



**RE: File No. 03-778-**\_\_\_\_\_

September 29, 2023

City and County of Denver  
c/o City and County Clerk Paul Lopez  
201 W. Colfax Avenue Dept. 1010  
Denver, CO 80202

Dear Mr. Lopez:

The Downtown Denver Business Improvement District (DDBID) submits the attached preliminary budget and operating plan for 2024.

On the same page, DDBID is submitting separate budgets for the DDBID Intergovernmental Services Enterprise (Enterprise), the DDBID Capital Fund, the DDBID Periodic Maintenance Fund, and the DDBID Special Projects Contingency Fund. The Enterprise's purpose is to implement project funded by special sources, in compliance with the provisions of Amendment One. The Capital Fund pays for special projects from existing operating reserves that qualify as long-term capital expenses. The Periodic Maintenance Fund pays for special projects of a periodic, but non-annual occurrence that do not qualify as long-term capital expenses. The Special Projects Contingency Fund pays for special projects not covered by the above funds. In addition, the DDBID Board of Directors has requested setting aside reserve funds to be toward maintenance and repair of furnishings, fixtures and equipment amenities that will be included as part of the 16 Street Mall Reconstruction project.

The DDBID Board will proceed with the certification of property owner assessments by December 5, 2023, pursuant to State Statute (C.R.S. 31-25-1211).

In addition to the 2024 Operating Plan and Budget, also attached are:

1. A copy of the 2023 year-to-date "budget to actual" financial reports, including projected 2023 year-end budget included on spreadsheet with 2024 budget.
2. Re: material departures for 2023 Operating Plan: Aside from the continued provision of support to DOTI and DEDO regarding the 16<sup>th</sup> Street Mall Reconstruction by assisting with business outreach, decommissioning blocks going under construction, and supporting the

Downtown Denver Business Improvement District  
1515 Arapahoe Street, Tower 3, Suite 100  
Denver, CO 80202  
303-534-6161

16<sup>th</sup> Street Fixtures, Furnishings and Equipment procurement efforts, there have been no other material departures from the 2023 Operating Plan.

3. The Public Hearing notice-publication for the October 5, 2023, Public Hearing on the 2024 BID Budget.
4. The Downtown Denver BID has no planned or outstanding indebtedness.
5. A copy of the 2022 BID audit conducted in 2023.
6. A copy of the Amended BID By-Laws effective June 7, 2018.
7. A list of official BID Board actions in 2023 to date. Copies of meeting minutes are available upon request.
8. A copy of the current Board of Directors list; and
9. Board member attendance records, to date, for 2023.
10. Primary activities performed – but not limited to the following:
  - a. 2023, to date:
    - Daily/year-round maintenance and cleaning of the BID.
    - Further implementation of the Downtown Security Action Plan including implementation of a reporting app to aid in tracking and response.
    - Landscape/flowers in planters and pots on the lower portion of 16<sup>th</sup> Street and throughout the District’s 120 blocks. Perennial plantings were introduced on a small scale pilot project level.
    - Maintenance of the sidewalks and medians of the portions of 16<sup>th</sup> Street not under construction, including maintenance and repair sandstone in Lower Downtown.
    - Provision of the Tree Maintenance Program serving all right-of-way BID property trees located within the 120-block area of the BID.
    - Enhancement and support of the 16<sup>th</sup> Street experience, where practical, including activation of a private vacant lot at Welton and 16<sup>th</sup> “Outer Space” that hosts special events, music/bands, vending, and other activations – open to the public with code of conduct rules in place.
    - Maintenance of year-round alley art installations on and near 16<sup>th</sup> Street to support the art in the alleys program.
    - Continued support of activation at Skyline Park in coordination with the Department of Parks and Recreation and the DDP; activation has been limited, but support provided, nonetheless.
  - b. Activities scheduled to be performed in 2024 include the above and the following, but are not limited to:
    - Daily/year-round maintenance and cleaning of the BID.
    - Landscape/flowers in planters and pots on 16<sup>th</sup> in the lower downtown (LoDo) portions, as well as on any completed blocks of 16<sup>th</sup> as they are

brought on-line for full utilization, and throughout the District's 120 blocks. Perennial plantings will continue to be integrated into the program.

- Continued support of the City's 16 Street Reconstruction Project.
- Continuance of implementation of the Downtown Security Action Plan and BID Safety program.
- On-going communication and outreach efforts to BID Property Owners and businesses.
- Provision of the BID Tree Maintenance Program to all BID Property-owner properties with trees located in the public right-of-way.
- Continued support of Skyline Park as circumstances call.
- Snow removal from the Mall, FreeMallShuttle stops on and off the Mall, Curtis Street from 16<sup>th</sup> to 14<sup>th</sup>, and from California from 14<sup>th</sup> to 17<sup>th</sup> Street.

11. The Downtown Denver Business Improvement District has, for decades, funded an Outreach Person through an annual agreement with St. Francis Center. This position will continue to be funded in 2024. In addition, the BID Private Security Program includes provision of outreach services as a portion of their scope of work, this work will continue in 2024. Lastly, the DDBID partners with the Downtown Denver Partnership in their Outreach Coordinator Program, funded by Caring For Denver grant (2 years, beginning mid-2023), funding two positions dedicated to the downtown community connecting individuals struggling in the public realm with direct connections to services including housing, healthcare, the AID Center, STAR, etc. Reports from St. Francis Center, and the Denver Street Outreach Coalition are attached.

12. Attached are the following clean and safe metrics and survey results tracked by the BID in 2023, to date:

- Summary of surveys conducted to date in 2022:
  - High Frequency Data through August 2023, which includes:
    - Pedestrian counts
    - Weekday worker statistics
    - Hotel data
    - Population gain/loss and rank from return to office metrics
    - Residential information
  - 2022 Downtown Denver Travel Survey results.
- A snapshot from August groundfloor retail survey.
- Metrics of Maintenance of services conducted in the BID by contractor CSG.
- Statistics related to the BID Private Security Program – year to date.
- Denver Street Outreach Collaborative metrics regarding outreach encounters through June 2023.
- St. Francis Center outreach and expanded housing updates.
- BID Activity updates which include information on maintenance and operations, administration, marketing, security, economic development, Skyline Park, and mobility – attached: January, February, March, July, and August 2023.
- 2022 DDBID Annual Report.

Please contact me at 303-571-8226 if you have questions or require additional information.

Sincerely,



Beth A. Moyski  
Executive Director, DDBID

CC: Michael Kerrigan, CCD Financial Analyst Specialist  
Ronald Fano, Spencer Fane LLP, DDBID Attorney

Attachments

Downtown Denver Business Improvement District  
1515 Arapahoe Street, Tower 3, Suite 100  
Denver, CO 80202  
303-534-6161

**Downtown Denver Business Improvement District  
Summary Budget  
For Fiscal Year Ending December 31, 2024  
as of 8/31/2023**

	Current Fiscal Year 2023			FY2024	
	Actual YTD	Annual Budget	Projected FY2023	Budget Proposed	YOY Variance
<b>REVENUES:</b>					
Special Property Assessments	7,343,808	7,289,205	7,289,205	7,617,219	328,014
Non-Marketplace Revenues	152,141	770,957	770,957	917,685	146,728
Marketplace / Vending Revenues	7,855	34,000	34,000	37,420	3,420
<b>400 Total Revenues</b>	<b>\$ 7,503,804</b>	<b>\$ 8,094,162</b>	<b>8,094,162</b>	<b>\$ 8,572,324</b>	<b>\$ 478,162</b>
<b>EXPENDITURES:</b>					
410 Maintenance & Repair	1,994,037	3,446,888	\$ 3,446,888	\$ 3,600,970	154,082
415 Skyline Park	86,687	123,941	123,941	123,941	-
420 Management Services	1,055,700	1,382,885	1,382,885	1,503,577	120,692
430 Marketing & Communications	84,587	121,976	121,976	135,788	13,812
435 Winter in the City	162,949	396,346	396,346	419,837	23,491
440 Economic Development Services	123,364	172,985	172,985	146,011	(26,974)
445 Research	107,331	156,307	156,307	216,316	60,009
450 Safety	758,993	1,004,140	1,004,140	1,146,059	141,920
460 Mall Vending	45,178	72,262	72,262	67,346	(4,916)
470 Pedestrian Environment	814,840	1,010,735	1,010,735	1,045,003	34,268
Contributions to Periodic Maint Reserve		100,000	100,000	75,000	(25,000)
Contributions to TABOR Reserve		6,000	6,000	6,000	-
Contributions to Capital Reserve		72,000	72,000	60,000	(12,000)
Contribution to Mall Maintenance Reserve		25,000	25,000	25,000	-
<b>TOTAL EXPENDITURES</b>	<b>\$ 5,233,665</b>	<b>\$ 8,091,465</b>	<b>\$ 8,091,465</b>	<b>\$ 8,570,849</b>	<b>\$ 479,384</b>
<b>NET OPERATING</b>	<b>\$ 2,270,139</b>	<b>\$ 2,697</b>	<b>\$ 2,697</b>	<b>\$ 1,476</b>	<b>\$ (1,221)</b>
<b>USES OF RESERVE FUNDS:</b>					
480 Periodic Maintenance Expenditures	47,630	135,448	\$ 135,448	102,500	\$ (32,948)
485 Capital Expenditures	-	6,750	6,750	8,438	1,688
490 Special Projects / Contingency	60,933	67,500	67,500	67,500	-
495 Mall Maintenance	-	-	-	25,000	
<b>TOTAL RESERVE FUNDED PROJECTS</b>	<b>\$ 108,563</b>	<b>\$ 209,698</b>	<b>\$ 209,698</b>	<b>\$ 203,438</b>	<b>\$ (6,261)</b>
<b>ALTERNATIVELY FUNDED PROJECTS:</b>					
549 BID Enterprise Revenue	736,880	1,344,376	1,344,376	1,614,706	\$ 270,330
549 BID Enterprise Expenditures	740,668	1,344,377	1,344,377	1,614,706	\$ 270,329
550 BID 16th Street FFE Revenue	-	-	1,000,000	3,000,000	\$3,000,000
550 BID 16th Street FFE Expenses (depreciation)	-	-	-	107,143	\$ 107,143
550 BID 16th Street FFE Non-GAAP Cash Expense Adjustm	-	-	1,000,000	2,892,857	\$2,892,857
<b>ENTERPRISE VARIANCE</b>	<b>(3,788)</b>	<b>(0)</b>	<b>(0)</b>	<b>(0)</b>	<b>0</b>

# **DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT 2024 OPERATING PLAN**

## **OVERVIEW**

The Downtown Denver Business Improvement District (BID) is a commercial property-owner funded management organization that strives to provide a clean, safe, and vibrant downtown environment for workers, residents and visitors in a 120-block area that includes all Downtown Denver. Through their annual assessments, BID property owners fund a series of district-wide programs that enhance Downtown Denver, including cleaning and maintenance efforts, safety, marketing, activation, economic development, transportation initiatives and, could include capital improvement projects.

