

From: [Jeanette Jacobson](#)
To: Council@cityofgreen.org
Subject: City Council Comments re: Transition to RITA
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I have read about the proposed decision to transition the City of Green's tax administration to the Regional Income Tax Authority (RITA). As an accountant by profession (although not a tax accountant), I have helped family members complete their annual municipal tax returns with RITA. I believe this is the most "non-user friendly" tax service I have encountered. Looking online to see how other taxpayers feel about RITA, I would say my opinion is with the majority.

The comments made by the City of Green's leaders regarding RITA's expertise and customer support cause me to question who the customer is. I believe RITA considers the "customer" to be the city, not the taxpayer.

Personally, I would rather see the tax rate increase, than be required to file a return with RITA. If we move to an arrangement with RITA, it would seem reasonable that our city tax rate should decrease because of the savings the City would experience.

I understand the difficulty of hiring a qualified individual to oversee the Income Tax Division, but this is not an insurmountable obstacle. It sounds like our Finance Director is throwing her hands up in defeat and looking for the easiest solution. What appears to be the least costly alternative is not always beneficial for everyone. While this change may seem like the best option for the city, it will not be evidence of responsible stewardship of taxpayer dollars. There is more to consider than just administrative costs and lack of hiring ability.

The City exists to serve and provide essential services to its residents. I would gladly forfeit some of the city's non-essential amenities, in order to prevent RITA from overseeing our tax administration. Ask your family and friends living in neighboring communities like Clinton, New Franklin, Lakemore, Barberton, Norton and Canal Fulton how they feel about their experience with RITA. I have never heard anyone admit to being satisfied with the service RITA provides.

A decision to move forward with this proposal will go down as a stain on the current administration. Hopefully, voters will remember their representative's choices. I urge the City of Green to reconsider this matter.

Jan Jacobson
Green