



## Department Description

The Department of Neighborhoods serves as the front door to the city by providing information and services to Columbus residents so all neighborhoods are strong and vibrant. The department seeks to empower and engage residents through a variety of programs and services including the 311 Customer Service Center, Neighborhood Liaison Program, and the Community Relations Commission.

## Department Mission

To connect Columbus residents to city services, community resources, and foster partnerships that support programs and services that enhance the quality of life for residents.

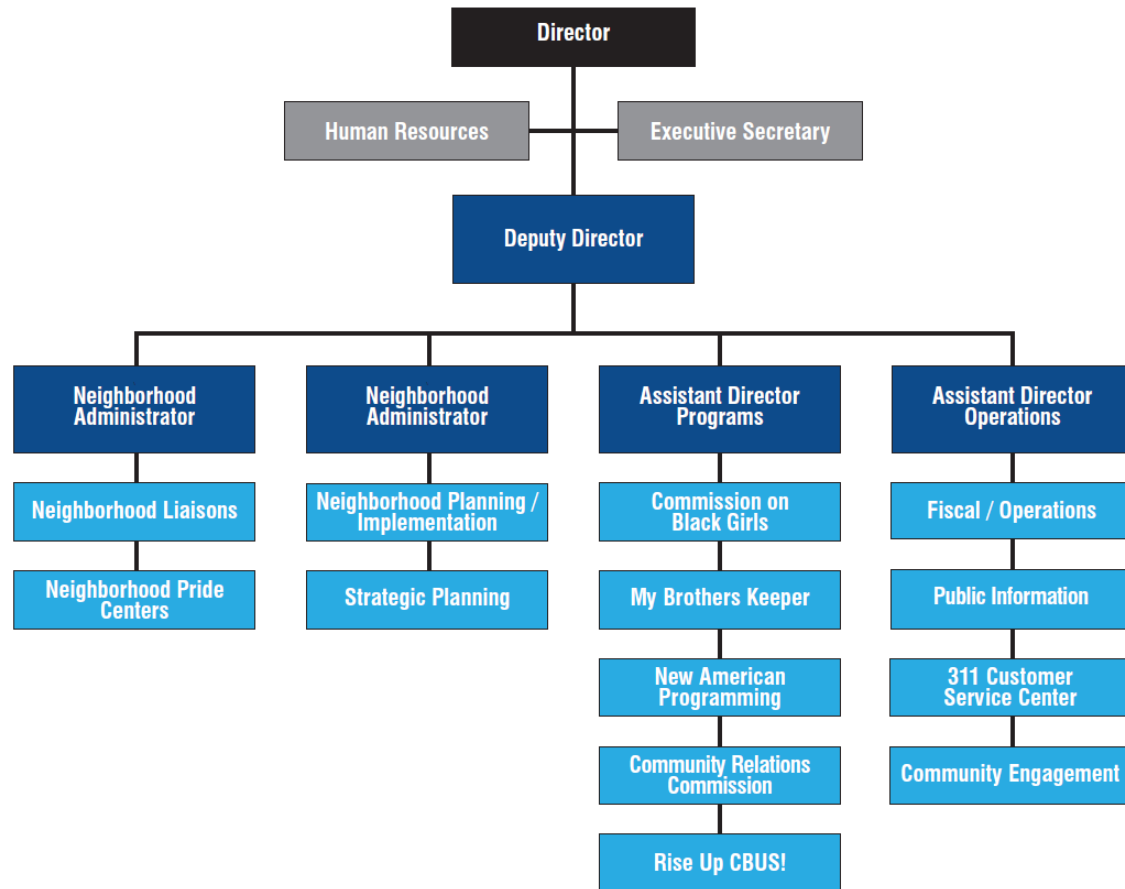
The **311 Customer Service Center**, also known as “311”, serves as the single point of contact for all non-emergency service requests. It is dedicated to providing residents, businesses, and visitors with access to city services and information while delivering the highest standards of customer service. Requests can be submitted online, by phone, or through the CBUS 311 mobile application

**Neighborhood Liaisons** work across department lines to get results for resident requests, problems, and questions. The city has been divided into geographic service areas and a liaison has been assigned to each of the areas to work directly with the residents through Area Commissions, Civic Associations and other neighborhood organizations. The liaisons are housed within Neighborhood Pride Centers and are the direct link between the city and the community. Each center is a one-stop shop for city services and is dedicated to protecting the health, safety, and welfare of the families living in the area.

