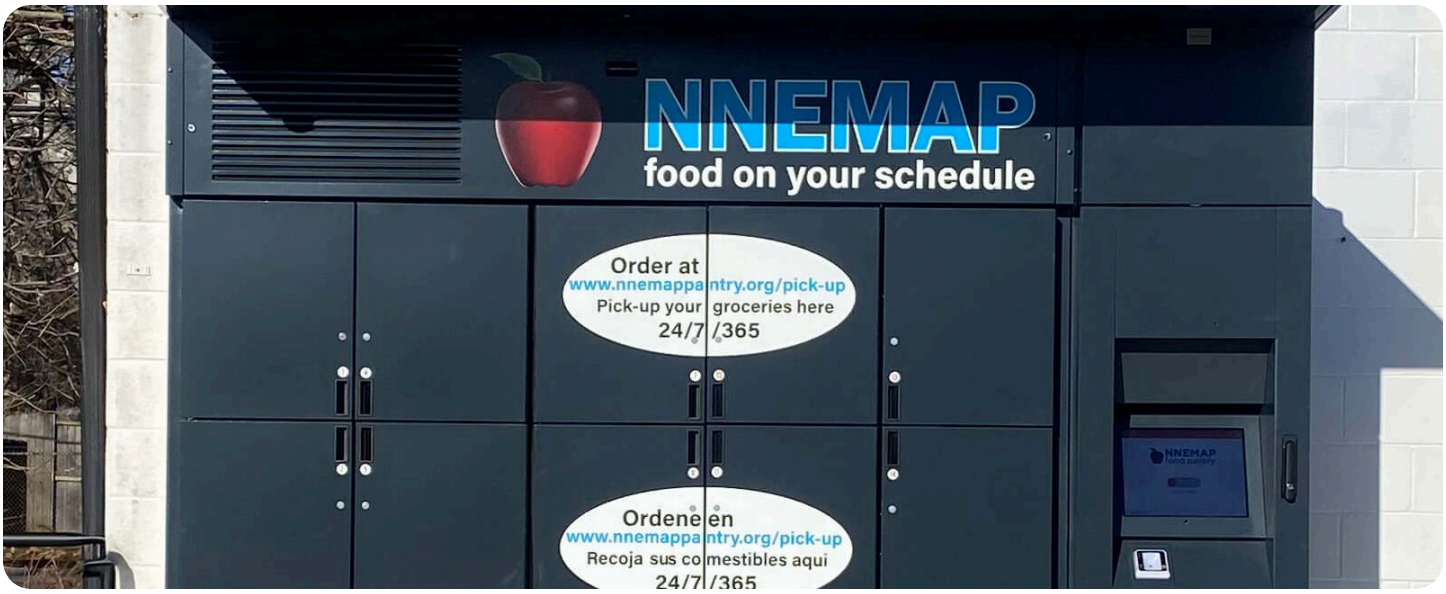


Nonprofit | Columbus, Ohio | Lockers For Good

NNEMAP tripled the families it serves with a 24/7 client choice food pantry

Neighbors choose their groceries online and pick them up from refrigerated lockers at any hour. Most of them had never used the pantry before.

CLIENT	LOCATION	SECTOR	LOCKERS	RESULT
NNEMAP Food Pantry	**Columbus, Ohio**	**Nonprofit food pantry**	**Refrigerated, 24/7 access**	**3x families served vs. 2021**

The challenge

NNEMAP started home delivery when COVID-19 hit and became the only full-delivery pantry in its area. After the pandemic, rising food costs pushed more Columbus families into food insecurity.

Many neighbors could not reach the pantry during open hours because of work, transportation, or childcare. NNEMAP wanted to reach them without adding staffed hours, and keep fresh produce and meat in the mix.

What we built

We designed and installed refrigerated smart lockers that neighbors can reach 24/7. NNEMAP kept its client choice model: neighbors pick groceries from an online list, then collect from a refrigerated compartment, day or night, without waiting in line.

NNEMAP was the first food pantry in the country to install refrigerated lockers, in 2023. Demand soon outpaced them, so in 2026 the pantry added a second set and doubled its capacity.



The results

Three times the families, most of them new to the pantry

3x
Families served compared with 2021

9,000
Orders collected through the lockers (Aug 2026)

2x
Locker capacity, added to keep up with demand

Order and capacity figures: NBC4, August 2026

> The vast majority of our unique families using the lockers are new to NNEMAP. We have created an awareness of our pantry for a group of folks who didn't know we existed prior to having lockers.

Jim Hamberg, Director of Pantry Operations, NNEMAP

Planning a locker program for your pantry?

We can walk you through how NNEMAP set theirs up, from site plan to first pickup.

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