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CITY AUDITOR

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Auditor Kilgore announces new updates to the City’s free e-filing tax portal

Auditor Kilgore says new improvements for 2024 make the tax filing experience better than ever before.

COLUMBUS — With less than a month until the April 15th tax deadline, **City Auditor Megan Kilgore** today announced several updates that have been made to the [Columbus Revenue Information Service Portal \(CRISP\)](#) to streamline and simplify the income tax filing process for all Columbus taxpayers. This will be the second tax season in the City’s history where taxpayers can file their taxes electronically, have 24/7/365 access to their tax information, and receive their refunds completely online.

“We continue to seek ways to improve the customer experience,” **said Columbus City Auditor Megan Kilgore**. “This year, we are working with other tax preparation software vendors to embed Columbus tax forms and make filing easier than ever before.”

Modernized e-File (MeF) is a system developed by the Internal Revenue Service (IRS) to allow federal, state and local tax returns to be filed electronically. The City currently partners with TaxAct, Drake Software and Thomson Reuters. More are expected to be added in 2024.

“We’ve also created a virtual appointment option. Taxpayers are able to book a 1:1 phone appointment with one of our auditors via the CRISP portal,” **Kilgore said**. “A help line is also available if taxpayers have simple questions during office hours at 614-645-8899.”

Another 2024 improvement is tailored to last minute filers who may have misplaced their letter mailed from the City with ID information. Now, users won’t need to register in advance with CRISP to file taxes and can do so as a guest user.

“The income tax filing process is a regular touchpoint between large corporations and small businesses and the City of Columbus,” **Kilgore said**. “We listened to the feedback we have received in the last year with the new portal and have made some much-needed changes. We will continue to listen and improve CRISP.”

Income tax is more than a billion-dollar revenue source for the City of Columbus; it funds the majority of the City's General Fund annually. The CRISP web portal allows citizens to file local income taxes via a safe, user-friendly, paperless portal.

The deadline for filing 2023 taxes is April 15, 2024.