

Downtown Colorado Springs Clean & Safe Pilot Program

City Council
Work Session
August 10, 2026

The Issue

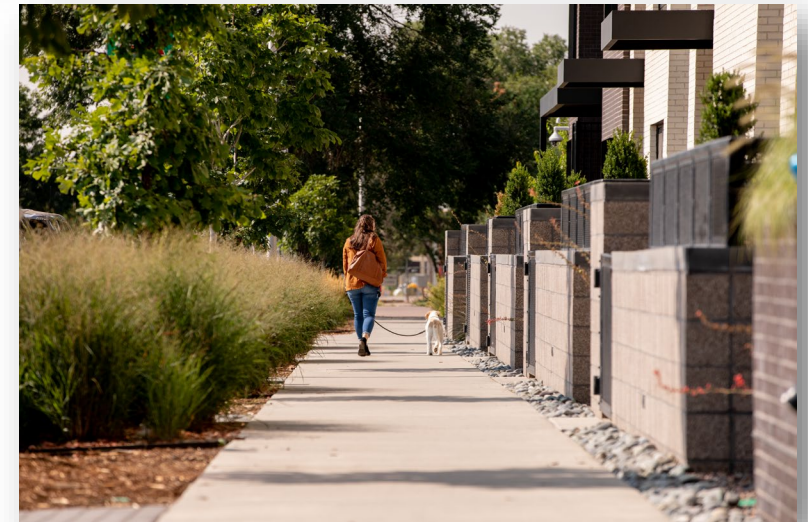
Businesses
concerns



Residents and
visitors



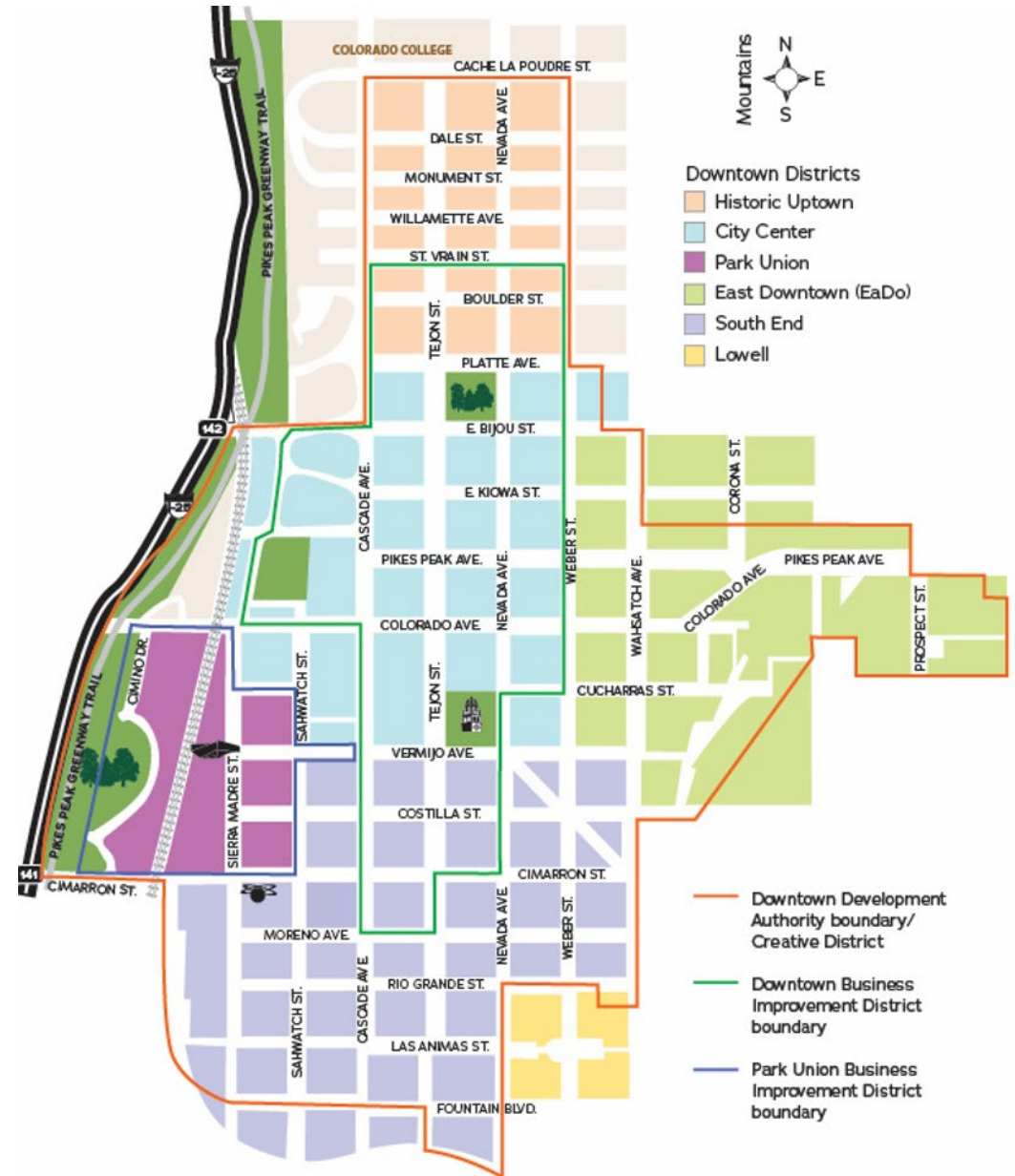
Prospective
investors
perceptions



19-Month Pilot Program

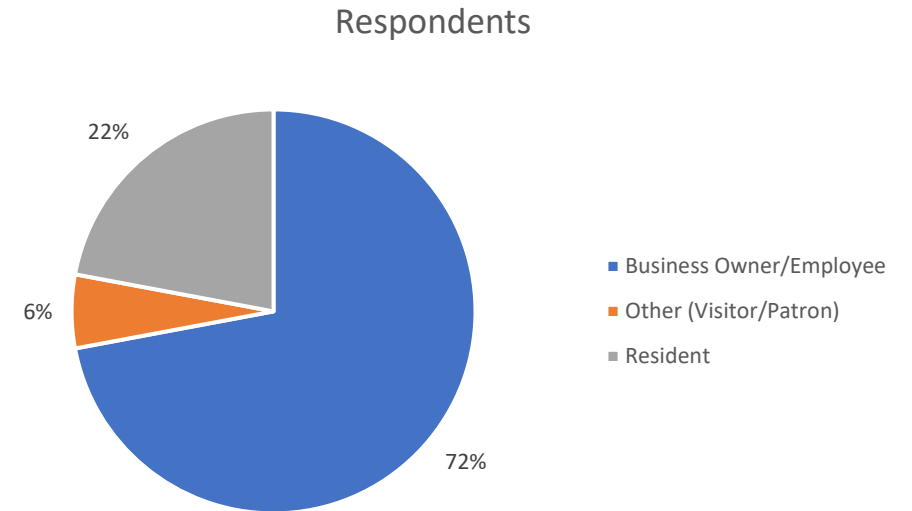
Enhanced cleaning and safety

Coordinated, data-driven, and
human-centered approach



Survey Responses

- 64% state positive impact on overall Downtown experience
- 65% noticed increased Downtown cleanliness
- 38% noticed decrease in loitering/camping
- **Value**
 - 43% all components equally
 - 31% value security the most