Since 2001, when BID electors overwhelmingly supported a proposal to significantly increase special assessments, the BID initially increased its core maintenance services - litter and trash removal, sidewalk sweeping, and alley cleaning throughout Downtown and, subsequently, broadened its safety services. These safety services included Downtown Ambassadors, a homeless outreach program, and the hiring of off-duty police. In 2016, the BID funded the BID Private Security team to support the Downtown Security Action Plan. In 2023, the BID continued execution of the Downtown Security Action Plan continuing a full-time security manager, the private security component, and maintaining the alley permitting program to further enhance the safety and cleanliness of the BID area. The BID private security team continued to patrol the district, utilizing personal protective equipment and will continue to do so as conditions prescribe. The 2024 safety program will continue its investment in private security and management, keeping focus on the block security networks and building private-public relationships to broaden the range of the security program through enhanced communications including oversight of a radio repeater and electronic mass-communication software investment. The BID teams work to connect those experiencing homelessness with outreach services as part of the safety program.

In 2024, the BID operations on the 16 Street Mall will continue to be impacted by the reconstruction project. All parties continue to coordinate with work underway. The BID will provide tree care to newly installed and existing trees on the 16<sup>th</sup> Street Mall and as well as provision of tree care to nearly 2000 additional trees currently located along sidewalks in front of BID commercial properties throughout the district. Other visible BID initiatives will include a variety of activations of public spaces to enhance the sense of vibrancy and safety. The BID will also continue other "Off-Mall" activities, including a trash receptacle relay system to save time and funding through improved efficiencies. Finally, the BID will continue its core focus on clean and safe activities noted above as well as funding marketing, communications, holiday, economic development, and research programs.

## **AUTHORITY**

The Downtown Denver Business Improvement District (BID) was created pursuant to the provisions of the “Business Improvement District Act,” Part 12 of Article 25 of Title 31, Colorado Revised Statutes. The services, facilities, and improvements to be provided by the BID are not intended to duplicate or supplant the services, facilities, and improvements provided by the City and County of Denver within the BID boundaries. The BID was created to provide enhanced or otherwise unavailable services, facilities, and improvements within the BID.

## **BOUNDARIES**

The Boundaries of the District and its service area are generally described as starting at a point at the intersection of Grant Street and 20th Avenue, extending west along 20<sup>th</sup> Avenue to its intersection with 20<sup>th</sup> Street, extending northwest along 20<sup>th</sup> Street to its intersection with the original Wewatta Street alignment (or Wewatta Street extended), extending southwest along the original Wewatta Street alignment to its intersection with Speer Boulevard, extending generally southeast along Speer Boulevard to its intersection with 12<sup>th</sup> Street, extending southeast along 12<sup>th</sup> Street to its intersection with Colfax Avenue, extending generally east along Colfax Avenue to its intersection with the alley between Sherman and Grant Streets, extending north along the alley between Sherman and Grant Streets to its intersection with 16<sup>th</sup> Avenue, extending east along 16<sup>th</sup> Avenue to its intersection with Grant Street, and extending north along Grant Street to the point of beginning. Pursuant to statute, the District shall contain only that taxable real and personal property within said boundaries which is not classified for property tax purposes as either residential or agricultural.

## **RENEWAL**

The BID has all the powers, functions and duties specified in the “Business Improvement Act” except as expressly stated in this Operating Plan. Specifically, the BID shall have perpetual existence unless, in the tenth year thereafter, the District fails to file with the City Council of the City and County of Denver a petition requesting continuance signed by persons who own real and personal property in the service area of the BID having a valuation for assessment of not less than fifty percent of the valuation for assessment of all real and personal property in the service area of the District and who own at least fifty percent of the acreage in the BID. The City Council determines whether the petition threshold was met and may, upon the filing of any challenges to the signatures, hold a public hearing on said question. If the City Council determines that the petition threshold has not been met or if no petition is filed prior to expiration of a ten-year period, the City Council shall declare, by ordinance, that the BID is dissolved and shall direct the existing directors to take such actions as are necessary to conclude its affairs.

The most recent renewal was approved by the City Council via Ordinance No. 20210657, Series of 2021, and continues the BID through 2031.

## **COMPOSITION OF THE BOARD OF DIRECTORS**

The board of directors of the BID consists of seven electors of the district, appointed by the Mayor of the City and County of Denver. Members appointed to the board shall represent a cross-section of interest in the district, including large property owners, small property owners, Lower Downtown, the Central Business District, retail owners, office owners, and unimproved landowners. Each director shall serve a three-year term and may be appointed for one additional consecutive term.

## **FUNDING**

The operations of the BID are financed by a special assessment on real property within the district. A benefit study was undertaken in 2001 and approved by the BID Board to support changes in the special assessment methodology. In addition, the BID may accept and spend money from any grant, gifts, bequest, donation, or other similar source and may enter contracts for the funding and provision of any of its services, facilities, or improvements. Further, the BID may establish special assessment districts pursuant to the provision of 31-25-1219, C.R.S. unexpended moneys at the end of the fiscal year may be placed in one or more reserve funds to be expended as determined by the BID Board, including for capital expenses.



## **MAINTENANCE AND REPAIR - 2024**

In 2024, the BID will continue the contract with Consolidated Services Group for cleaning and maintenance services. This will be the fourth and final optional extension for the Clean Team contract. The Downtown Environment Team will open the RFP process in late Q2 of 2024, with services to begin January 2025.

Creativexteriors (CE) will continue designing and maintaining the flower plantings on the Lower Downtown portion of the Mall, off the Mall, and on California Street. While the Federal District, a BID Enterprise landscaping client, will continue to contract with CE for plant material, the BID will be collaborating with a new contractor, Sustainable Landscapes Colorado (SLC) for maintenance in the Federal District only. 2024 is the second of up to four optional extensions of the contract for landscaping services that began in 2022.

The BID will continue to monitor progress of the conversion of perennial plantings in the BID. The last three summers new perennial planting material has been planted in a variety of the BID's microclimates both on and off 16<sup>th</sup> Street to consider maintenance, water usage, and impact on climate while continuing to provide greenery which promotes a safe and welcoming pedestrian environment. In 2024, the DE team will concentrate on data collected over the first three years of the program to determine the next steps in 2025 and beyond.

Beginning in early Q4 of 2023 the DE team will open an RFP process for the planting and maintenance of the 16<sup>th</sup> Street planters within the redesign project. The contract period will be for 2024 with an optional extension for 2025, when the 16<sup>th</sup> Street project is expected to reach full completion. The DE team is considering taking the full planting program to RFP after the third option year of the current BID-wide landscaping services contract, with services to begin in 2026. Mountain High SavATree will continue to maintain the trees and irrigation along 16<sup>th</sup> Street both in Lodo and on newly open blocks in the current Active Construction Zone (ACZ), and on Curtis and California between 14<sup>th</sup> and 16<sup>th</sup> Streets and in addition, provide care for the street trees fronting commercial property throughout the BID – this care includes pruning, fertilization, and pest control.

In 2023, the BID added PCL, 16<sup>th</sup> Street redesign General Contractor, entered into an agreement with the BID through its Additional Services Program for snow removal in the ACZ. An agreement for graffiti removal services is under current discussion as well. It is expected that the services will continue in 2024.

In 2024 the BID will contract with on-call contractors for plumbing, electrical and paver repair services. Colorado Custom Rock has been identified as the preferred paver repair contractors in LoDo blocks.

## **16<sup>th</sup> Street Services**

The following services are currently being provided on the 16<sup>th</sup> Street Mall between Broadway and Wewatta Street and will continue to be provided in 2024.

