



FOR IMMEDIATE RELEASE
Wednesday, October 25, 2023

Fairfield County Auditor Releases 2023 Year in Review

Lancaster, Ohio – The Fairfield County Auditor’s Office has released its 2023 Year in Review fact sheet. This fact sheet highlights projects and services provided throughout the year. The first page serves as a snapshot or “by the numbers” overview to give context while the second page focuses on the office’s strategic plan. Each of five strategic themes are summarized. Goals, accomplishments, training/development, and some awards received are noted.

For example, in 2023, the County Auditor’s Office processed over 6,750 conveyances of property, with 70% of those conveyances managed electronically. Customer satisfaction surveys remained positive with a representative visitor stating, “Awesome folks working here! The best in Government! Very courteous and helpful with my needs. They went over and beyond helping me. Fantastic service! Best I’ve found anywhere.”

Some additional statistics included in the fact sheet are the number of checks or electronic transfers issued, the amount of assessed new construction, and various demographic statistics. The County Auditor’s Strategic Plan also outlines strategies for the future.

Dr. Carri Brown, County Auditor, stated, “The Year in Review fact sheet shows how we in the County Auditor’s Office provide leadership with essential financial reporting and data management services. Our 32-person team is working hard to improve accountability, trustworthiness, and credibility.”

The 2023 Year in Review is attached and can also be viewed here: <https://bit.ly/YearInReview2023>.

For more information or questions regarding the fact sheet, 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.

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Your Fairfield County Auditor's Office: BY THE NUMBERS



We Serve. We Protect. We Connect.

162,898 POPULATION → **3** CITIES | **13** TOWNSHIPS | **12** VILLAGES

Aa2 BOND RATING | **\$200+ Million** ALL FUNDS BUDGET



279 M+
Capital assets



72,000+
Parcels



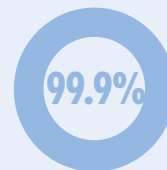
\$100M+
New construction
assessed

WHY DO WE EXIST? We provide leadership with essential financial reporting and data management services to improve accountability, trustworthiness, and credibility in the private and public sectors.

728
Surveys
collected

250
Address
changes
made online

Of the Participants Surveyed...



felt they were able to discuss their specific topic



stated they received courteous customer service



think the Auditor should continue holding informal hearings

GIS created a virtual tour of county buildings that can be found on the Fairfield County homepage

DID YOU KNOW?



26,000+
Checks/EFTs issued



416
Vendor licenses issued—
up 67% since 2017



6,750
Properties conveyed
annually



Financial systems
technology updated



6,738
Water bottles saved



Hotel/motel tax
tech improvements

Modernized Minimum Conveyance Standards

DID YOU KNOW?

70%
Conveyances
processed
electronically

21,203+
Dog licenses
issued

\$5.84B+
Total county-
wide assessed
valuation

108,297+
Registered
voters

Fairfield County has the lowest sales tax rate in the region

DID YOU KNOW?

3,815
Social media
followers

1 Day
Public records
requests answered,
on average

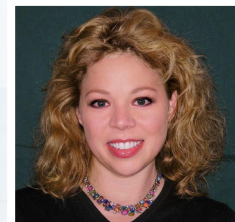
117
BOR
hearings held

30+
Press releases
issued

Data current as of October, 2023

"Awesome folks working here! The best in Government! Very courteous and helpful with my needs. They went over and beyond helping me. Fantastic service! Best I've found anywhere."

Respondent of customer survey



Dr. Carri Brown
Fairfield County Auditor

CONTACT US!

740-652-7020 • co.fairfield.oh.us/auditor • [Twitter](https://twitter.com/FairCoAuditor) FairCoAuditor • [Facebook](https://facebook.com/FairfieldCountyAuditor) FairfieldCountyAuditor • [Instagram](https://instagram.com/FairCoAuditor) FairCoAuditor • [LinkedIn](https://linkedin.com/company/fairfield-county-auditor) 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
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GOALS ACHIEVED

Accomplishments:

- ✓ All-staff touch-base meetings
- ✓ Third all-staff survey
- ✓ Position description updates
- ✓ Inservices re: referrals and annual retreats
- ✓ Issued an office Code of Ethical Conduct
- ✓ Request by CAAO to create and host leadership conference

Training/Development:

- ✓ Mid-term and annual performance assessments
- ✓ 1:1 meetings: Time with the County Auditor Initiative
- ✓ In-services and annual retreats
- ✓ Team building and recognition activities
- ✓ Strengths assessments
- ✓ Individualized, goal-setting coaching sessions
- ✓ Performance assessment activities supervisor training
- ✓ Received first-ever tech-credit grant
- ✓ Celebrate Women & Leadership Summit
- ✓ Members of AGA, GFOA, and CPIM - attend multiple seminars

