

MICHAEL  
**STINZIANO**  
★ Franklin County Auditor

# 100 DAY REPORT



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# LETTER FROM YOUR FRANKLIN COUNTY AUDITOR



When I took office as your Franklin County Auditor in March, I established a variety of goals for the office so that it would provide the very best public service for our residents and make our community the best place to live and work. It has been 100 days, and I am happy to report that significant progress has been made towards creating an office that is accessible, transparent, and accountable to the public.

We are out in the community, listening to and helping our constituents. We've hosted 12 informational meetings across the county to help residents file Board of Revision appeals. We're expanding the locations where dog licenses are sold, and working with low-cost vaccination clinics across the county to hold events where dog licenses are available. And, each week, I'm holding Community Hours meetings where I can get feedback from residents. Those meetings give me a chance to be out in your neighborhoods to listen firsthand to your concerns.

At the office, we are modernizing how we provide services and bringing the Auditor's office into the 21st century with easy, accessible services. We're updating forms to make them electronically fillable, eliminating the need to manually write out forms that in some cases have to be filled out in triplicate. New stickers that the Auditor's office places on gas pumps now feature a QR code so people can use their phones to get more information about inspections and complaint options. The Auditor's website has been completely refreshed, and we are working on a new, updated mobile app that will be easy and convenient to use. And I've hired a new Chief Information Officer to lead the Franklin County Data Center in providing superior IT services to our fellow county agencies.

For our employees, we're creating an office where they can work and provide the best possible public service. On day one, I created a new position, the Open Government and Legal Services Manager, to provide accessible public records and streamline that process. We've established an employee committee to hear the issues and concerns of our workers. And, we've implemented a new policy that will provide paid parental and caregiver leave, a major improvement for our employees that I hope is a model for other municipalities.

In conclusion, we've made substantial progress in building an office with innovative, modern ideas and initiatives that will provide superior public service. The Franklin County Auditor's office will continue to work hard serving our county and I look forward to continuing to update the public with our accomplishments.

**MICHAEL STINZIANO**  
FRANKLIN COUNTY AUDITOR

# FIRST 100 DAYS

Held fourteen Community Hours Meetings across Franklin County.



Established and awarded four True Transaction Awards to local businesses.

Sold dog licenses at several community events.



Began bringing the office into the 21st century with frequently used fillable forms, such as the DTE 100.

Real Property Conveyance Fee Statement of Value and Receipt  
(Prescribed by Ohio Revised Code sections 515.041-515.05) Use form DTE 100(2A)

FOR COUNTY AUDITOR'S USE ONLY

Type of Instrument	Lot	County	25	Tax dist. number	Date
Taking District		Map/Routing	Map		
DESCRIPTION					

Grantee or Representative Must Complete All Questions in This Section

1. Grantee's name (seller) _____	Number
2. Grantee's name (buyer) _____	No. of Parties
3. Address of property _____	DTE Code No.
4. Tax billing address _____ (DO NOT USE ANY OF THESE - SAME - SAME AS BEFORE - SAME AS ABOVE)	Neigh. Code
5. Are there buildings on the land? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No, if yes, check type: <input type="checkbox"/> 1-2 or 3 family dwelling <input type="checkbox"/> Condominium <input type="checkbox"/> Apartments No. of units <input type="checkbox"/> Manufactured (mobile) home <input type="checkbox"/> Farm buildings <input type="checkbox"/> Other If farm is vacant, what is intended use? _____	

Began ongoing participation in 2020 Census planning.



Worked with the FBI to conduct a consumer safety sweep checking for skimmers.

**CHECKED ✓ FOR CREDIT CARD SKIMMERS**  
 by Franklin County Weights and Measures | 614-525-7380 | www.FranklinCountyAuditor.com

**MICHAEL STINZIANO**  
 Franklin County Auditor

**What is a skimmer?**  
 A skimmer is an electronic device that records the number on a credit card or bank card when swiped.

**Protect yourself from skimmer fraud**  
 Consumers should consider using their debit/credit cards as a credit card at the gas pump.  
 Please check your bank statements regularly.

JAN  
FEB  
MAR  
APR  
MAY  
JUN  
JUL  
AUG  
SEP  
OCT  
NOV  
DEC

Joined community partners on a pilot program to help seniors age in place.



Announced Paid Parental and Caregiver leave.

# INTRODUCTION

**FRANKLIN COUNTY AUDITOR MICHAEL STINZIANO** took office on March 11, committed to creating a new relationship between the Auditor's office and the residents and businesses in Franklin County. This included setting aggressive goals for reform and improvements based on continued feedback from residents. Having now reached 100 days in office, this report supports Auditor Stinziano's commitment to transparency and accountability.

The office remains busy with both the day to day efforts, continued work on initial goals, and long-term planning. Additional work on areas highlighted in this report and new initiatives will continue with regular updates. As always, the Franklin County Auditor's Office welcomes comments and suggestions from all at **(614) 525-HOME** or **[auditorstinziano@franklincountyohio.gov](mailto:auditorstinziano@franklincountyohio.gov)**.

