



Special Improvement District

Member Services

Hotline Number 228-5718

7:00 AM – 11:00 PM, Monday – Saturday

10:30 AM – 6:30 PM, Sunday

Capital Crossroads provides a number of scheduled services within the public realm, including sidewalks and alleys. The SID is also available to respond to requests for services within the district.

Capital Crossroads operates from Monday through Thursday from 7:00 AM to 11:00 PM, Friday and Saturday from 7:00 AM to 2:00 AM and Sunday from 10:30 AM to 6:30 PM. Certain services are scheduled at odd hours. For example, power washing is typically scheduled to begin during the evening and end late at night.

This document describes SID services so that members may do the following:

1. Evaluate our work and contact us if you think something is “falling through the cracks” or needs improvement;
2. Be informed of services that you can request, and how to request them.

Scheduled services are as follows:

- Daily litter control on sidewalks, curb lines along streets, and alleys;
- Weed control;
- Monthly power washing of sidewalks and power washing of alleys as needed, beginning when temperatures rise above 40 degrees in March and running until temperatures fall below 40 in November;
- Removal within 24 hours of notification of graffiti on first-floor walls facing public rights of way, except for government owned buildings that do not contribute to the SID;
- Snow and ice removal at crosswalks and storm sewer drains;
- Daily safety patrols, including
 - i. Surveillance to provide extra “eyes and ears” for the Columbus Division of Police;
 - ii. Requests for police assistance;
 - iii. Requests for social services;
 - iv. Assistance to the public, including directions, safety escorts, and information about restaurants, retail stores, and attractions;
- Cleaning of public fixtures, including telephones, trash containers, newspaper racks, and benches.

- Removal of handbills, posters, and stickers from light poles and other fixtures.
- Reports to the City of Columbus of broken traffic signals, streetlights, and other fixtures, as well as problems with City services.

SID members may also request services by calling 228-5718, for example:

- Safety escorts so you can walk at night to or from a restaurant, friend's home, show, or other destination;
- Removal of litter, organic waste, or other matter from public spaces;
- Outreach services for street people;
- Additional power washing to remove urine smells or other matter from sidewalks or alleys between scheduled service;
- Coordinated efforts to eliminate repeated criminal activity, for example, drug dealing or aggressive panhandling;
- Reduction or elimination of "quality of life" problems, for example, panhandling, whether aggressive or non-aggressive, and public intoxication;
- Help in getting the City to fix broken street fixtures, traffic signals, street lights, and other public property;
- Advocacy of issues that are important to downtown property owners as a group; for example, on-street parking policies.