

Ohio's Bicentennial Year



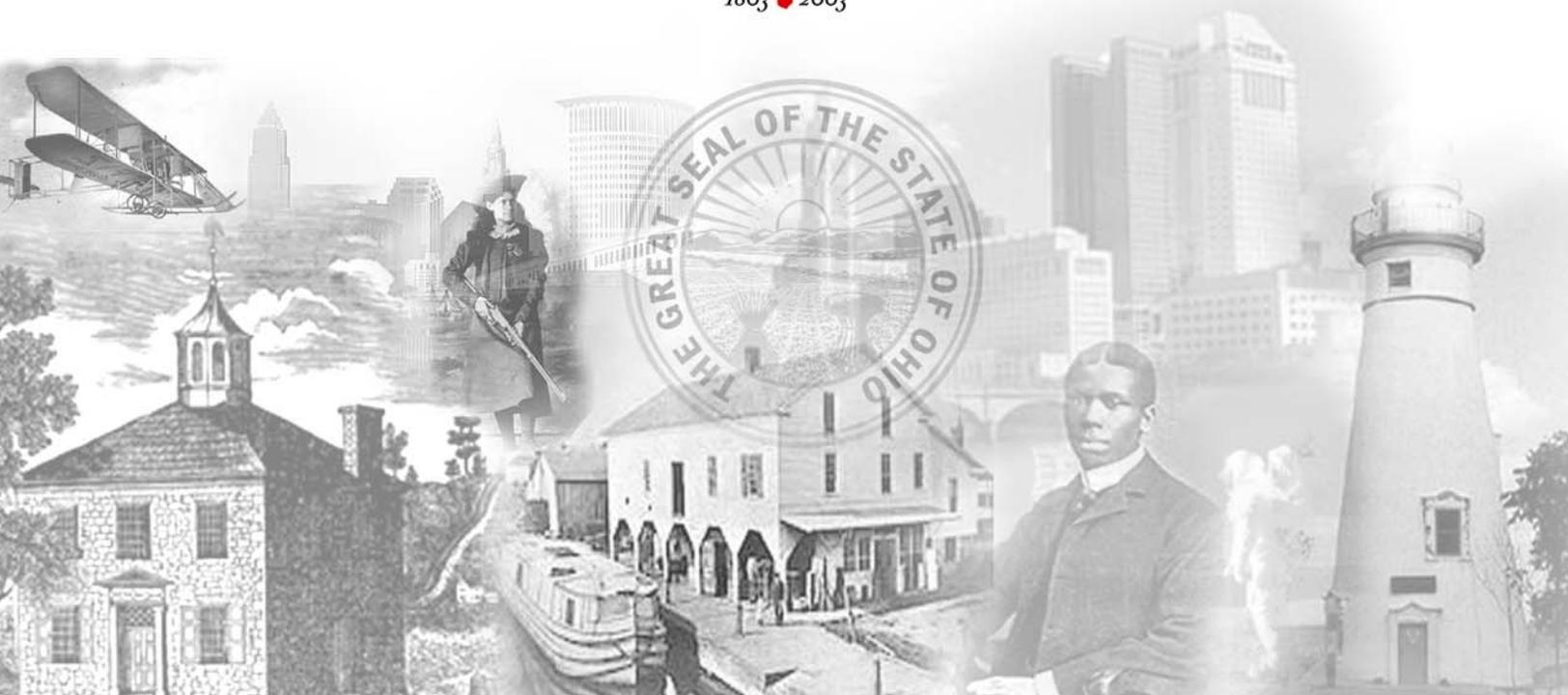
2003

Annual Report

Bob Taft  
Governor



Thomas M. Zaino  
Tax Commissioner



## Our Mission:

To provide quality service to Ohio taxpayers by helping them comply with their tax responsibilities and by fairly applying the tax law.

## Our Goals:

1. Enhance taxpayer services and taxpayer compliance with the law
2. Modernize the tax law and the Department's operations
3. Address employee development issues
4. Provide quality in all we do by exceeding expectations

## Our Motto:

We **CARE** about the quality of our service:

**C**ourteous

**A**ccurate

**R**esponsive

**E**quitable