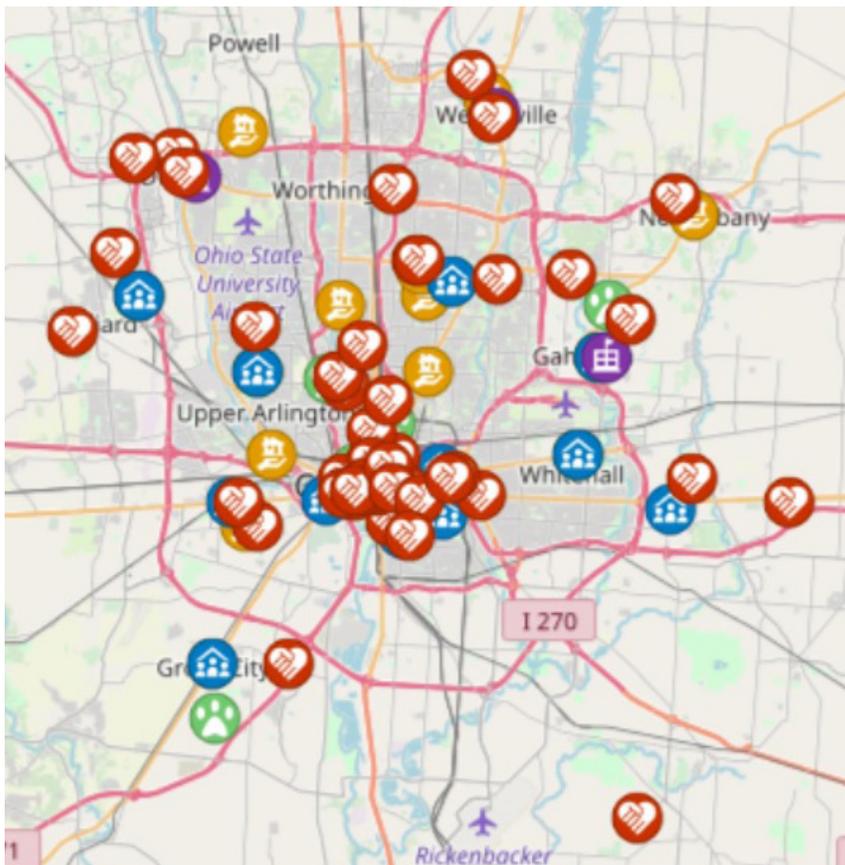
## COMMITMENT TO COMMUNITY THROUGH **5** KEY AREAS

- 1** Ethics, Transparency, Accessibility
- 2** Enhance Accessibility and Build Strong Strategic Partnerships
- 3** Bring the Auditor's office into the 21st Century
- 4** Using Auditor's office Expertise to Benefit Franklin County
- 5** Create an Effective and Accountable Employee Culture



# ETHICS, TRANSPARENCY, ACCESSIBILITY

- Created the position of Open Government and Legal Services Manager to provide accessible public records and streamline a comprehensive response plan.
- All staff have participated in ethics training provided online by the Ohio Ethics Commission.
- Banned Auditor's office employee campaign contributions. In addition to this prohibition, employees were reminded of limitations for public employee participation in partisan political activity.
- Issued guidance on how to respond to and track public records requests for information as a first step in ongoing review.
  - o A comprehensive public records policy has been distributed to all employees. It can be viewed [here](#).
- Launched informative Weights & Measures stickers.
  - o New Weights and Measure information stickers include the auditor's website and QR code to provide consumers more information and complaint options for any Weights & Measures questions or concerns.
  - o The consumer complaint form can be found [here](#).
  - o Staff participated in a coordinated effort with the F.B.I. to ensure there were no skimmers on Franklin County gas pumps.



-  Bringing The Office to You
-  Community Hours Meetings
-  Mobile Dog Licensing
-  Small Business Spotlight
-  Other Community Events

Conducted **14** community hours meetings and **6** mobile dog licensing events.

# ENHANCE ACCESSIBILITY AND BUILD STRONG STRATEGIC PARTNERSHIPS

- Relationships are being developed with other county offices and key stakeholders.
  - Joint community hours were hosted with Auditor Stinziano and other county office holders.
  - A working group between the Auditor's office and the Franklin County Dog Shelter is focused on how to jointly improve dog licensing.
  - Key stakeholder conversations continue to identify opportunities for collaboration that will be the subject of future updates.
- Ended past practice of requiring constituents to provide self-addressed stamped envelopes when requesting certain information (e.g. maps, bulk forms, return of filed documents).
- Distribute a monthly e-newsletter to keep the public informed of recent and upcoming activities of the office.
- Updated some "Frequently Asked Questions" [sections](#) on the website to aid constituents in finding information quickly. Additional answers will be provided after review to ensure clarity and accuracy.
- It remains a priority to increase access to Auditor's office services. Some options include shared space with other government entities as well as a mobile or satellite Auditor's offices. Until this larger project can be accomplished the office has and will continue to offer services directly in the community.