Awards:

- ✓ Developed a traveling trophy award: The Excellence Project
- ✓ 100% of employees obtained National Association of Counties High Performance Leadership Certifications and other certifications

Accomplishments:

- ✓ Championed customer service standards
- ✓ Happiness Project to increase community engagement and build upon individual strengths
- ✓ Honored those with exceptional Weights & Measures practices
- ✓ Inventory assignments for efficiency and to support internal customers
- ✓ Continuity of operations plans
- ✓ Physical locations to support job shadowing and service provision
- ✓ Documented open meeting procedures for the TIRCs, BOR, and Budget Commission
- ✓ Met all deadlines for payroll and financial reporting
- ✓ Conducted outreach with associations and the general public (more than 60 presentations conducted)
- ✓ Provided same-day legal review for lot splits

Training/Development:

- ✓ Record 98% CAUV apps returned prior to April 4 deadline
- ✓ Created lot splits factsheet to help with house development
- ✓ Conducted internal trainings
- ✓ Two-week onboarding training for new employees
- ✓ Conducted customer surveys

Awards:

- ✓ NACO Achievement Award for Board of Revision services and statewide references

Accomplishments:

- ✓ 300 visitors to REA building during Tour of Homes
- ✓ Hosted inaugural Real Estate Summit
- ✓ Partnered with OSU Ext. for landscaping project
- ✓ Public records request response: one-day average
- ✓ Website inquiry response: one-day average
- ✓ Tripled social media presence
- ✓ Updated office directory with purpose statements and contact information
- ✓ Monthly newsletter for internal and external customers
- ✓ 30+ news releases distributed, (Up from 0 in 2021)
- ✓ Proclamations for accounting/appraising skill awareness, GIS, W&M
- ✓ Multiple Auditor fact sheets and videos
- ✓ Updated websites to provide more information for the public
- ✓ Served as subject matter experts to other counties

Training/Development:

- ✓ Attended township, school district, and other entity meetings
- ✓ Conducted diversity, equity, and inclusion training
- ✓ Conducted ethics training
- ✓ Conducted mental health first aid training
- ✓ Partnered with Ohio Prisons for workforce training

Accomplishments:

- ✓ GIS partnership with public safety to improve response times
- ✓ New informal hearing electronic scheduling option
- ✓ Electronic signature process
- ✓ Electronic option for the conveyance of property, now used more than 70% of the time
- ✓ Map of the Month initiative
- ✓ New monitoring tool for financial systems technology
- ✓ One of first county offices to implement new phones and multi-factor authentication
- ✓ Participated in Records Commission
- ✓ Reviewed websites for ADA-compliance
- ✓ Maintained current technology for GIS users, including multiple county entities
- ✓ Managed software as a service function for financial systems to reduce down time

Training/Development:

- ✓ Participated in county-wide IT group
- ✓ Cybersecurity training for team
- ✓ Implemented AI for improved motel lodging tax collections to benefit tourism

Awards:

- ✓ GIS received 1st place in the statewide Analytic Mapping Contest
- ✓ GIS showing leadership in statewide workgroup to improve digital parcels

Accomplishments:

- ✓ Intentional in-reach strategies to help internal customers
- ✓ Fact sheets to support local school districts and libraries
- ✓ New capitalization threshold and depreciation
- ✓ Waived requirements for Budget Commission formal hearings
- ✓ Participated in multiple work groups to improve countywide services
- ✓ Improved technology deliverables
- ✓ Contract monitoring tool
- ✓ Civic education tools for real estate assessment; three videos
- ✓ Updated Internal Control Manual
- ✓ Informal hearings
- ✓ Appraisal and new construction notices
- ✓ Minimum standards for conveyance of property
- ✓ Conduct of TIRC meetings, established website presence
- ✓ Efficiency of Board of Revision processes

Training/Development:

- ✓ New GASB Standards
- ✓ Payroll training activities, inter- and intra-departmentally
- ✓ Payroll onboarding processes

Awards:

- ✓ Excellence Awards for Financial and Popular Reporting

HONORS...

- National Award of Excellence in Financial Reporting
- National Award of Excellence in Popular Reporting
- Inaugural OU Women's Leadership Summit
- Staff featured in state and local news publications
- 1st Place Statewide Analytical Maps (GIS)
- National Compendium of GIS Best Practices
- 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, 2023 FBI Citizenship Academy and Community Emergency Response Team training graduate
- Coronet Awards from the Fairfield County Heritage Association

PRESENTATIONS AVAILABLE

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

CONTACT US!