The **Community Relations Commission** helps to address issues of discrimination in the community. The commission provides formal and informal mediation to help resolve discrimination complaints and has the power to levy civil penalties in cases where discrimination has occurred. The commission also provides educational programming to raise awareness of the protections from discrimination that are provided within the Columbus City Code.

| Budget Summary          |                      |                      |                      |                      |
|-------------------------|----------------------|----------------------|----------------------|----------------------|
| Fund                    | 2023<br>Actual       | 2024<br>Actual       | 2025<br>Budget       | 2026<br>Proposed     |
| General Fund            | 11,745,496           | 13,434,380           | 15,224,064           | 13,754,267           |
| <b>Department Total</b> | <b>\$ 11,745,496</b> | <b>\$ 13,434,380</b> | <b>\$ 15,224,064</b> | <b>\$ 13,754,267</b> |

# Neighborhoods



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## 2026 STRATEGIC PRIORITIES

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### PROSPERITY

Intensify efforts to remove trash and debris from public spaces, vacant lots, and high-traffic areas across all neighborhoods.

Increase the frequency of clean-up operations in targeted areas, support community-led beautification projects, and enforce existing sanitation codes more effectively while educating residents on compliance.

Remain committed to supporting residents of all ages facing challenges in their communities that keep them from feeling safe and thriving.

Expand outreach through social services that connect individuals with essential programs, collaborate with non-profits and service providers to improve access to shelters, healthcare, and nutrition, and prioritize vulnerable populations in our emergency response planning and resource allocation.

### OPERATIONS

Enhance 311 and other reporting systems to ensure faster, more transparent follow-ups.

Review and respond to residents' concerns within defined timelines.

Provide updated training in customer service and community relations to staff and regularly review data to identify trends to improve operations.

## 2026 BUDGET NOTES

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The proposed funding of \$13,754,267 for the Department of Neighborhoods includes 62 full-time employees and three part-time student interns. Noteworthy programs, opportunities, and items of importance are as follows:

- The department has budgeted \$200,000 to address blight and clean-up illegal dumping in alleys.
  - Implementation of the One Linden, Envision Hilltop, and Eastland for Everyone community plans will continue in 2026. A \$1,000,000 allocation will support programming that advances key priorities, including housing, student success, retail and small business development, and overall community well-being. This work is carried out in partnership with key community stakeholders, including Nationwide Children's Hospital, Healthy Homes, The Ohio State University, United Way, Linden Economic Development Alliance, Hilltop Rise, and many others.
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## Neighborhoods

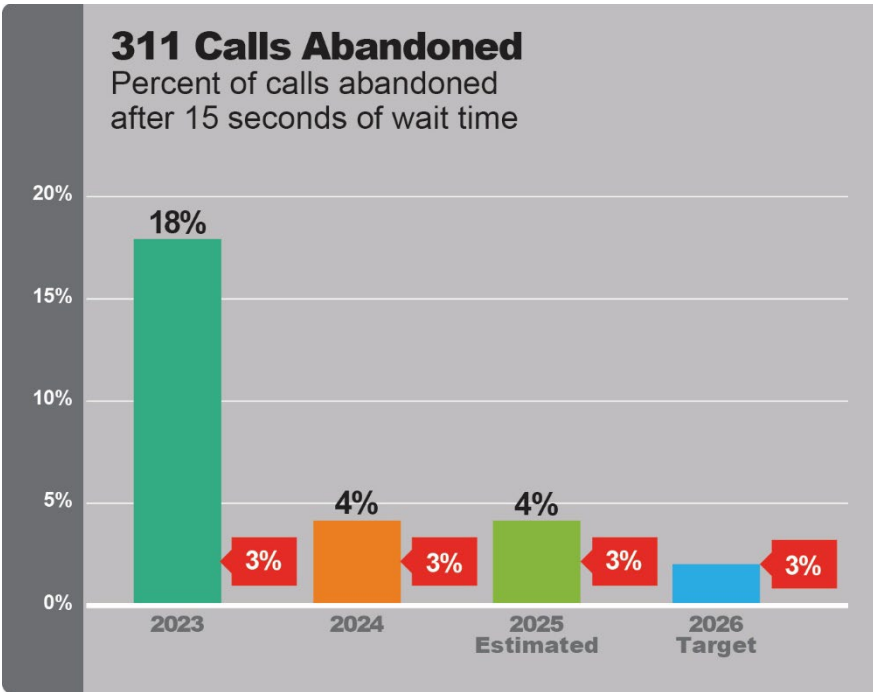
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- The Commission on Black Girls will continue work to advance equity for black girls in Columbus, including programming focused on mentoring and providing leadership experiences.
- Funding for the New Americans program continues in 2026 to assist with the assimilation of new Americans arriving in Columbus from other countries. In addition, \$65,000 in funding is allocated for translation and interpretation services including on-demand, over-the-phone translation services for the 311 Customer Service Center.
- Support for summer youth programming will continue in 2026 and is budgeted at \$4,805,000.
- The Martin Luther King Jr. Day celebration and Black History Month programming will continue in 2026. Given the timing of the annual events, in January and February respectively, funding is typically included in the prior fiscal year's operating budget for the following year's programming.
- Support for area commissions will continue in 2026 with an allocation of \$52,500.
- Rise Up CBUS! will return with a new schedule of community events to connect residents with city and community services.