# BRING THE AUDITOR'S OFFICE INTO THE 21st CENTURY

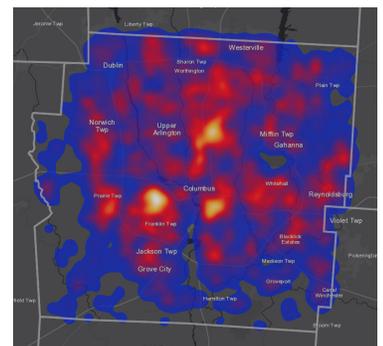


- Improved online presence and services.
  - o The FCAO website is the most used in county government. In addition to updates to provide correct administration information, some headings and forms were added or rearranged for ease of use. This is just the beginning of our plans to increase the online tools available for our frequently used website.
  - o The commonly used [DTE 100](#) used to convey property and other forms used in the office are being modernized so they can be largely completed by computer.
  - o Updated the parcel viewer for a more streamlined design on desktop and mobile and a better interface based on user feedback.
  - o Created instructions for the [affidavit](#) to allow certain public service workers to remove their name from property listings.
  - o Will ensure accessibility by initiating an online translate option on our website pages.
- The property search function is one of the most important features of the FCAO website. Several improvements have been made:
  - o Removed the need for type of address designation for easier searches.
  - o Added the tax incentive property details.
  - o Provided clarifying instruction, and noting range of address searches or other assistance is available by phone, (614) 525-HOME.
  - o Work will continue to improve the property search function on the Auditor's website to make it more intuitive and user-friendly to increase accessibility.
- The office is committed to reducing the use of certified mail. Relevant forms and systems are being updated to allow for email and regular mail notification whenever an email address is on file. This will be a better use of taxpayer funds and is in line with how most residents wish to receive information.
- An updated mobile app for the Franklin County Auditor's office will be available this summer.
- Prioritized excellence for the Franklin County Data Center by hiring a new Chief Information Officer. Work will continue with other Data Board Members to improve service to all county entities.

# USING AUDITOR'S OFFICE EXPERTISE TO BENEFIT FRANKLIN COUNTY



- Audit the property valuation process for fairness and performance. A contract is being prepared for a neutral vendor to conduct this audit.
- Established the monthly “True Transactions Award” to recognize a local business that demonstrates a commitment to fairness through work with the office’s Weights & Measures team.
- Update Board of Revision procedures including establishing an expedited process for older adults.
  - The docketing system review will mean some changes for how cases are handled. Scheduling will be more customized and all Board of Revisions members will get sufficient advanced information on issues to be heard.
  - Work will continue on increased customer service options tailored to resident needs.
  - The procedural rules for the Board of Revisions will be updated for the first time in several years. This will permit modernized communication and better case management and user experience.
- Through the Franklin County Data Center services and contracts were canceled or scaled back for savings of more than \$500,000 without a decrease in service.
- Franklin County Auditor’s Office housing data related to rental registration, homestead exemption, and owner-occupied credit will be leveraged as part of the broader housing conversation in Franklin County.
  - There are approximately 54,000 homestead recipients, 277,000 owner-occupied homes, and 82,000 rental buildings registered within Franklin County.
  - Work continues on how to utilize housing data to assist in addressing housing need with both governmental and non-governmental partners.
- Implemented ability to provide an email address with rental registrations to streamline provision of information regarding updates and renewals.
- Increasing the integration of GIS service into the work of the Auditor’s office and partners is ongoing. Through the Auditor’s office or in partnership GIS can provide visual representations of data related to housing, health, and economic wellbeing.
  - GIS personnel contributed to the ongoing census track updating project coordinated by MORPC.
  - A heat map of dog license non-renewals is being used to target licensing communication.



# CREATE AN EFFECTIVE AND ACCOUNTABLE EMPLOYEE CULTURE



- Established paid parental and caregiver leave with the launch of the new employee handbook.
- Established Employee Committee, which has held several meetings.
- A survey of all employees, drafted by the Employee Committee has been distributed.
- Began individual meetings with all employees to better understand and utilize their expertise and knowledge base.

## CONCLUSION

**FRANKLIN COUNTY AUDITOR MICHAEL STINZIANO** is committed to continuing to pursue effective and innovative initiatives to lead the Franklin County Auditor's office into the 21st century. Each individual goal or product is tailored to create an office that offers outstanding public service, and that is transparent, accessible, and accountable to the community. The completion and work of the first 100-day goals is only the beginning of the office's goals and exemplifies the dedication of all Auditor employees to serving the residents and businesses of Franklin County. We look forward to providing additional updates and initiatives.



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