- Daily sidewalk and transit lane cleaning where applicable
- Porter, graffiti, and snow removal services on 16<sup>th</sup> Street through Enterprise Contract with PCL on blocks under construction.
- Daily maintenance and trash and recyclables removal
- Painting and repairs of infrastructure and furnishings

- Graffiti removal
- Snow removal, including transit lanes, where applicable
- Flower planting on LoDo blocks and newly opened blocks in current ACZ.
- Activation, holiday, and entertainment program support
- Tree maintenance in LoDo blocks and newly opened blocks.
- Pedestrian streetlight repairs in LoDo blocks and newly opened blocks of ACZ.
- Electrical, irrigation, and plumbing maintenance in LoDo blocks and management in newly opened blocks in current ACZ.
- Surface cleaning as needed in both ACZ and newly opened blocks
- Daily Mall inspection
- Special projects

### **Other Streets**

The following services are currently provided on all streets throughout the 120-block BID service area in 2023 and will continue to be provided in 2024:

- Litter pick-up, including tree wells on 16<sup>th</sup> Street.
- Removal of graffiti from public fixtures
- Seasonal weed control
- Emptying of BID trash receptacles
- BID Bicycle rack maintenance.
- Sidewalk cleaning services, primarily periodic power washing, spot power washing as necessary for public health purposes.
- Power washing of alleys twice per year; April - October and as weather allows.
- Daily inspection

The following additional services are currently provided on Curtis between 14<sup>th</sup> and 16<sup>th</sup>; and California Streets, between 14<sup>th</sup> Street and 17<sup>th</sup> Street and will continue as routine contract services for 2024:

- Snow removal
- Tree maintenance and irrigation
- Flower planting
- Trash removal

The following additional services are currently provided on East 16<sup>th</sup> Avenue, between Broadway and Grant Street and will continue to be provided in 2024:

- Overall streetscape maintenance, including:
  - Light fixture maintenance
  - Flower planting
  - Tree pits cleaning
  - Trash and Graffiti Removal

These additional services are currently provided on Larimer Street, between 15<sup>th</sup> Street and 17<sup>th</sup> Street and will continue to be provided in 2024:

- Tree maintenance and irrigation
- Electrical charges for pedestrian lights

### **Alleys**

In 2024, the strategy for the cleaning of alleys will continue to focus on alleys adjacent to the 16<sup>th</sup> Street Mall. These have the most restaurants, create the most sanitation challenges, and affect the greatest number of people. Alleys away from the Mall will be cleaned twice per year or as requested, however, the frequency will depend on the need and the level of services allocated to

the different BID assessment zones. Alley Inspections and cleanliness assessments will be performed regularly throughout the BID. A special focus will be on odor mitigation at the 16th Street Mall entrances.

- In addition, the BID's contractor responds to calls for assistance by property owners whenever there are problems in alleys due to overflowing dumpsters, illegal dumping, or unpleasant odors. It is expected that this policy will continue in 2024 but will be monitored to assure consistency in services.
- Staff will continue to meet with City inspectors and adjacent property owners to ensure compliance with City ordinances and minimize problems in alleys due to overflowing dumpsters, grease traps, or inadequate maintenance. The BID has 15 Downtown alleys permitted to help manage some of the issues that occur. A maintenance plan for Mall alleys has been developed to improve inspection, sanitation, and communication to property owners about scheduled contracted cleaning schedules in 2024.

### **LoDo Cleaning**

In 2024 the BID will continue the same level of services in LoDo including a concentrated sidewalk cleaning between 18<sup>th</sup> and 20<sup>th</sup> Streets / Wynkoop and Market Streets in advance of Rockies Opening Day. Thanks to an additional services agreement for custodial services with RTD in Wynkoop Plaza at Denver Union Station, the BID is able to ensure a clean and welcoming environment in this economically vibrant zone of the BID.

### **Recycling Receptacles**

The contractor will continue to collect and dispose of the recycled material from recycling containers located along the 16<sup>th</sup> Street Mall. Receptacles are located in the public realm out of the Active Construction Zone. The newly opened blocks of 16<sup>th</sup> Street will have new dual receptacles for trash and recycling. The receptacles will also be connected to the BID's current Victor Stanley Relay system account, allowing for a more efficient delivery of trash services.

## **SKYLINE PARK - 2024**

Skyline Park will remain a part of the BID budget in 2024 with primary focus on activation support of Block 2. The park has seen many successes and a few setbacks. A cooperative partnership with the City of Denver Parks and Recreation Department (DPR) along with BID-supported activation and enhancements have seen an increase in awareness and use of Skyline Park. The Downtown Denver Partnership's Skyline Beer Garden (in conjunction with the BID's games program) and Downtown Denver Rink at Skyline Park have had a positive impact on the safety and perception of Block 2 of Skyline Park most of the year. In 2020 and 2021, these activities were suspended considering the COVID-19 pandemic and social distancing/occupancy guidelines. In 2023, activation continued in Block 2, supporting the roller rink in the summer, added pickle ball, and planned for the ice rink. The City installed temporary fencing in blocks 1 and 3 in 2022 to control negative activity that tends to occur when these blocks are not programmed/activated. As of this filing, the fencing remains.

The presence of those experiencing homelessness, street youth and/or 'urban traveler/transient' populations, and open-air drug activity when the Park is not activated, creates a primarily negative presence in Skyline Park. While in general this population does not directly disrupt, the presence, appearance, and language of groups throughout the day can be disturbing and affect the perception of safety, particularly for families. Increased safety measures and continued activation and programming do provide benefit to the area and help improve the environment and perception of safety.

The Skyline Park Local Maintenance District (LMD) in cooperation with the Denver Parks Department was formed effective January 2019. This District was formed to help fund the provision of enhanced security and maintenance services and was expected to commence in January 2020 following a city-led RFP process for management services. The city awarded the Downtown Denver Partnership management of the Skyline Park LMD in late Spring, 2023. Skyline Park is a key part of the downtown environment, with that, the BID will continue to collaborate with DPR, as well as the Skyline Park LMD, for the foreseeable future.

### **Park Enhancements and Supplementary Maintenance**

The BID funded maintenance support of the park continued in 2023. This may include daily concierge service of the tables and frequent cleaning of troublesome areas to support the park and Skyline Park LMD.

### **Safety and Security**

Denver Parks maintenance and Park Rangers work out of one half of the kiosk, providing episodic eyes on the park activities. BID Security program relocated to vacant storefront located on the Mall to be proximate to hot-spot safety issue areas. With the approval and commencement of operations the Skyline Park LMD, the LMD is expected to absorb the cost to provide security services after hours either in-house, or potentially via a formal agreement with the BID private security program, or other service provider.

### **Events and Programming**

- **Block 1** (15<sup>th</sup> to 16<sup>th</sup>) - The BID will continue to work with its clean and safe contractor, private security, the Parks Department Park Rangers, and DPD to improve the safety and overall cleanliness of the plaza on the block.

- **Block 2** (16<sup>th</sup> to 17<sup>th</sup>) BID will continue to fund miniature golf game programming in Block 2.
- **Block 3** (17<sup>th</sup> to 18<sup>th</sup>) Neither the BID nor DDP held a permit to activate Block 3. There are no plans currently to do so in 2024.

### **Skyline Park Redesign**

Denver voters approved a \$2.5 million-line item for improvements to Skyline Park as part of the 2017 General Obligation Bond Issue in November 2017. The BID, DDP, and LMD, will work closely with Parks and Recreation on the design and prioritization of those improvements. It is highly unlikely that any construction will occur before 2024.

## **2024 MANAGEMENT SERVICES**

The Management Services provided by the Downtown Denver Partnership to the BID cover three areas:

- Management Direct Expenses
- Administrative Overhead
- Program Management

Management Direct Expenses, Administrative Overhead and Program Management are itemized in the Management Services department and represents staff utilization charges for administrative requirements. These charges are separate and distinct from the Program Management charged in the department operations to carry out the BID program elements.

There are five components that make up the contract value integrated in the proposed 2024 budget detailed below:

1. Administrative Overhead
2. Management Services Program Management
3. Departmental Program Management
4. Winter in the City Direct Expenses
5. Management Fees for non-operating funded activities

The Administrative Overhead charged to the BID under the contract is an allocation of DDP administrative expenses common to both BID and DDP. Unique expenses applicable to DDP are excluded from this shared overhead expense pool. The overhead resources are allocated proportional to BID staff utilization. Staff utilization is driven by the programmatic choices included in the 2024 work plan.

Direct Expense BID line items of C&CD billing fees, Insurance, Legal and Audit Services in this department showed a very slight increase of one-half of a percent. Insurances costs are anticipated to increase slightly.

Management fees for Capital Expenditures, Alternatively Funded Projects and BID Enterprise activities are part of this 2024 budget. These fees are in response to the variability, complexity, staff time and DDP resources required to undertake this work. Management fees vary by category. In the Capital Expenditures and Special Projects / Contingency Reserve category, fees are 12.5% of estimated project costs and are built into the individual line-item costs for each separate item. If all Capital Expenditures and Special Project / Contingency projects are completed at the proposed costs, the fees will be \$938. In the BID Enterprise Category, DDP fees are set at 45% of the proposed enterprise budget net, equaling: \$110,183. .

## **2024 MARKETING AND COMMUNICATIONS**

### **Annual Report**

The BID Annual Report presents the BID work plan, recent accomplishments and brief budget information for property owners, Downtown businesses, government officials and others. We work to include more information in the report about what the BID does so the document can be used to educate property owners and other stakeholders. The document is accessible digitally with printed reports available upon request.

### **BID Happenings**

The BID remains committed to informing and updating all its constituents on a timely basis. The BID will continue to produce the "BID Happenings" electronic newsletters monthly and continue to monitor the effectiveness of the newsletter to assure all BID constituent communication needs are met throughout 2024. Newsletters focus on a variety of topics including infrastructure updates, upcoming events in the BID, status of BID programs and initiatives BID visibility in the press and other relevant subjects. Reach = 300+ BID property owners who opt to receive this communication. Standalone "breaking news" and other email communications are distributed to property owners as needed.

### **Web and Photo Resources**

The BID helps support a website that is the one-stop-shop for all information on Downtown, <https://www.downtowndenver.com/bid/>. \$5,000 has been budgeted for 2024 to continue to update the website and photography resources.

