



**FOR IMMEDIATE RELEASE**

**Thursday, October 27, 2022**

**Fairfield County Auditor Releases 2022 Year in Review Report**

**Lancaster, Ohio** – The Fairfield County Auditor’s Office has released its 2022 Year in Review Report highlighting many projects and services provided throughout the year. This document allows the public to see the many roles the Auditor’s Office has in county government from the assessment of property, to serving as the Chief Financial Officer, to administering various state programs.

In 2022, the Auditor’s Office conducted over 1,000 informal reappraisal hearings (with in-person and virtual options on request) and collected 504 surveys from the more than half that were held in person. The customer satisfaction surveys were very positive. The fact sheet highlights this and other workload statistics for context.

Some of the statistics included are the number of checks or electronic transfers issued, new construction data, and demographics. The Auditor’s Strategic Plan is also summarized to show accomplishments in 2022 and strategies for the future.

Dr. Carri Brown, County Auditor, stated, “As a team, the County Auditor’s Office works hard to ensure high quality services at exceptional value to taxpayers. We foster financial sustainability, and we enhance the county’s reputation as a high-performing, learning, and caring organization. Our strategic plan is a result of a comprehensive examination of multiple processes, and it is encouraging to see the tremendous results in just one year. Along with multiple stakeholders, we are setting a strong foundation for the future.”

The 2022 Year in Review report can be viewed here: <https://bit.ly/2022AudReview>

For more information or questions regarding the report, the strategic plan, or other matters, please contact the Auditor’s Administrative Office at (740) 652-7020 or Real Estate Office at (740) 652-7030.

###

# Your Fairfield County Auditor's Office: BY THE NUMBERS



## We Serve. We Protect. We Connect.

**161,064** POPULATION → **3** CITIES | **13** TOWNSHIPS | **12** VILLAGES

**Aa2** BOND RATING | **\$230+ Million** ALL FUNDS BUDGET



**265 M+**  
Capital assets



**70,000+**  
Parcels



**27.5 M+**  
New construction



**1,000**  
Informal reappraisal  
hearings



**504**  
Surveys  
collected

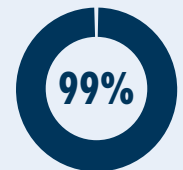
### Of the Participants Surveyed...



100%  
felt they were able  
to discuss their  
specific topic



100%  
stated they  
received courteous  
customer service



99%  
think the Auditor  
should continue  
holding informal  
hearings

Offered three options for reappraisal hearings  
(virtual, in person, and over the phone).

**DID YOU  
KNOW?**



**25,000+**  
Checks/EFTs issued



**416**  
Vendor licenses issued—  
up 67% since 2017



**8,000**  
Properties conveyed  
annually

Modernized Minimum Conveyance Standards  
in August 2022

**DID YOU  
KNOW?**

**70%**  
Conveyances  
processed  
electronically

**24,140+**  
Dog licenses  
issued

**\$3.68B+**  
Total county-  
wide assessed  
valuation

**103,720+**  
Registered  
voters



Financial systems  
technology updated



**5,000**  
Water bottles saved



Hotel/motel tax  
tech improvements

Fairfield County has the lowest sales tax rate  
in the region.

**DID YOU  
KNOW?**

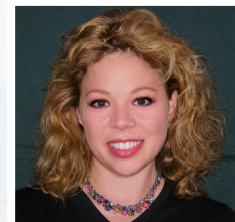
**1,118**  
Social media  
followers

**1 Day**  
Public records  
requests answered,  
on average

**93**  
BOR  
hearings held

**22+**  
Press releases  
issued

Data current as of October, 2022



**Dr. Carri Brown**  
Fairfield County Auditor

### CONTACT US!

740-652-7020 • [co.fairfield.oh.us/auditor](http://co.fairfield.oh.us/auditor) • [FairCoAuditor](https://twitter.com/FairCoAuditor) • [FairfieldCountyAuditor](https://facebook.com/FairfieldCountyAuditor) • [FairCoAuditor](https://instagram.com/FairCoAuditor) • [fairfield-county-auditor](https://linkedin.com/company/fairfield-county-auditor)

# Your Fairfield County Auditor's Office: Strategic Plan
















**The mission** of the Fairfield County Auditor's Office is to perform statutory duties with excellence, integrity, and innovation while embracing outstanding internal and external customer service to continuously improve county government.

## THEMES

Provide Supervisory Support & Coaching Opportunities for Team Members	Focus on Strengths & Customer Service	Improve Communication and Outreach	Improve Use of Technology and Records Management Processes	Update Financial and REA Processes to Add Value
---	---------------------------------------	------------------------------------	--	---

