



Department of
Taxation

January 3, 2019

Dear Editor –

A well-known tax fact is that Ohio taxpayers have enjoyed \$5 billion in tax cuts since Governor John Kasich took office. Less well known but also significant, I thought taxpayers would appreciate the multi-million-dollar savings delivered by the Ohio Department of Taxation (ODT) in the form of cost avoided. Since 2011, the department has cut its staff size, almost entirely through attrition, by about 475 positions; from about 1,375 employees to just over 900 at the end of 2018. In 2018 alone, that 34% reduction in staff saved about \$48 million. Over the eight years of the Kasich administration, ODT staff reductions saved Ohio taxpayers a total of \$227 million.

It's important to mention that the staff reductions have not impaired or detracted from the functioning of the department. One critical measure of ODT productivity is tax revenues collected. Since 2011, the economic resurgence in Ohio driven by tax cuts and 500 thousand new jobs has generated 20-percent growth in tax revenue and a commensurate increase in ODT's work load. Even with the additional demands and a considerably smaller staff, our customer satisfaction still ranks at 98%.

Creating a business-friendly tax department which respects private sector business as the economic engine of the state, improving customer service for business and individuals and never accepting the status quo or what I call the six deadly words; "It's always been done that way" are all essential parts of the accomplishments above.

Most important though is the team of professional dedicated staff whose creativity, acumen and commitment to public service made it all happen. I thank them for what they have accomplished for the people of Ohio.

Joe Testa
Ohio Tax Commissioner