### **Targeted Marketing**

Targeted marketing and promotions efforts will be implemented to ensure the success of several BID programs and initiatives, including activities and events such as the Skyline Beer Garden, public art walks and installations, Winter in the City, sidewalk sales and more.

### **Downtown Denver Wayfinding**

IKE (interactive kiosk experience) Way-finders – include a listing of businesses on the 12 IKE kiosks throughout Downtown. Most of the IKEs have been pulled due to 16<sup>th</sup> Street Reconstruction – an upgraded version will be installed as blocks come on line beginning in 2024.

### **Conventions and Welcome**

Each year the BID contributes \$1,500 for the VISIT DENVER welcome signs for conventions in Downtown Denver. They are distributed to businesses throughout Downtown and on the **RTD** Mall shuttle.

### **Special Projects**

BID marketing and communications special projects will support the branding and marketing of Upper Downtown, continuing the work initiated in 2021. In addition, the BID maintenance vehicle wraps will be refreshed as part of 2023's work with funds dedicated to support this program which promotes BID visibility and brand. Marketing efforts to get the word out that downtown is open for business is a potential example of 2024 scope of work.

## **2024 HOLIDAY**

Given the significance of fourth quarter sales to the Downtown economy, the BID collaborates with Downtown hotels, retailers, the City, and VISIT DENVER during the winter/holiday season to promote Downtown Denver as the center of seasonal activity for the region.

As part of the annual **Winter in the City** program, the BID will continue to use this platform for all winter/holiday activities including events, downtown decor, retailers and restaurants. Winter in the City will continue to create and market an inviting experience that makes Downtown Denver a seasonal destination.

The Winter in the City programming runs from Thanksgiving through the end of January and targets both local and regional audiences. The marketing of the program not only highlights BID-funded programming, but leverages other holiday events to showcase all that Downtown Denver has to offer. The campaign features shopping as an important part of the downtown experience. The marketing campaign will include web, social media, brochures, posters, and targeted media buys.

As the most significant component of the holiday program, decor and lighting will be approximately two thirds of the total holiday budget. For Winter 2023 and 2024 – the focus will include parts of 16<sup>th</sup> Street that are not under construction, vacant storefront activation, construction fencing, and other opportunities in the downtown public realm, including “Outer Space” a vacant lot located at 16<sup>th</sup> and Welton. The BID continues to include the 16<sup>th</sup> Street Mall, Skyline Park, the D&F Tower and connections on California, Curtis and Larimer Streets to the Colorado Convention Center and the Denver Performing Arts Complex.

The BID holiday plan also includes events and entertainment to further the efforts to attract Downtown residents, employees and visitors. This includes events such as a collaborative Downtown Denver Grand Illumination lighting event and New Year's Eve fireworks, programs that will be leveraged with approximately \$100,000 from the City and VISIT DENVER plus extensive marketing. All the holiday events have been created to help drive business to hotels, restaurants, bars and retail outlets in Downtown.

The goal of the entertainment/program funding is to ensure that throughout the holiday season, visitors will be able to experience entertainment or unique activity in addition to helping keep visitors in Downtown longer. This will be enhanced by promoting the variety of events already taking place in Downtown Denver.



## **2024 ECONOMIC DEVELOPMENT**

The 2024 BID strategy will continue to emphasize support and efforts related to retail retention and recruitment; business retention and recruitment; Economic Development brand and material development; and identifying, supporting, and attracting start-up businesses.

### **Business Retention Program**

- Retention efforts include contacting existing Downtown Denver companies, especially those whose lease is up for renewal in the next 18 to 24 months or who are otherwise at risk for leaving the market.
- Arrange and participate in meetings with the Mayor and CEOs of Downtown's top employers.
- Continue to enhance the strong relationships with the state Office of Economic Development & International Trade, the Denver Office of Economic Development and Opportunity (DEDO), Metro Denver Economic Development Corporation (MDEDC) and other regional economic development organizations.

### **Business Recruitment Program**

- The BID will continue to represent Downtown Denver with metro, regional and national companies considering relocation to, or expansion in, Colorado. An emphasis on local, women owned and BIPOC businesses is a priority.
- The BID will continue to be represented, *as appropriate*, at NAIOP, ULI, ICSC and other events and conferences in 2024.
- Conduct Downtown Development and Trends presentations for commercial brokers, residential brokers, developers, retailers, investors, property owners and other businesses.
- The BID will participate in the 2024 Site Selection Conference, if scheduled, ensuring the Downtown Denver story is communicated to key site selectors during their time in Denver.

### **Startup Business Support**

- Promote entrepreneurial and small business through the Mall vending/kiosk program as space becomes available for activity on the newly construction Mall blocks.
- Participate in events like Denver Startup Week to help identify Denver's entrepreneurial business community, as well as to generate more visibility for Downtown as the center of innovation and entrepreneurship.

### **Retail Recruitment and Retention Program**

- Completion and implementation of a comprehensive Groundfloor/Retail Plan for Downtown Denver that covers the following aspects of retail development in Downtown Denver: identify retail category gaps and opportunities; identify key data points to be monitored; list resources/reports/brochures to create; develop brand messages for retail in Downtown Denver; direct outreach to top 25 retail targets; and other TBD.
- Provide coordination, research, and assistance as appropriate to owners of major retail complexes, new development projects as well as individual new retail businesses to help them expand, reposition, or open new locations in the BID area.

- Work with and support property owners/developers to share the downtown retail vision and identify opportunities for retail development, especially along the 16<sup>th</sup> Street Mall.
- Give presentations to retail brokerage offices on Downtown retail development and other research.
- Attend and participate at the ICSC 2024 RECON, and New York National Conferences, *if appropriate*, as part of the retailer outreach strategy.
- Conduct site visits to meet with key retailer prospects or their tenant representatives to determine the feasibility of a Downtown location as appropriate.
- Develop a retail-focused marketing piece as outlined in the Downtown Retail Plan.
- Conduct a retail survey of Downtown retailers.

## **2024 RESEARCH**

Downtown Denver plays a lead role in attracting and retaining quality business to the metro area, as well as increasing numbers of visitors both locally and nationally. In the interest of pursuing the most efficient use of resources, every effort is being made to regularly re-evaluate the relevance of data either gathered or created by the BID in view of the ever-changing needs and demands of the commercial, retail and hospitality development and investor markets.

Considering impacts to the commercial sector from the COVID-19 pandemic, and efforts to understand trends, research continues to especially play a key role as Denver looks toward economic recovery.

In 2024 research staff will:

- Produce the State of Downtown Denver report and other key research documents to “tell the story” of Downtown Denver. Data points include pedestrian counts, vacancy rates, hotel room rates and occupancy percentages, housing trends, office market development, Downtown demographics and more. Other research activities conducted by the Downtown Denver Partnership, but that contribute to the overall research program of the two organizations include the annual Travel, formerly “Commuter”, Survey, and the Parking Inventory.
- Continue to track and update all Downtown development, including a summary of mixed-use, hotel, office, public and residential developments. This commonly requested information is available on the [downtowndenver.com](http://downtowndenver.com) website, through quarterly electronic reports and an annual printed report.
- Observe and analyze key public spaces in Downtown Denver using the Public Space Public Life methodology. Use this methodology to measure impacts of potential interventions and/or changes in Downtown public spaces.
- Conduct surveys to gauge perceptions regarding the work of the Downtown Denver BID.

## 2024 BID SAFETY

The BID's safety and security investment continues to be a priority for the improvement district. In early 2021, the Downtown Security Action Plan went through a review and refresh to address immediate, medium, and long-term security concerns in Downtown. BID 2024 safety funding will be increased in anticipation of adding a dispatch person to the program. This will allow the BID Private Security supervisors more time to attend to immediate needs and requests in a timelier manner. In addition, this allows for efficient deployment of private security officers, efforts to address environmental obstacles, and on-going communication with BID property owners, managers, and security partners.

Completed in January 2016, the first Downtown Denver Security Action Plan was a bold undertaking by the Downtown Denver Partnership (DDP), providing a comprehensive and holistic look at how the private sector supports safety and security efforts and recognizing that these efforts are bigger than any one organization. The plan detailed action items ranging from improved lighting and management of alleys to enhancing communication programs among property owners and businesses. The plan included five focus areas: Strategy and Management, Information and Coordination, Communication, Education, and Responsibility, Infrastructure and Environment, and Regulation and Enforcement.

Public safety in Downtown Denver remains a high priority as the city center is reimagined. Building upon the accomplishments led by the BID and the DDP over the past seven years, the updated Security Action Plan enhances and evolves current security measures, creates additional opportunities for collaboration, and addresses the needs of the Downtown Denver community to create a safer and more vibrant downtown. The updated Security Action Plan continues to utilize the same foundation as the initial Plan – taking bold action through collaboration to foster a culture of safety in Downtown Denver. The BID has a strong voice in the shaping of safety of Downtown Denver and continues to use this Security Action Plan as a tool to expand upon, establish, and advocate for safety related initiatives.

There are a few foundational principles at the center of the Updated Security Action Plan, including:

- **Citizen Centric:** Creating a safety and security framework with a citizen-centric view is a key foundational component of both the 2016 and 2021 Security Action Plans. Putting people first, be they residents, visitors, business owners, or city staff, helps to ensure that the real needs of the community are being addressed. Not only does it focus on the “why” of developing a Security Action Plan, but also the various stakeholders become an internal part of the solution, with a sense of ownership and stewardship for creating a culture of safety and a safe downtown.
- **Collaborative:** As so many successful initiatives demonstrate, Denver can better realize outcomes when diverse players participate and collaborate. Such collaboration is important from the development of the 2021 Security Action Plan to the execution of its initiatives. The 2021 Security Action Plan enables stakeholders across government, business, and the community at large to contribute and push forward a safe and secure environment for all.
- **Data Driven:** Safe cities rely on data, lots of it, and from multiple sources to be successful. The monitoring of downtown's infrastructure and environment through analysis and technologies can show what is happening in real time on the ground. Combining data from Eponics (a third-party vendor utilized by the BID), Regional Transport District (RTD), and Denver Police Department (DPD), among others, can create a rich set of data that can produce insights to better manage operational efficiencies, as well as provide quality-of-life enhancements.

