees to use new capabilities. Training included overtime reporting, electronic utility payments, Employee Access, and new resident and utility access tools.

At the same time, three key positions within the office transitioned into new roles during the reporting period. Through cross-training, knowledge sharing, teamwork, and careful planning, the office maintained daily operations and continued providing reliable service throughout each staffing change. Together, these efforts strengthened both individuals and the systems they manage. Training ensures employees can take full advantage of evolving technology, while cross-training and knowledge sharing ensure critical institutional knowledge remains within the organization.



WHY IT MATTERS:

Technology is only as effective as the people who understand how to use it, and strong organizations cannot afford to lose critical knowledge when employees change roles or leave. **By investing in training and deliberately sharing knowledge across the team, the County is building greater resiliency into its financial operations.** Employees are better prepared to use new technology, improve existing processes, and step into new responsibilities when needed.

This investment also protects continuity. Despite multiple key staffing transitions, County departments, businesses, and community partners continued receiving the financial support they rely on without disruption. Training and cross-training may happen behind the scenes, but they are essential to keeping County government moving. **By investing in its people, the County is not only improving today's operation, but it is building the knowledge, flexibility, and institutional strength needed to meet tomorrow's challenges.**

Automating A Payroll Process for a Major Department



WHAT WE ACCOMPLISHED:

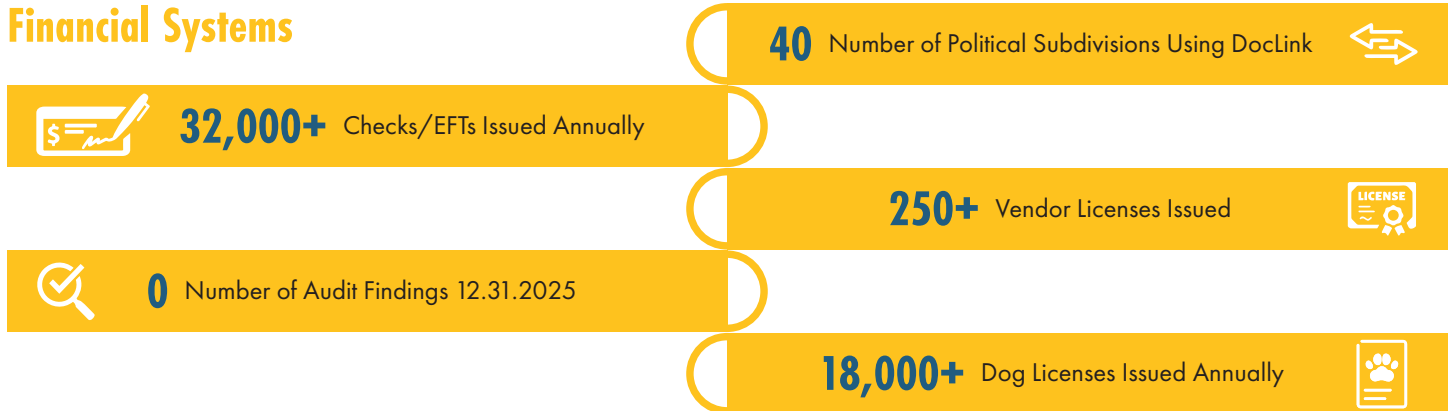
Financial Systems partnered with the Fairfield County Board of Developmental Disabilities (FCBDD) to implement a new electronic pay record process. The new process eliminates the need for staff to manually enter certain payroll information, replacing repetitive data entry with a streamlined electronic transfer directly into the County's financial system. This modernization is particularly valuable for FCBDD, a large County operation responsible for providing essential services and support to individuals with developmental disabilities and their families.



WHY IT MATTERS:

FCBDD provides services that families and individuals depend on every day. Ensuring that the financial systems supporting this work are efficient, accurate, and reliable gives a strong foundation for the department, and **lessons learned help with scalability.** Eliminating manual payroll entry saves staff time, reduces the opportunity for data-entry errors, and allows payroll information to move more efficiently through the system. **For a large department providing critical community services, even improvements behind the scenes can have a meaningful impact.** This project demonstrates how modernizing an administrative process can strengthen the foundation supporting essential public services, such as those provided by FCBDD.

Financial Systems



Real Estate Assessment



Customer Service

