

CITY OF COLUMBUS AUDITOR'S OFFICE + ONACTUATE:

14th-largest U.S. city transforms citizen engagement with AI-powered Transparency Platform



About the Customer

The City of Columbus Auditor's Office (the City) is responsible for ensuring fiscal transparency, integrity, and efficiency in managing public resources for a population of nearly one million residents.

The Challenge

The City faced growing demand for better access to public information, but was limited by slow response times, disconnected data systems, and manual processes that hindered both service delivery and citizen trust.

Our Approach

OnActuate partnered with the City to reimagine how government communicates with its citizens - delivering a user-friendly, modern solution with AI capabilities that simplifies data access, increases visibility, and empowers staff to focus on higher-value work.

The Impact

Information requests that once took up to 5 days are now fulfilled in just 15 minutes. The city's nearly one million citizens now have around-the-clock access to financial data - boosting engagement, reducing workloads, and significantly improving public trust.

“We’ve modernized services and improved access to frequently requested public information. Thanks to the help of our partner OnActuate and their expertise in public sector technology, people can easily see how the City operates and how it uses the money entrusted to it.”

- **Tom Noorkah**, Director of Financial Systems, the City

**15
minute**

response time,
reduced from
up to 5 days

**1M
access**

Available 24/7
for Columbus
citizens

**71%
rate**

of resolution
for optimized
self-service