- **Fit for Purpose:** Creating and maintaining a sustainable Security Action Plan requires careful consideration of current infrastructure, services, and security operating models. Initiatives laid out in the SAP.

## **SECURITY ACTION PLAN (SAP)**

The SAP provides a roadmap for the Downtown Denver Business Improvement District and Partnership to serve as Denver's leader, supported by the private and public sectors, in identifying and coordinating initiatives to improve the perception and reality of safety and security for people in the urban core. It does this by focusing on 5 goals: strategy and management; information and coordination; infrastructure and environment; communication, education, and responsibility; and regulation and enforcement. By empowering providers with the tools and resources needed to perform their duties and educating Downtown citizens, employees, and visitors with the material needed to be informed community stakeholders, we will help create a safe Downtown Denver.

### **Strategy and Management**

The Security Manager is responsible for the implementation of the SAP. The BID contracts with Allied Universal Security Services to provide private security team services. The private security operates to deter criminal and nuisance activity on the Mall, and supplements police presence Downtown. Communication is an integral focus of the program to ensure everyone is aware of the actions the BID is taking to address safety Downtown. The private security officers act in a combined role of security, ambassador-type services, and connect those in need with social service outreach services. The BID continues to partner with the St. Francis Center outreach team which continues to be an integral part of the holistic approach to creating a safe downtown environment for everyone.

### **Information and Coordination**

The BID utilizes an incident management system to track all security incidents, as well as ambassador and outreach activity as well. This system is building a comprehensive database that is used to measure and demonstrate the impact on the safety and security of downtown. This information is shared with the BID Board, BID stakeholders and is available to review upon request.

### **Infrastructure and Environment**

The Security Action Plan identifies opportunities specifically along the 16th Street Mall to improve the visibility and maintenance of buildings and alleys. In July 2017, the BID increased the number of permitted alleys from 7 to fourteen. This was a result of the 2016 pilot project that proved instrumental in improving the alley environment by reducing unauthorized access and behavior. The BID continued this program in 2018, with the alleys permitted through June 2020, adding a fifteenth alley. The BID intends to reapply for the permits for closure through 2024 into 2025. The BID continues to work with property owners to advise them on increased safety measures to individual properties that can impact overall conditions, such as increased alley lighting and locking dumpsters.

### **Communications, Education and Responsibility**

Stakeholder communication, education, and responsibility are key to the Security Action Plan, allowing for a common understanding of the tolerable activities and behaviors to be demonstrated in the downtown core. Stakeholder outreach is accomplished through existing Block and Safety Committee vehicles. The focus of the Block program continues to be clarifying the responsibilities of self-nominated block participants as well as providing support material to businesses and tenants, so they may take a more proactive and productive role in safety and security. Resources for education will be identified and an active marketing of these resources will be offered to all downtown businesses, tenants, and residents. The BID Security team utilizes a mass communication software enabling the BID to reach out to 895+ property owners, managers, and security personnel to provide general security information or updates should emergency notification be necessary. Mass-communication distribution can be geographically specific.

### **Regulation and Enforcement**

The Security Action Plan comprises initiatives focused on clarifying the ability to enforce certain regulations and impact policy. The Security Manager continues to work with the City Attorney's Office to ensure BID resources operate within legal constraints and advocate for area restrictions when circumstances are warranted.

## **2024 MARKETPLACE ON THE MALL**

Marketplace on the Mall represents the BID's focused strategy to enhance the 16<sup>th</sup> Street environment through positive activation of the public space between Court and Wynkoop Street. The program has transitioned tactically from a City permitting process to proactive and ongoing management of a program with emphasis on activity vs revenue, quality versus quantity and assurance of a positive customer experience.

### **16<sup>th</sup> Street Mall Reconstruction**

In 2020, the pandemic significantly reduced the number of pedestrian traffic Downtown. The BID Board voted to keep the lower, winter rates throughout the year to support the vendors. The program operated at discounted and forgiven rates throughout 2021. The return to regular rates were phased back to normal rates, commiserate with increased pedestrian traffic Downtown in 2022.

In 2024, the majority of the Mall will be under construction, with an anticipated 4-5 blocks reopening late in the year. The Downtown Environment Manager has been focused on outreach and communication with ground floor businesses, assisting with plans for storage of sidewalk café assets, helping vendors relocate, and working to activate public spaces along the Mall – this work will continue through 2024.

**Special Events** are an opportunity in terms of both activation and revenue growth. Interest and diversity in this category continue to grow. Creating strong alliances with national and local marketing firms remains key in encouraging their clients' product launches and promotions on the Mall. Primary deterrents to many of the national tours and promotions remain the narrow width of the median, interference from Mall shuttles and prohibited use of vehicles in promotions.

In 2024, special events on the Mall most likely will not continue; other opportunities such as collaboration with the City, commercial property owners and managers for unique options related to special event activation.

### **Visionary Strategies**

In accordance with recommendations of the 16<sup>th</sup> Street Mall Urban Design Plan and the BID's Core Block Strategy, efforts continue to analyze, capture and support unique characteristics on various blocks to further solidify a "sense of place". The Denver Botanic Gardens block, Patio 16 and a Service Vending Kiosk cluster in the Mall's business district are examples of this strategy utilized in the past. The 16<sup>th</sup> Street Mall Playbook will serve as a guide as the newly reconstructed Mall comes on-line.

### **Programmatic Strategies**

The ordinance and subordinate documents governing 16<sup>th</sup> Street Mall Vending, Special Events and Entertainers remain in need of revision in conjunction with Citywide

ordinances impacting City vending, mobile food vehicles, peddler permits, food trucks, conducting business at parking meters, and several associated items. This is a big picture item to be addressed across multiple departments and with City participation.

**Pricing adjustments** were made to reduce financial hardship and turnover rates of Mall vendors and sidewalk cafes, to ensure continued interest from local small businesses, and to avoid decline of overall activation on the Mall. A required short-term trial period has successfully been implemented before long-term agreements will be offered to reduce ongoing abandonment and legal issues.

As mentioned above, rates will continue to run at rate level with consideration of the Mall reconstruction impacts, reviewed frequently by the BID Board, and readjusted if appropriate.



## **PEDESTRIAN ENVIRONMENT - 2024**

An enhanced pedestrian environment plays an important role in not only attracting users to the downtown realm, but also to the experience of a safe and clean environment. People feel safer and more at ease in spaces that include greenery, shade, beauty, and vibrancy.

The Mall Flower Program, and its companion item, the Off-Mall Planting Program, are the two most significant costs in the Pedestrian Environment budget. In 2024, the initial 4 – 5 blocks of 16<sup>th</sup> Street are expected to come online, and a new planting program will be implemented concentrating on the use of perennials with a splash of color from annuals.

The Off-Mall component was initiated with 150 planters in 2008 and has since grown to 460 planters. Most of this growth has been attributable to a program of commercial property owners paying the BID for the initial capital cost of the planters and the first year of planting and maintenance. The BID then takes ownership of the planters and provides the flowers and maintenance for the life of the planters, which has resulted in steadily increasing maintenance costs and responsibilities for the BID each year.

In 2024, focus of the Off-Mall Planting Program will be on the evaluation of the data collected over the past three years of the perennial conversion study the DE team has been undertaking in a variety of the BID's microclimates, including 16<sup>th</sup> Street prior to construction. From 2021 to 2023 the Downtown Environment (DE) team has been able to convert just shy of a third of the BID owned off-mall planters. The intent of the study is to determine if the conversion to perennials is indeed resulting in a decrease of water usage, labor, and maintenance cost, and helping the BID to provide services in a more efficient manner, having an impact on climate and environment. The team will work with consultants in 2024 to finalize a plan of action for phase two of the program in 2025.

Added in 2023, the line item for programming, planning and community impact with the focus on funding projects that take the public environment realm into the future, serving all who visit, live, work or play downtown. Examples include investment in Outer Space, a vacant lot located on the Mall at 16<sup>th</sup> and Welton, and collaboration on Glenarm Plaza, among others.

The funding from Programming-Activation will be used to activate the Mall and other spaces in the public realm with various types of attractions or entertainment, focused on activities that will activate both on a one time and on an ongoing basis. This includes the continued support of activation activities including but not limited to funding dedicated to the Mall or alley activation and programming and maintenance.

## **PERIODIC MAINTENANCE RESERVE**

In 2024, funds are being allocated for LoDo hardscape repairs, banner hardware, replacement banners, maintenance equipment purchase/lease funding, and Mall furniture repair or replacement in the Periodic Maintenance Reserve Projects fund. Generally, the BID contributes to the Periodic Maintenance Reserve annually to cover the costs for items and projects that do not happen annually but are recurring and then draws money from that Reserve as necessary to fund specific projects.

The 2024 items include:

- \$60,000 for Mall hardscape rehab in the Lower Downtown portion of the Mall – this portion is not part of the major 16<sup>th</sup> Street Mall Reconstruction Project.
- Funds to purchase 2 Victor Stanley trash receptacles and lids. \$5,500.
- \$3,500 for replacement banners (approx. 60 banners for 2024) and \$5,000 banner hardware for the 16<sup>th</sup> Street Mall.
- \$28,500 maintenance equipment lease/purchase costs – BID trucks.

