



CASE STUDY: REVITALIZING DENVER UNION STATION

AT A GLANCE

Challenges

- Lack of visitors to Denver Union Station
- Concerns of public safety and cleanliness
- Gap in support resources

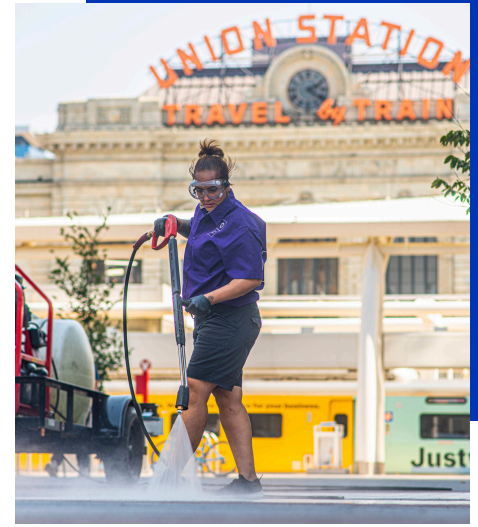
Benefits

- Clean and safe public spaces
- Expanded access to supportive services
- Welcome activities, visitors, and events downtown
- Fewer sanitation and cleaning incident reports

THE CHALLENGE

Beginning in 2020 and continuing through 2021, Denver Union Station (DUS) experienced an increase in concerns of public drug use, vandalism, violence, and a lack of cleanliness and sanitation.

More people were using DUS as a public shared space during and since the pandemic; and a large number of people at DUS were individuals who were unhoused. This was a challenge cities across the country as unemployment, homelessness, and substance abuse dramatically increased in recent years.



THE SOLUTION

In August of 2021, Downtown Denver Partnership Business Improvement District (DDPBID), Denver Union Station, CSG and RTD came together to develop a plan to help individuals living on the streets downtown with housing, substance use, mental health and healthcare needs.

The plan also focused on keeping Denver beautiful with diligent cleaning and maintenance of the downtown streets, transit centers and gathering spaces. CSG knew the way to achieve each goal of helping the community and revitalizing spaces, it would require collaboration.

HOW & WHY IT WORKED

The City of Denver Office of the Mayor worked with DDPBID to convene a community of experts from each aspect of the issue - substance use assistance, security, re-entry services, businesses and residents impacted, housing and shelter services, mental health and healthcare providers, and public realm cleaning and maintenance. CSG is one of the leading partners called to the table to strategize solutions for this multifaceted challenge.

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POINTS OF SUCCESS

Over one year, CSG made a big impact:

- Removed 7,349 graffiti tags
- Completed 981 pressure washes
- Swept and disposed of 2,040 objects
- Safely discarded or recycled 1,695 bulk items
- Cleared 33,039 flyers from public structures

Denver Action Partners Downtown Action Team (DAT) was created in May 2022 as a key solution to combating this ongoing and growing challenge. CSG developed a dedicated team that proactively surveyed and maintained high-use public areas of downtown Denver - elevators, public restrooms, alleyways, sidewalks, transit centers, and other community gathering places. DAT would complement the additional CSG Clean Teams servicing the DUS area to provide round-the-clock, daily care of this high-use and beloved Denver landmark.

CSG and RTD developed a more robust cleaning schedule and added services to provide a dedicated presence on site at DUS. CSG Clean Team technicians committed to spending each day deep cleaning the public areas around Union Station. After nine months of daily service, DUS saw increased visitor traffic, fewer sanitation and cleaning reports, and reports noted fewer incidents of crime.



As a fair chance social enterprise, CSG partners with local support service organizations to help individuals transition from homelessness, substance use, justice involvement, or any life setback. Many CSG employees have experienced similar situations to those they may encounter in the public realm. This relatability can provide compassion, assistance, and connection. CSG's responsibilities included cleaning and maintenance, tackling immediate health and safety concerns, and implementing long-term solutions by addressing root problems.



RTD, DDPBID, CSG, and the city of Denver worked together to welcome people back downtown to live, work, and play. Daily attention, regular cleaning, and a consistent presence combined with increased security measures to revitalize downtown Denver. After two years, the DAT team was dissolved.

DUS continues to be a vibrant and welcoming space to everyone visiting Denver. CSG provides regular cleaning and maintenance services to DUS, Wynkoop Plaza, and the surrounding areas.