## GOALS ACHIEVED

 <p><b>Accomplishments:</b></p> <ul style="list-style-type: none"> <li>✓ All-staff touch-base meetings</li> <li>✓ Employee book club</li> <li>✓ Table of organization</li> <li>✓ Second all-staff survey</li> <li>✓ Position description updates</li> </ul>  <p><b>Training/Development:</b></p> <ul style="list-style-type: none"> <li>✓ Mid-term and annual performance assessments</li> <li>✓ 1:1 meetings: Time with the County Auditor Initiative</li> <li>✓ In-services and annual retreats</li> <li>✓ Team building and recognition activities</li> <li>✓ Strengths assessments</li> <li>✓ Individualized, goal-setting coaching sessions</li> <li>✓ Performance assessment activities supervisor training</li> </ul>  <p><b>Awards:</b></p> <ul style="list-style-type: none"> <li>✓ Developed a traveling trophy award: The Excellence Project</li> <li>✓ 100% of employees obtained National Association of Counties High Performance Leadership Certifications</li> </ul>	 <p><b>Accomplishments:</b></p> <ul style="list-style-type: none"> <li>✓ Developed customer service standards</li> <li>✓ Happiness Project to increase community engagement and build upon individual strengths</li> <li>✓ Created a Weights and Measures Certificate of Appreciation</li> <li>✓ Inventory assignments for efficiency and to support internal customers</li> <li>✓ Continuity of operations plans</li> <li>✓ Physical locations to support job shadowing and service provision</li> <li>✓ Documented open meeting procedures for the TIRCs, BOR, and Budget Commission</li> <li>✓ Met all deadlines for reporting</li> <li>✓ Conducted outreach with associations and the general public (more than 50 presentations conducted)</li> </ul>  <p><b>Training/Development:</b></p> <ul style="list-style-type: none"> <li>✓ Developed a job shadowing plan</li> <li>✓ Provided customer service training</li> <li>✓ Two-week onboarding training for new employees</li> <li>✓ Conducted customer surveys</li> </ul>	 <p><b>Accomplishments:</b></p> <ul style="list-style-type: none"> <li>✓ Public records request response: one-day average</li> <li>✓ Website inquiry response: one-day average</li> <li>✓ Grew social media presence</li> <li>✓ Developed office directory with purpose statements and contact information</li> <li>✓ Monthly newsletter for internal and external customers</li> <li>✓ 22+ news releases distributed, (Up from 0 in 2021)</li> <li>✓ Proclamations for accounting/appraising skill awareness</li> <li>✓ Multiple Auditor fact sheets and videos</li> <li>✓ Updated websites to provide more information for the public</li> <li>✓ Created an accessible online place for questions</li> </ul>  <p><b>Training/Development:</b></p> <ul style="list-style-type: none"> <li>✓ Attended township, school district, and other entity meetings</li> <li>✓ Conducted diversity, equity, and inclusion training</li> <li>✓ Conducted ethics training</li> <li>✓ Conducted mental health first aid training</li> </ul>	 <p><b>Accomplishments:</b></p> <ul style="list-style-type: none"> <li>✓ New informal hearing electronic scheduling option</li> <li>✓ Electronic signature process</li> <li>✓ Electronic option for the conveyance of property, now used more than 70% of the time</li> <li>✓ Map of the Month Initiative</li> <li>✓ New monitoring tool for financial systems technology</li> <li>✓ Dissolved Data Board</li> <li>✓ Participated in Records Commission</li> <li>✓ Reviewed websites for ADA-compliance</li> <li>✓ Maintained current technology for GIS users, including multiple county entities</li> <li>✓ Converted to software as a service function for financial systems</li> </ul>  <p><b>Training/Development:</b></p> <ul style="list-style-type: none"> <li>✓ Participated in county-wide IT group</li> <li>✓ Cybersecurity training for team</li> <li>✓ New technology for hotel/motel lodging tax collections</li> </ul>  <p><b>Awards:</b></p> <ul style="list-style-type: none"> <li>✓ GIS received 1<sup>st</sup> place in the statewide Analytic Mapping Contest</li> </ul>	 <p><b>Accomplishments:</b></p> <ul style="list-style-type: none"> <li>✓ Intentional in-reach strategies to help internal customers</li> <li>✓ Fact sheets to support local school districts</li> <li>✓ Process for ditch maintenance districts to support the County Engineer</li> <li>✓ New capitalization threshold for 2023</li> <li>✓ Waived requirements for Budget Commission formal hearings</li> <li>✓ Participated in multiple work groups to improve county-wide services</li> <li>✓ Improved technology deliverables</li> <li>✓ Contract monitoring tool</li> <li>✓ Civic education tools for real estate assessment; three videos</li> <li>✓ Internal Control Manual (Implementing Jan. 2023)</li> <li>✓ Informal hearings</li> <li>✓ Appraisal and new construction notices</li> <li>✓ Minimum standards for conveyance of property</li> <li>✓ Conduct of TIRC meetings, established website presence</li> <li>✓ Efficiency of Board of Revision processes</li> </ul>  <p><b>Training/Development:</b></p> <ul style="list-style-type: none"> <li>✓ New GASB Standards</li> <li>✓ New Board of Revision Administrator</li> <li>✓ Payroll training activities, inter-and intra-departmentally</li> <li>✓ Payroll onboarding processes</li> </ul>  <p><b>Awards:</b></p> <ul style="list-style-type: none"> <li>✓ Excellence Awards for Financial and Popular Reporting</li> </ul>
---	--	---	---	---

## HONORS...

- 1st Place Statewide Analytical Maps (GIS)
- National Compendium of GIS Best Practices
- National Award of Excellence in Financial Reporting
- National Award of Excellence in Popular Reporting
- Best Practice for Civic Outreach - Athens Advocacy
- 100% of Team Achieved a Certificate of High Performance Leadership for National Association of Counties (NACO)
- Dr. Carri Brown, OU Alumna of the Year

## PRESENTATIONS AVAILABLE

- Proper Public Purpose
- Grants 101
- Consensus Building
- Strategic Planning
- The Role of Local Government and the County Auditor

## CONTACT US!