## **2024 CAPITAL FUND**

Capital funding for the BID was established based on a capital reserve goal and formula approved by the BID Board and initiated in 2004. Traditionally the BID has contributed up to 1% of Special Property Assessments annually to the Capital Project Fund to cover periodic capital projects and then draws money from that Fund as necessary to fund specific projects. The economic impacts of the pandemic and the Mall permit program have brought this contribution down. There are 2024 capital funds available to support \$7500 to replace LoDo trees and repair grates – replacement if not repair.



**DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT**

**NOTICE IS HEREBY GIVEN** that a Public Hearing in possible action to approve the proposed Downtown Denver Business Improvement District 2024 budget will be held at a meeting of the Downtown Denver Business Improvement District to be held at 1:30 p.m. on Thursday, October 5, 2023 at 1515 Arapahoe, Tower 3, Suite 100, Denver, Colorado 80202.

Copies of the proposed budget are available for public inspection at the offices of the District, 1515 Arapahoe Street, Tower 3, Suite 100, Denver, Colorado. Any elector of the District may at any time prior to the final budget, file or register any objections thereto.

Dated this 28th Day of September, 2023.

Downtown Denver Business Improvement District

Beth Moyski  
Senior Vice President, Downtown Environment  
303-571-8226

Published: October 2, 2023 in The Daily Journal

---



## **Downtown Denver Business Improvement District**

NOTICE IS HEREBY GIVEN that a Public Hearing in possible action to approve the proposed Downtown Denver Business Improvement District 2024 budget will be held at a meeting of the Downtown Denver Business Improvement District to be held at 1:30 p.m. on Thursday, October 5, 2023 at 1515 Arapahoe, Tower 3, Suite 100, Denver, Colorado 80202.

Copies of the proposed budget are available for public inspection at the offices of the District, 1515 Arapahoe Street, Tower 3, Suite 100, Denver, Colorado. Any elector of the District may at any time prior to the final budget, file or register any objections thereto.

Dated this 28<sup>th</sup> Day of September, 2023.

Downtown Denver Business Improvement District

Beth Moyski  
Senior Vice President, Downtown Environment  
303-571-8226

DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT  
AMENDED BYLAWS

---

Preamble

These bylaws are adopted pursuant to the laws of the State of Colorado and the ordinances of the City and County of Denver. In the event of a direct conflict between these bylaws and state law or city ordinance, the state law or city ordinance shall govern.

Article I

General

Section 1. The name of the district shall be the "Downtown Denver Business Improvement District", also known as the "Downtown Denver BID" or the "Downtown BID".

Section 2. The office of the Downtown BID Shall be located within the boundaries of the Downtown BID at such place as the board of directions shall, by resolution, determine.

Article II

Directors and Officers

Section 1. There shall be the number of directors provided by the ordinance of the City and County of Denver on the board of directors of the Downtown BID (Board).

Section 2. A vacancy on the board occurs when a director ceases to be an elector of the Downtown BID, resigns, is removed from office as provided by law, or dies.

Section 3. A vacancy on the board shall be filled in the manner provided by law.

Section 4. There shall be a chair, a vice-chair, a secretary and a treasurer of the board who shall be officers of the Downtown BID. The office of secretary and treasurer may be filled by one person. The board may appoint an assistant secretary who need not be a member of the board.

Section 5. Officers shall be elected annually by the board at the first regular meeting of the fiscal year and shall serve a term of one year or until their successor is elected.

Section 6. The chair shall preside at all meetings of the board and the Downtown BID, shall sign all documents on behalf of the Downtown BID upon approval by the board, and shall have such other duties as the board may direct. The chairman shall appoint such committees and task forces as are authorized by the board.

Section 7. The vice-chair shall perform the duties of the chair in the absence of the chair or in the event of the chair's inability or refusal to act and shall have such other duties as the board may provide.

Section 8. The secretary shall keep a record of all proceedings, minutes of meetings, certificates, contracts, and corporate acts of the board and shall be custodian of the seal of the Downtown BID which shall be affixed to all contracts and instruments authorized by the board.

Section 9. The treasurer shall keep permanent records containing accurate accounts of all money received by and disbursed on behalf of the Downtown BID and shall make all required reports. The treasurer shall have the care and custody of all Downtown BID moneys and shall deposit such moneys in the manner provided by law and as authorized by the board.

Section 10. The board may provide such additional duties for any officer as it deems necessary.

Section 11. A vacancy in any office shall be filled by the board at its next regular meeting for the remainder of the unexpired term.

Section 12. Directors and officers shall receive no compensation for their service but may be reimbursed for expenses incurred in the performance of their duties in the manner provide by the board by resolution.

Section 13. Directors shall disclose and act on potential conflicts of interest as required by Colorado law, including C.R.S. 18-8-308; 24-18-109; 24-18-110; and 24-18-201 to 206. Directors shall disclose potential conflicts of interest in writing at least 72 hours before a meeting of the Board in which the conflict will arise. Such disclosure is to be made to the Board Secretary (or Manager on behalf of the secretary), and to the BID's attorney's office. At the start of the Board's discussion, the Director will verbally disclose the potential conflict, not attempt to influence the decision of other Board members, and shall not vote on the matter.

### Article III

#### **Personnel and Management**

Section 1. The Downtown BID may employ such personnel or contract for such services as it deems necessary to exercise its powers and perform its duties and function. The terms and conditions of such employment or contracts, together with the duties to be performed, shall be determined by the board in conformance with the law.

## Article IV

### **Meetings**

Section 1. The regular meeting of the board shall be held monthly on a recurring designated day of the month and regular time, with such day and time determined by the board at the end of each calendar year for the next calendar year. The selected day and time for the regular meeting for any given month may be changed by vote of the board, and the posting of corresponding notices as required by Colorado law. Meeting shall be held at the BID office unless otherwise noticed in advance in accordance with Colorado law. If the regular meeting date falls on a legal holiday, the regular meeting shall be held on the next succeeding business day at the same time and place.

Section 2. The chairman or any two members of the board may call a special meeting of the board upon at least twenty-four hours' written notice to each member. Such notice shall state the purpose for which such special meeting is called.

Section 3. Public notice of all meetings of the board shall be given as provided by law and shall contain the date, time, place and type of meeting, and specific agenda information where possible. Public notice of any meeting shall be posted at least twenty-four hours in advance at such public place or places as the board may designate annually at its first regular meeting in the fiscal year.

Section 4. A majority of the directors in attendance shall constitute a quorum of the board for the purpose of conducting its business, but a smaller number may adjourn from time to time until a quorum is obtained. Directors may attend any meeting in person or by a telephonic connection, but any such connection shall permit any director not attending in person to hear all discussion concerning any item upon which action is to be taken and shall permit all persons in attendance to hear the director attending by telephone.

Section 5. When a quorum is in attendance, action may be taken by the board upon an affirmative vote of a majority of the directors in attendance, but a majority of all directors shall be required to approve the annual budget and operating plan, to approve budget and appropriation resolutions and certification of mill levies and special assessments, to elect officers, to amend the bylaws, and to approve any contracts or agreements that are in excess of one percent (1%) of the approved DDBID Budget of the concurrent Fiscal Year of said contract or agreement.

Section 6. Voting on all questions except election of officers shall be by a roll call vote which shall be entered into or appended to the minutes of the meeting. Election of officers shall be by secret ballot. No director may abstain from voting except in the case of a conflict of interest which has been disclosed as provided by law. No proxy voting shall be permitted.



Section 7. All meetings of the board for any purpose whatsoever shall be open to the public except that the board may go into executive session in the manner and for purposes provided by law.

Section 8. Action on any item shall be taken only at a regular or special meeting by motion or by resolution. Resolutions shall be used for all actions of a general and permanent nature, shall be in writing, shall, upon adoption, be authenticated by the secretary, and shall be contained in a well-bound book, properly indexed. All motions shall be set forth in the minutes of the meeting. Resolutions and motions shall become effective on the day of adoption unless otherwise stated.

Section 9. All meetings of the Board for any purpose whatsoever shall be open to the public; provided, however, that this section shall not limit the authority of the Board to enter into executive session as allowed by law.

The procedures to enter into an executive session are presented below: (This is only a summary, consult the attorney for the BID as questions arise.)

During an open meeting:

1. Announce the detailed topic and legal authority for the Executive Session – the announcement must cite the specific law that allows the session (see the list a-h below). If the topic is not on the list, the Board is prohibited from entering the executive session.
2. Board vote – need 2/3 vote of quorum present in favor of the session.
3. Exclude public and all others.
4. Record the executive session discussions electronically – keep the recording secret unless ordered otherwise by a court or the Board consents. No recording is required if the topic is an individual student or is attorney-client privileged (attorney must be present and must state on the record or attest that the discussion is privileged).
5. THE BOARD MUST TAKE NO ACTION, NO VOTE, NO DECISION IN EXECUTIVE SESSION.
6. Come out of executive session back into public session.
7. Complete the meeting.

Later...

- a. If required for an attorney-client matter, have the attorney sign an attestation concerning the content of the session.
- b. DESTROY EXECUTIVE SESSION RECORDING AFTER 90 DAYS UNLESS NEEDED FOR COURT.

The allowed purposes for an Executive Session are listed in §24-6-402(4), C.R.S.

- a. Purchase, acquire, lease, transfer or sale of real, personal or other property interest, but not to conceal a conflict of interest.
- b. Consult or receive advice from attorney on specific legal questions.
- c. Confidential items per federal or state law, rules, regulations. Cite the statute or rule before session begins.
- d. Security details – investigations – defenses against terrorism or to prevent disclosing items that could be used to commit crime or avoid prosecution.
- e. Develop negotiating positions, strategy, or instruct negotiators.
- f. Personnel matters, except about directors, an elected official, board appointments, general personnel policies, one employee if the employee requests an open meeting or if more than one employee is involved, then all request open meeting, or a hearing covered by the Teacher Empl. Comp. and Dism. Act of 1990.
- g. Documents to be kept secret according to the Colorado Open Records Act (such as medical information; confidential commercial data; names, addresses, and financial information about users of District facilities or services).
- h. Discussions of individual students.

