

Dusty Rhodes
Hamilton County Auditor
138 East Court Street
Cincinnati, Ohio 45202

Mr. Rhodes and Staff,

This is simply a note to let you know how well I think your office is run. I recently came in to fill out some forms at the Auditor's Office. Before coming in, I used the website and called the Office with some questions.

I don't interact with government agencies very often, but when I do I sometimes find it frustrating and bureaucratic; and frankly, most of the public servant office staff I have dealt with in these situations come across as aggravated that they have to entertain my questions. Or, I'm bounced around from department-to-department and no one seems to have any idea how to be of assistance. However, I had an entirely opposite experience with the Auditor's Office.

The Auditor's Office website is thorough and organized. Every time I called prior to my visit, I was greeted with the helpful voice of someone who didn't rush me, wasn't quick to aggravation, was knowledgeable, and was able to easily answer all of my questions. When I arrived to fill out my forms, each person I interacted with on staff was very pleasant and helpful. I thought for sure that at some point along the process I would be disappointed, but that was not the case. The staff genuinely seemed to want to help and answer my questions.

Please keep in place whatever training and professional development programs you folks have going. Model it and share it with others. It works. The Hamilton County Auditor's Office is the most well-managed and working government agency I've ever dealt with. Keep up the good work!