Supplemental Security Impact

Began July 21st, 2025



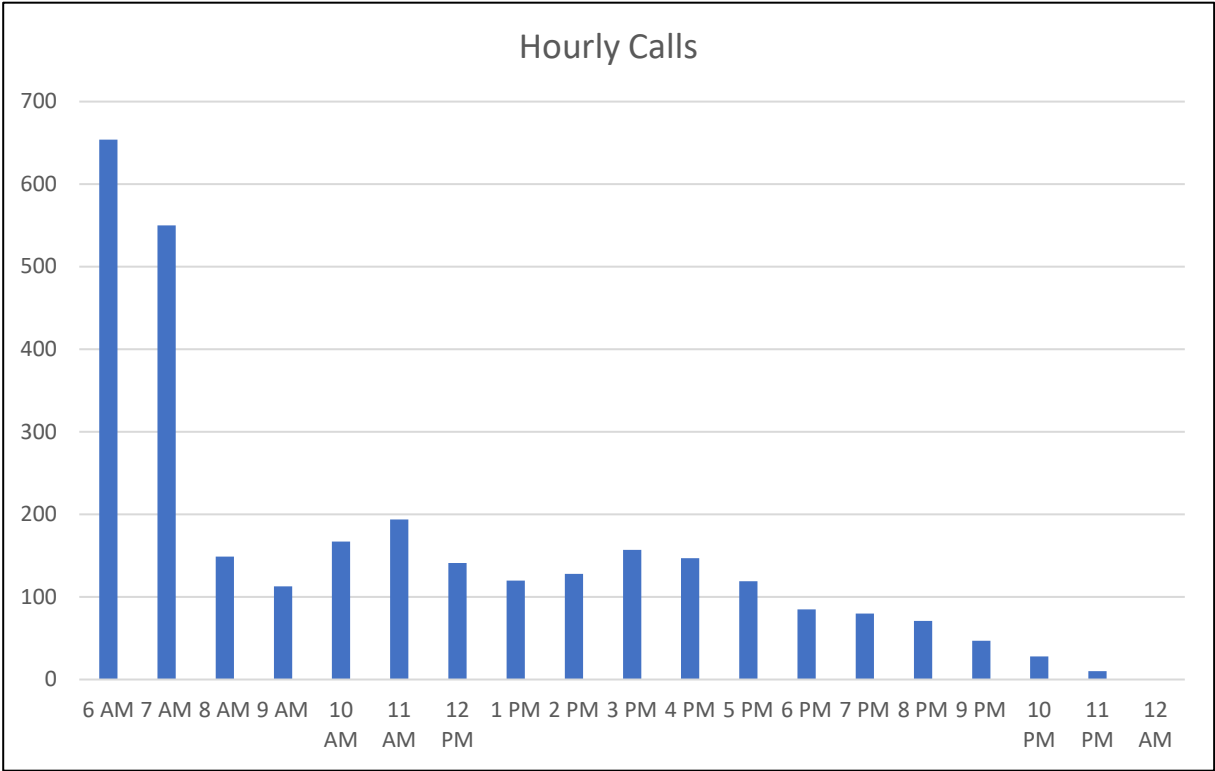
August 2025 – June 2026

2,850 total incidents managed

564 merchant or community assistance requests

Only 2% of incidents required police involvement

Supplemental Security Impact



Supplemental Security Impact

Changes in Monthly Averages:

Sit Lie: 186%↑

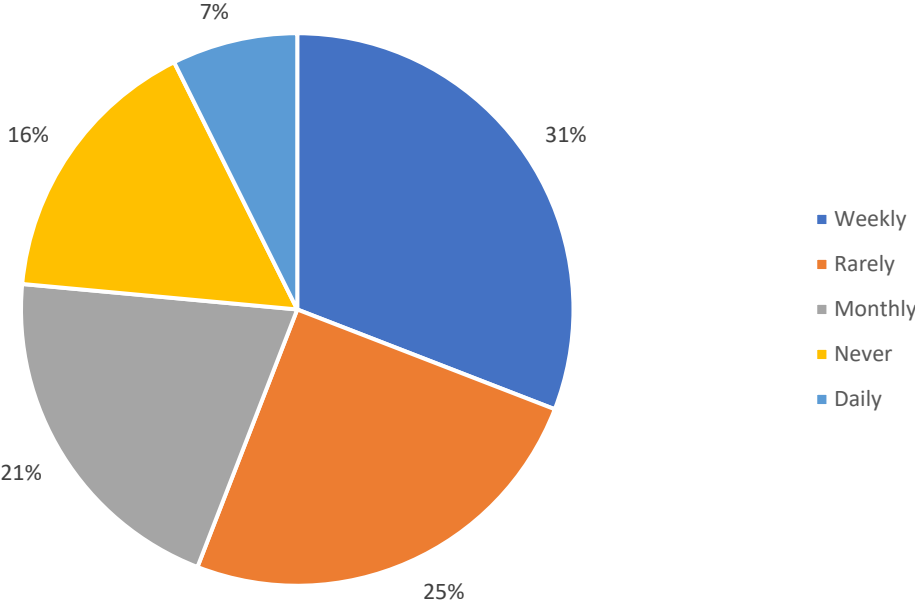
Disruption: 21% ↑

Camping: 340%↑

Suspicious Activity: 32%↑

Supplemental Security Pulse

Interaction with Supplemental Security Officers



Effectiveness (1-5)

76% at 3 or above

44% at 4 or above

Negative impact if operations ceased (1-5)

Over 94% rated 3 or above

Over 53% rated 4 or above

Ambassadors Impact

Began July 24th , 2025



August 2025 – June 2026

Over 10k touchpoints

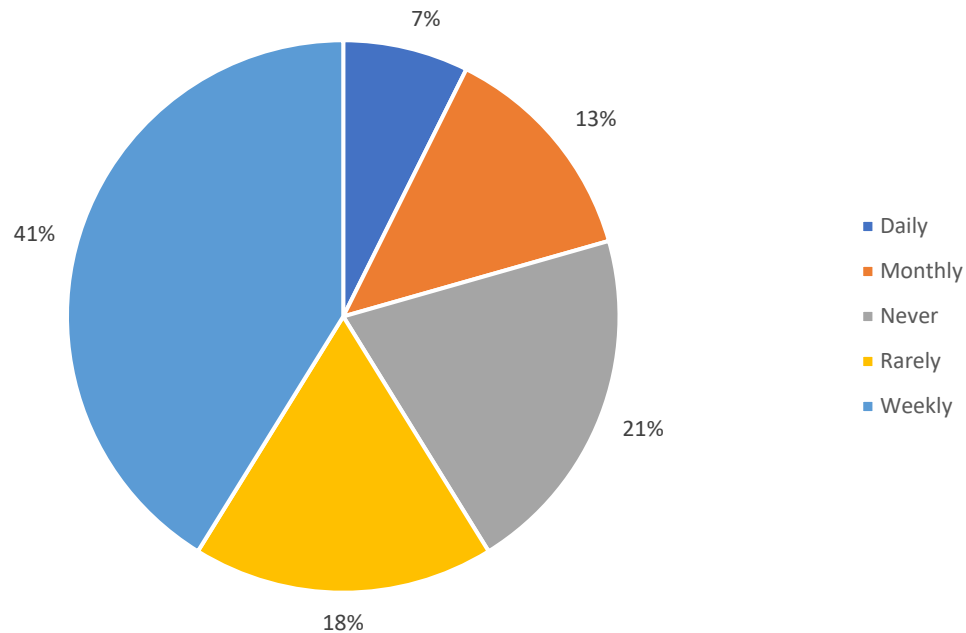
1,948 business check-ins (19%)

5,812 visitor interactions (58%)

2,267 contacts with the homeless population (23%)

Ambassador Pulse

Interaction with Ambassadors



Effectiveness (1-5)

78% at 3 or above

64% at 4 or above

Negative impact if operations ceased (1-5)