## Article V

### **Fiscal Matters**

Section 1. The fiscal year of the Downtown BID shall be the calendar year.

Section 2. The board shall establish limits on the check writing authority of officers, employees, and agents of the Downtown BID, but two signatures shall be required on all checks between Ten Thousand and No/100 Dollars (\$10,000.00) and Twenty-Five Thousand and No/100 Dollars (\$25,000). One of the signatures shall be a board member for checks over Fifty Thousand and No/100 Dollars (\$50,000.00) and over. The order of preference for board member signature is as follows: 1. Treasurer, 2. Chair, and 3. Secretary.

Section 3. The board may authorize an officer, employee, or agent of the Downtown BID to enter into any contract or execute and deliver any instrument in the name of and on behalf of the Downtown BID. Any such authorization shall specify the particular contract or instrument, or the category of contracts or instruments, so authorized.

Section 4. No load or advance shall be made or contracted on behalf of the Downtown BID and no note, bond, or other evidence of indebtedness shall be executed or delivered in its name except in the manner provided by law and as authorized by the board.

Article VI

**Amendments**

Section 1. These bylaws may be amended or repealed, and new bylaws adopted, by the board at any regular or special meeting subject to the requirements of Section 5 Article IV of these bylaws.

Article VII

**Indemnification**

Section 1. The Downtown BID shall indemnify any director, officer, employee, or agent or any former director, officer, employee, or agent for any expense actually incurred in connection with any action, suite, or proceeding or for any loss or claim resulting from any such action, suit, or proceeding in which such person has been made a party by reason of being or having been such director, officer, employee, or agent, including any matter as to which such person is adjudged to be liable in such action, suite, or proceeding except for such person's willful and wanton acts or omissions in the performance of official duties.

Section 2. The Downtown BID is authorized to obtain such policy or policies of insurance for the purpose of providing such indemnification and for such other purposes as the board deems necessary.

Section 3. The indemnification provided in this article does not constitute a waiver, either partial or complete, of any immunities or limitations on judgments provided by law with respect to the Downtown BID or its directors, officers, employees, or agents.

Adopted by the Board of Directors of the Downtown Denver Business Improvement District this 3<sup>rd</sup> day of September, 1992, and amended this 7<sup>th</sup> day of June, 2018.

  
\_\_\_\_\_  
Chair of the Board

Attest:

\_\_\_\_\_  
Secretary

**Downtown Denver Business Improvement District**  
**2023 Board of Directors' official board actions (motions) through September 30, 2023**  
**Meeting Minutes available upon request**

**January 5, 2023:**

Approved Meeting Minutes from December 1, 2022

Approved Executive Board slate for 2023: Chair Janda, Vice Blair, Treasurer Hallinan DeLeon, and Secretary Roberts

Approved a resolution regarding administrative matters for 2023.

**February 2, 2023:**

Approved Meeting Minutes from January 5, 2023

Approved a contract between the DDBID and CreativExteriors for planting and maintaining flowers in the 379 District planters.

**March 2, 2023:**

Approved Minutes from February 2, 2023, Meeting

Approved a contract with the City and County of Denver for the BID to perform the procurement work associated with the fixtures, furnishings, and equipment (FFE) for the 16<sup>th</sup> Street reconstruction project.

Approved an agreement between the DDBID and SavATree concerning the tree health program of trees in the public right of way fronting commercial properties along 16<sup>th</sup> as well as throughout the 120-block district.

**April 6, 2023:**

Approved the Meeting Minutes from March 3, 2023

Approved an agreement between DDBID and CSG to Continue Providing Maintenance Services for Wynkoop Plaza, Denver Union Station on behalf of RTD as part of DDBID's enterprise program.

Held a Public Hearing for a proposed amendment of the 2022 BID Budget.

Approved a resolution amending the 2022 BID Budget.

Accepted the 2022 BID Audit and directed BID staff to submit to the City.

**May 4, 2023:**

Approved the Meeting Minutes from April 6, 2023

**June 1, 2023:**

Approved May 4<sup>th</sup> Meeting Minutes

**July 13, 2023:**

Approved Meeting Minutes from June 1, 2023

**August 3, 2023:**

Approved Meeting Minutes from July 13, 2023

**September 12, 2023:**

Approved Meeting Minutes from August 3, 2023

Approved Proposed 2024 Budget and Operating Plan and directed BID staff to submit to Denver City Clerk by September 30, 2023.

###

Downtown Denver Business Improvement District  
Board of Directors  
2023

**Jodi L. Janda**

Jones Lang LaSalle, Vice President  
Senior General Manager  
Independence Plaza  
1050 17<sup>th</sup> Street, Suite 1650  
Denver, CO 80265  
303-534-6611 w  
303-886-7074 m  
[Jodi.Janda@am.ill.com](mailto:Jodi.Janda@am.ill.com)

**Large Property  
Chair**

*2<sup>nd</sup> term, expires 12/31/2025*

**Ed Blair**

Sage Hospitality Group  
Area General Manager  
The Oxford Hotel  
1600 17<sup>th</sup> Street  
Denver, CO 80202  
720-904-0928 w  
[Ed.Blair@sagehospitalitygroup.com](mailto:Ed.Blair@sagehospitalitygroup.com)

**B-7 Property**

**Vice Chair**

*1<sup>st</sup> term, expires 12/31/2024*

**Jennifer L. Hallinan DeLeon**

Hines, Senior Property Manager  
1125 17<sup>th</sup> Street, Suite 850  
Denver, CO 80202  
720-235-3050 w  
[Jennifer.Hallinan@hines.com](mailto:Jennifer.Hallinan@hines.com)

**B-5 Property**

**Treasurer**

*2<sup>nd</sup> term, expires 12/31/2024*

**Nathan Roberts**

Kittredge Ventures, Managing Director  
511 16<sup>th</sup> Street, Suite 630  
Denver CO 80202  
720-787-7647 w  
303-548-1582 m  
[nathan@kittventures.com](mailto:nathan@kittventures.com)

**Small Property**

**Secretary**

*1<sup>st</sup> term, expires 12/31/2024*

**Evan Gart**

Gart Properties  
Vice President of Operations  
299 Milwaukee Street, Suite 501  
303-801-3343 w  
303-803-6410 m  
[egart@gartproperties.com](mailto:egart@gartproperties.com)

**Retail**

*1<sup>st</sup> term, expires 12/31/2024*

**David Foley**

Brookfield Properties  
Senior Vice President, Operations  
1801 California Street, Suite 200  
Denver, CO 80202  
303-382-8414

[David.Foley@brookfieldproperties.com](mailto:David.Foley@brookfieldproperties.com)

**Unimproved Properties (Parking Lots)**

*1<sup>st</sup> term, expires 12/31/2024*

**Office Property**

**Vacant**

**Ron Fano**

Spencer Fane LLC  
1700 Lincoln Suite 2000  
Denver CO 80203  
303-839-3820 w  
303-839-3838 f  
[rfano@spencerfane.com](mailto:rfano@spencerfane.com)

**Legal Advisor**

*No term*

2023 Downtown Denver BID Board Attendance

Board Members	January	February	March	April	May	June	July	August	September
Jodi Janda – Chair	X	X	X	X	X	X	X	X	****
Ed Blair – Vice Chair	X	X	X	X	X	X	****	X	X
Jennifer Hallinan DeLeon – Treasurer	X	X	X	X	X	X	X	X	X
Nathan Roberts – Secretary	X	X	X	X	X	****	X	X	****
Evan Gart	****	X	X	X	X	X	X	X	X
David Foley	X	X	X	X	X	****	X	X	X
Vacant	**	**	**	**	**	**	**	**	**

\*\* = seat vacant

\*\*\*\* = Excused absence / Maternity-Paternity leave



# ST. FRANCIS CENTER

*38 years of providing a point of transformation for people who are homeless.*

## Agency & Community Updates September 5, 2023

- **Housing Outcomes:** In the month of July 2023, our team **housed 14 individuals** with the full Denver Street Outreach Collaborative [DSOC] housing 26. Ten of the individuals housed by our team were chronically homeless at the time they moved off the streets, and 4 individuals were housed from Safe Outdoor Spaces. Of our total 14 housed in July, 7 moved into Permanent Supportive Housing options, 4 with Emergency Housing Vouchers (with no supportive services attached), 2 were sent to other states to live with family, and 1 was connected to Rapid Rehousing dollars through OneHome. Preliminary reports for August are looking like our team has housed, year-to-date, over 80 people (compared to 77 people by this point in 2022).
- **Please RSVP:** Our **40<sup>th</sup> Anniversary Gala** is scheduled for **Saturday, October 28<sup>th</sup>, 2023** at the Denver Art Museum. Please see enclosed flier for more details (separate document)! Please purchase tickets by September 16<sup>th</sup> at: <https://cbo.io/stfrancis/GalaTix>
- **Mall Outreach:** Our outreach workers continue to engage individuals on the 16<sup>th</sup> St Mall, surrounding area and Skyline Parks at least 2-3 times a week, **having over 370 encounters in August in the BID area.**
- **Union Station Outreach:** Outreach teams, both from St. Francis and the City, continue to engage unhoused individuals in and around the RTD bus depot at Union Station, though the numbers of encounters in this area have steadily decreased.
- **Encampment Resolution:** As part of the Mayor's "House 1000 Initiative," our team will be directly involved in the encampment resolution work. We will be doubling the size of our Outreach Team over the course of the next few months. As we hire and train all of these new staff, some of our current DSOC staff, who typically spend a lot of time outreaching in the BID area, will be temporarily redeployed to our SOLE team (Strategic Outreach to Large Encampments) to do this targeted outreach work in large encampments. We will continue to do our best to be present in the BID area and engage those individuals rough sleeping, who will continue to need supportive services connections. However, there may be a notable decrease in our number of reported engagements in the BID area over the next few months as we navigate this shift and hiring process.
- **Positive Stories:**
  - While outreaching near 16th and Tremont, two of our Outreach Workers encountered a community member who enthusiastically told them about her upbringing, including her family's

migration from Baghdad, Iraq. Her family fled to the United States to escape conflict in her country. The Outreach Workers were inspired by her admiration for her mother's incredibly hard work ethic in raising 4 kids while working 2 jobs to support them, since the father could not make the initial move with them. She explained that she still is on good terms with her family but she does not wish for them to see her struggle with mental illness, so she chooses to live on the street. When they offered her resources, she replied that she was not yet ready to take that step but that she would like to work with our Outreach Workers in the future to help her get back on track. She did, however, agree to go to Stout Street Health Center to get treatment for an infection on her arm. Our Outreach Workers left her with food, water, and their contact cards, and are looking forward to helping the young lady seek treatments and reunite with her family when she is ready.