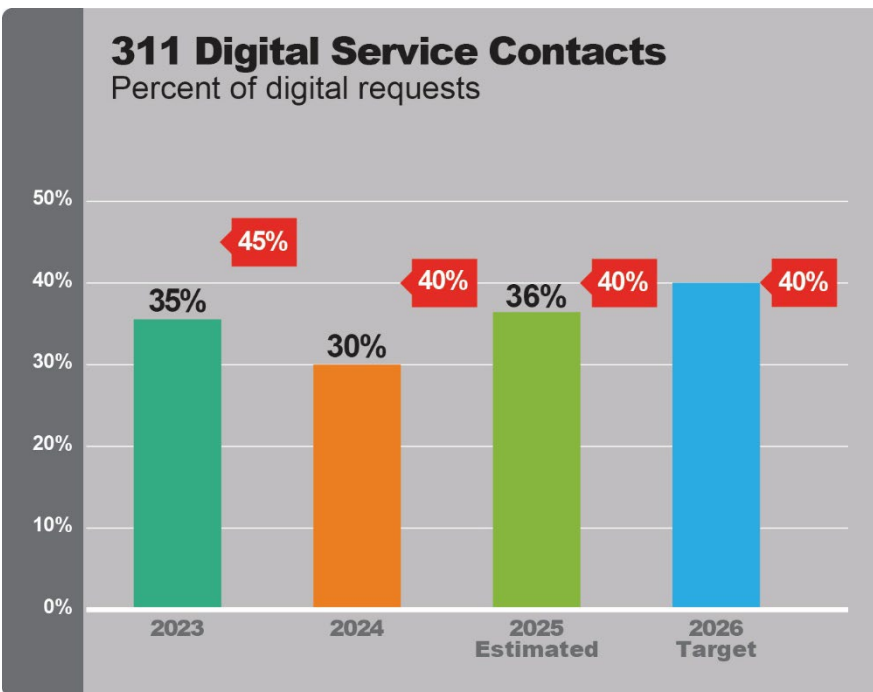
## PERFORMANCE MEASURES



Customer service is a very important component in striving for excellence in city government. The 311 service center connects residents to neighborhood resources and city services. In doing so, the Department of Neighborhoods maintains its commitment that 85 percent of all calls received by the service center will be answered within 20 seconds.



Connecting to residents who seek information or resources is essential to providing quality customer service. The department has set a goal of three percent or less of all calls received are abandoned after 15 seconds of wait time.



Ensuring residents can submit a service request in multiple formats is important in providing high quality customer service. The department made enhancements to accommodate the growing demand for web-based submission of questions and service requests. In 2026, the goal is for 40 percent of requests to be submitted online using the mobile application or by webmail.

## Neighborhoods

| Financial Summary by Area of Expense |                      |                      |                      |                      |                      |
|--------------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Division                             | 2023<br>Actual       | 2024<br>Actual       | 2025<br>Budget       | 2025<br>Projected    | 2026<br>Proposed     |
| <b>Neighborhoods</b>                 |                      |                      |                      |                      |                      |
| General Fund                         |                      |                      |                      |                      |                      |
| Personnel                            | \$ 5,789,677         | \$ 6,251,431         | \$ 7,579,978         | \$ 7,136,174         | \$ 7,359,809         |
| Materials & Supplies                 | 142,498              | 191,200              | 183,200              | 135,664              | 80,809               |
| Services                             | 2,515,787            | 1,065,262            | 1,413,386            | 1,686,127            | 880,149              |
| Other                                | 3,245,034            | 5,873,986            | 5,995,000            | 6,152,930            | 5,381,000            |
| Capital                              | -                    | -                    | -                    | -                    | -                    |
| Transfers                            | 52,500               | 52,500               | 52,500               | 52,500               | 52,500               |
| <b>General Fund Subtotal</b>         | <b>11,745,496</b>    | <b>13,434,380</b>    | <b>15,224,064</b>    | <b>15,163,395</b>    | <b>13,754,267</b>    |
| <b>Department Total</b>              | <b>\$ 11,745,496</b> | <b>\$ 13,434,380</b> | <b>\$ 15,224,064</b> | <b>\$ 15,163,395</b> | <b>\$ 13,754,267</b> |

| Department Personnel Summary |                |          |                |          |                |          |                  |          |
|------------------------------|----------------|----------|----------------|----------|----------------|----------|------------------|----------|
| Fund                         | 2023<br>Actual |          | 2024<br>Actual |          | 2025<br>Budget |          | 2026<br>Proposed |          |
|                              | FT             | PT       | FT             | PT       | FT             | PT       | FT               | PT       |
| <b>General Fund</b>          |                |          |                |          |                |          |                  |          |
| Administration               | 58             | 0        | 58             | 3        | 68             | 4        | 62               | 3        |
| <b>Total</b>                 | <b>58</b>      | <b>0</b> | <b>58</b>      | <b>3</b> | <b>68</b>      | <b>4</b> | <b>62</b>        | <b>3</b> |