Over 97% rated 3 or above

Over 50% rated 4 or above

Outreach Services Impact

Began August 20th, 2025



Sept 2025 – June 2026

221 Unique Individuals Engaged

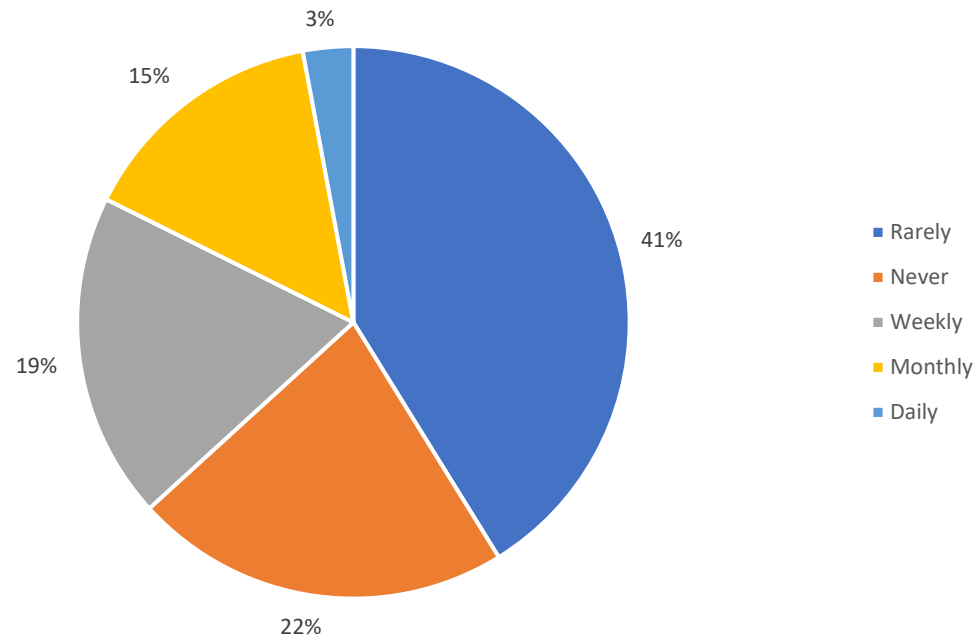
24 Individuals (11%) Achieved Stability

135 Individuals (61%) Accepted Case Management

158 Individuals (71%) Actively Seeking Housing

Outreach Services Pulse

Interaction with Outreach Services



Effectiveness (1-5)