| Operating Budget by Program             |                      |              |                      |              |
|---|----------------------|--------------|----------------------|--------------|
| Program                                 | 2025<br>Budget       | 2025<br>FTEs | 2026<br>Proposed     | 2026<br>FTEs |
| Administration                          | \$ 1,201,251         | 5            | \$ 882,683           | 3            |
| Internal Services                       | 35,233               | 0            | 37,720               | 0            |
| Fiscal                                  | 390,198              | 3            | 405,630              | 3            |
| Human Resources                         | 248,584              | 2            | 165,410              | 1            |
| New Americans                           | 358,667              | 2            | 393,538              | 2            |
| Community Relations                     | 124,680              | 1            | 158,102              | 1            |
| 311 Customer Service Center             | 3,160,523            | 35           | 3,098,396            | 33           |
| Area Commissions                        | 52,500               | 0            | 52,500               | 0            |
| Neighborhood & Community Planning       | 2,434,250            | 5            | 1,127,610            | 5            |
| Commission on Black Girls               | 317,848              | 2            | 264,836              | 1            |
| My Brother's Keeper Village             | 188,683              | 1            | 268,846              | 1            |
| Summer Youth Employment and Programming | 4,805,000            | 0            | 4,805,000            | 0            |
| Community Engagement                    | 481,315              | 1            | 220,877              | 1            |
| Rise Up CBUS!                           | 299,689              | 2            | 343,956              | 2            |
| Neighborhood Liaisons                   | 1,125,643            | 9            | 1,322,136            | 8            |
| Public Information Officer              | -                    | 0            | 207,027              | 1            |
| <b>Department Total</b>                 | <b>\$ 15,224,064</b> | <b>68</b>    | <b>\$ 13,754,267</b> | <b>62</b>    |

# 2026 PROGRAM GUIDE

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## **ADMINISTRATION**

To provide advocacy and leadership to the people of Columbus by educating citizens about cultural diversity, city services and resources, and by advocating for residents, identifying and resolving community tensions, and eliminating racism/discrimination through training and awareness programs.

## **INTERNAL SERVICES**

To account for the internal service charges of the department necessary to maintain operations.

## **FISCAL**

To ensure that department resources are managed and accounted for in a timely and accurate manner.

## **HUMAN RESOURCES**

To provide quality services in the areas of employee relations, benefits, recruitment and retention, and organizational development.

## **NEW AMERICANS**

To provide coordination and resources to the city, county, state, and community in a culturally sensitive manner, and to address the needs of the growing immigrant and refugee population by maximizing the effect of existing services in the City of Columbus and Franklin County.

## **COMMUNITY RELATIONS**

To create strong connections between the neighborhoods of Columbus and all of the residents. Through the work of the Community Relations Commission, vision of "Building a Community for All" can become a reality.

## **311 CUSTOMER SERVICE CENTER**

To provide a single point of contact for residents to submit service requests and to receive information regarding non-emergency city services.

## **AREA COMMISSIONS**

To support area commissions in their work for the communities they represent.

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### **NEIGHBORHOOD AND COMMUNITY PLANNING**

To create a blueprint for community transformation focusing on five pillars: housing, education and workforce, transportation, small business and retail, and health and safety, in each of the city's opportunity neighborhoods.

### **COMMISSION ON BLACK GIRLS**

To advance equity for black girls in Columbus by ensuring that they have opportunities to thrive without the disruption of systemic barriers that have traditionally impacted black girls.

### **MY BROTHER'S KEEPER**

To advance equity for boys and young men of color in Columbus by addressing systemic barriers and building safe and supportive communities to create clear pathways to opportunities.

### **SUMMER YOUTH EMPLOYMENT AND PROGRAMMING**

To guide youth to achieve personal goals and prepare for career paths through empowerment, education, and employment opportunities.

### **COMMUNITY ENGAGEMENT**

To provide opportunities for the community to connect and engage in programming that helps to eliminate discrimination and remove the effects of past discrimination within the City of Columbus.

### **RISE UP CBUS!**

To build awareness and connect residents to city and community-based programs and services that build economic stability, improve health and wellness, and foster safer, more resilient communities.

### **NEIGHBORHOOD LIAISONS**

To address community needs through cross departmental engagement, providing a site for community members to meet and interact with city staff and boosting awareness of city programs.

### **PUBLIC INFORMATION OFFICER**

To craft and implement communication strategies and messaging to enhance the department's public presence and engagement with the community as well as boost interaction and participation in department programming.

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