65% at 3 or above

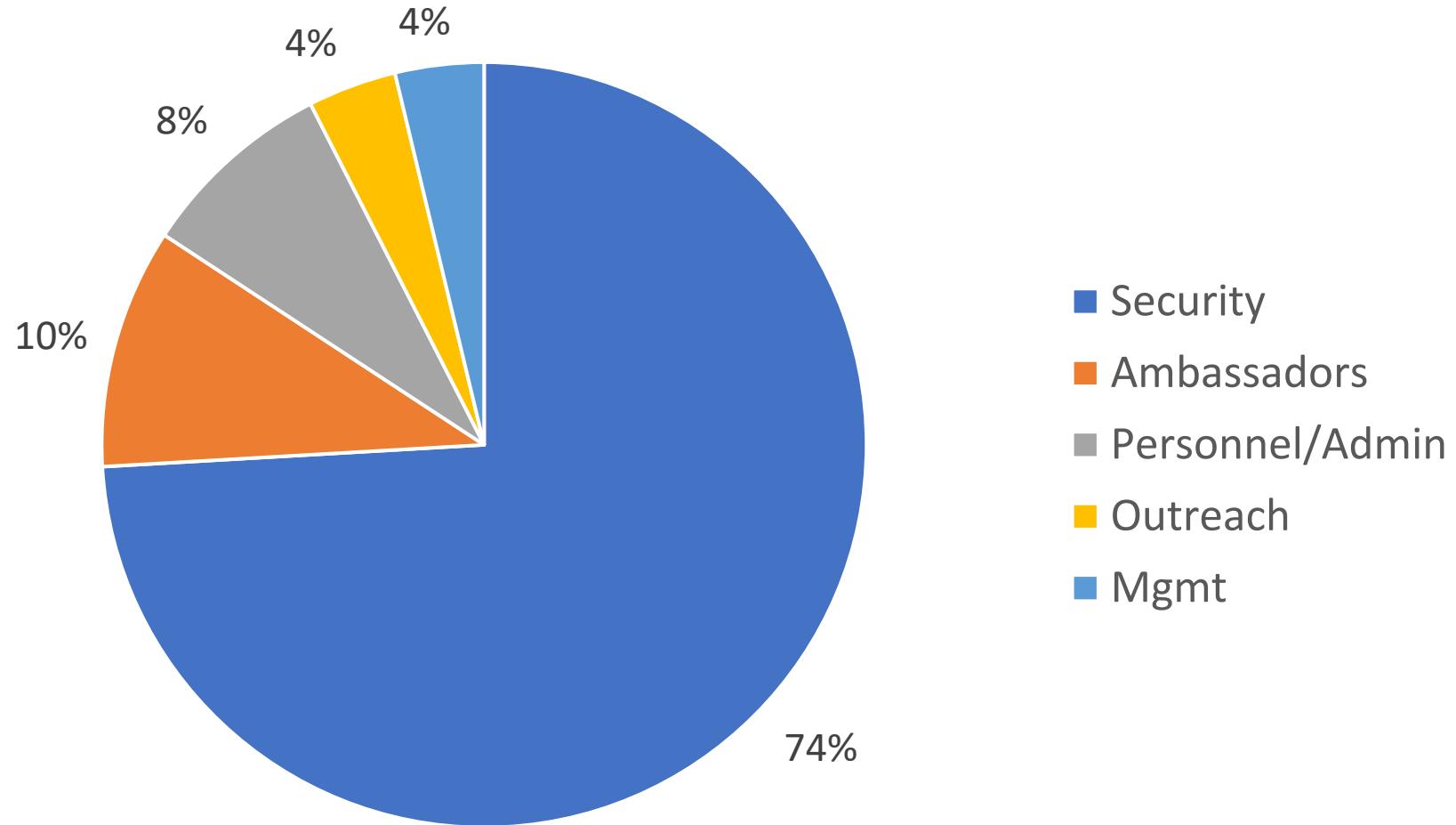
31% at 4 or above

Negative impact if operations ceased (1-5)

96% rated 3 or above

47% rated 4 or above

Program Budget



Successes

- Positive response from businesses and residents
- Increased utilization of security by merchants
- Quicker responses by security
- Increased utilization of support services by individuals experiencing homelessness
- Decreased use of CSPD for minor issues

Challenges

- Persistent waste clean up
- Lack of enforcement tools for non-criminal behaviors (STP)
- Consequences for low level offenses
- Consistency of CSPD presence
- Limited ability to compel engagement with services

Opportunities

- More activation of public spaces (e.g., Acacia Park concert series)
- More noticeable/visible Clean & Safe presence (e.g., clear branding)
- Additional education on available resources to merchants and public
- Expanded cleaning enhancements (e.g., more frequent power washing, graffiti) and attention to key hotspots (e.g., alleyways and high-trafficked corridors beyond Tejon)
- Stronger enforcement around repeat issues (e.g., disruption) and in high-activity areas (e.g., retail corridor)
- Encouraging locked dumpsters and exploring options for public waste receptacles

Business Perspective

“As a Downtown street level business, and property owner since 1973 (53 years), I am thrilled that the city is supporting the Downtown Partnership Clean & Safe Program. I believe that it is a great help in maintaining an environment that local customers, tourists & residents can enjoy. Downtown is the heart of our city, and the business center of the Pikes Peak Region, and the city’s support of the Clean & Safe Program, will continue to help Downtown thrive. The program is working, and I hope with the city’s continued support, we can maintain a Downtown, where everyone is welcome and safe, to live , work and play.”

Sam Eppley owner Sparrow Hawk Cookware

Questions