- Two of our Outreach Workers have been working diligently with a community member that floats around the BID area. They have replaced his CO ID several times, since his wallet keeps finding itself stolen. Additionally, they have been working on Transitional Housing, and recently were able to get this individual accepted into a Safe Outdoor Space, where our Outreach Workers will continue to provide ongoing case management support for him. The community member has stated that this has "been some of the best news that he has had in a long-time, and that having a safe place to sleep is truly amazing". Our Outreach Workers will continue to work with this community member towards achieving further goals, such as employment, disability benefits, and ultimately, permanent housing.







## **Expanded Housing Report**

**Organization:** St. Francis Center

**Month & Year:** July 2023

**Client Initials:** M.T

**Date Entered DSOC Services:** 11/01/2022

**Total Number of Outreach Encounters:** 13

**DSOC HMIS Services Provided:** Housing discussed and obtained, and mental health discussed

**Outreach Worker(s):** Lashey Randon

**Collaborations Involved:** DHA EHV

**Overview of Case:** OW met this individual in November 2022 on outreach near the Saint Francis Center Outreach office. Client was looking to connect with a service provider to navigate resources in the community. OW does not have a long and extensive rapport with this community member, but wanted to share their frustrating journey to becoming housed. The client has worked at the airport for nearly 10 years and he is also a lyft driver. He found it hard to obtain housing with his two incomes and needed a voucher to help supplement his income to afford housing. Once he obtained the voucher he encountered several new barriers: being denied by multiple properties for not making 2 to 3 times the full rent (not just his portion of his rent, as determined by his voucher) and not being able to find units within the DHA rent payment standards. He was hoping to move into the Green Valley neighborhood given its proximity to his job, but ultimately did find an apartment in the Central Park neighborhood. The client is overall happy with his new apartment, however, he did not have hot water for a little over a week after he moved in, so he continues to navigate challenges with support of OW.

**Will client sign ROI to discuss their case with HOST or other entity?** No



Downtown  
Denver  
Partnership

# High Frequency Economic Update



August 2023



# Insights

## Return to Office at 63% of 2019 Levels in July

Total employees downtown on an average weekday in July was 63% of 2019 levels, **up from 60% in June and 56% in May**. This compares to the 10-city average 47% return to office reported by Kastle as measured by keycard access buildings in major cities across the country. While these numbers are not directly comparable, it tells us that downtown Denver office workers are coming back to the office in-line with peer cities and the US average. However, note that the 47% number from Kastle reflects August patterns which we expect to drop a bit with end of summer vacations and back to school.

Over the past two months, the most popular days for in-office work were Wednesday and Thursday. The lowest weekday office traffic is on Friday and Monday. Stay tuned to this report as we explore return to office trends as the summer progresses and more employers encourage return to office.

**See pages 6-9**

## 91% Recovery Rate in July; Downtown Entertainment Leads the Way with Sports and Music

Downtown Denver's overall pedestrian traffic in July 2023 was 91% of the overall pedestrian traffic in July 2019, showing that the area has mostly recovered from the post-covid slowdown in activity in terms of pedestrian activity. The July recovery rate compares to a June recovery rate of 86%. This 91% recovery rate translates into an average of about 225,000 people a day in downtown, comprised of residents, employees, and visitors. While visitors and residents have fully recovered or increased since 2019, the average number of employees working in downtown remains lower than pre-covid.

Late June and July traffic in downtown was boosted by Nuggets championship games and the championship parade, the July 4<sup>th</sup> holiday, Taylor Swift concerts, Pride, sporting events, and other summer activities. Despite an unseasonably rainy summer, downtown enjoyed many days of 300,000 in June and July. Late July and August has brought somewhat slower traffic, with no days over 300,000. This slightly lower pedestrian traffic is to be expected as August is typically a slower month and we have not had any major events or conventions. The September edition of this report will review full August data.

**See pages 3-5**

## Downtown Hotel Market Posts Strong Summer

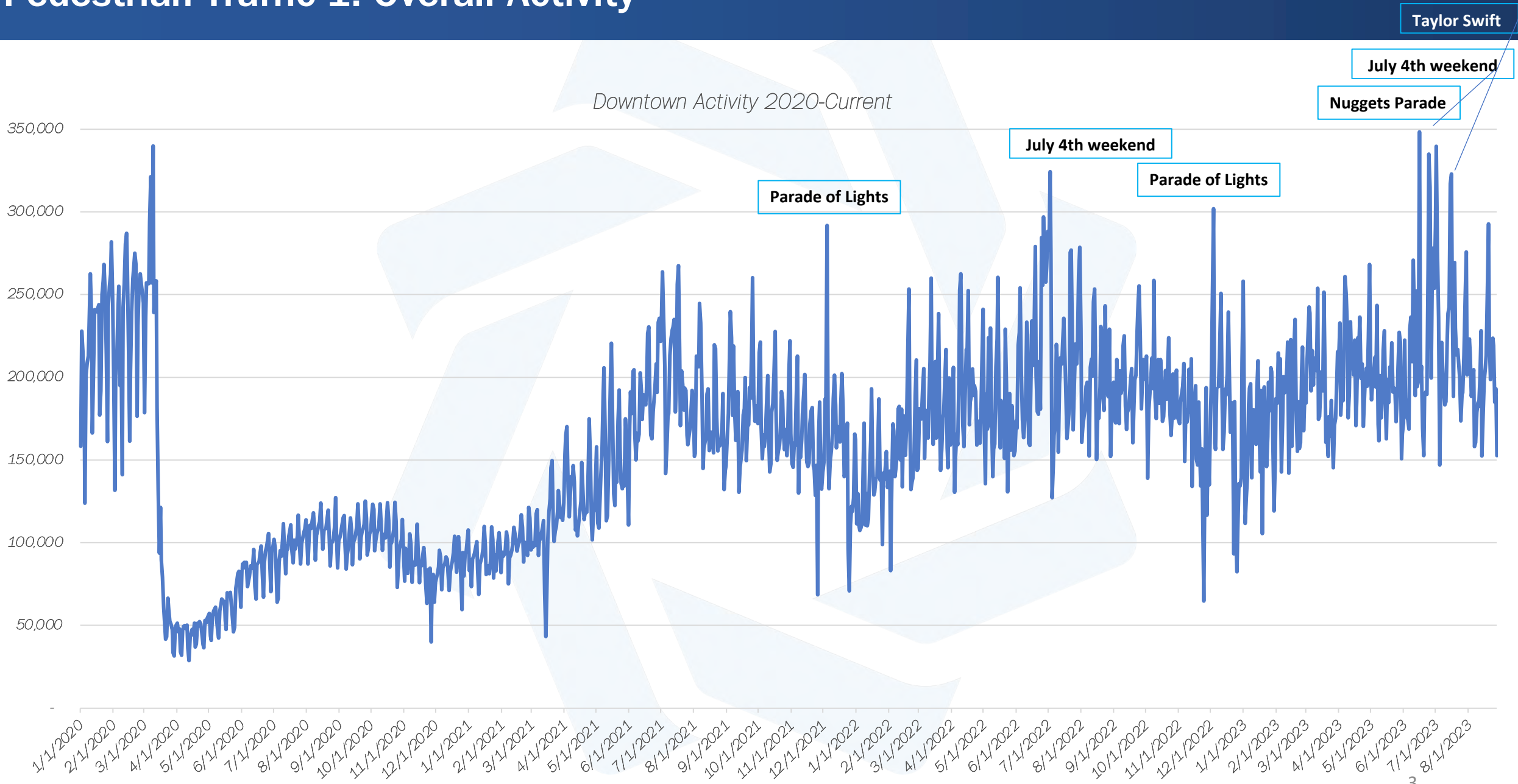
The occupancy rates for Downtown hotels was 81% in June and 79% in July. While this is lower than 2019 occupancy, it reflects a strong summer tourism market and is notably higher than the 78% and 74% in June and July of 2022.

Revenue Per Available Room (RevPAR) was higher than pre-pandemic 2019 monthly levels in May, June, and July. These summer months of increasing RevPAR represent the first time since 2020 where RevPAR was higher than pre-pandemic levels, a welcome indicator for downtown hotels.

Stay tuned to this report to see how the typically strong fall convention season plays out for the downtown hotel market.

**See pages 10-11**

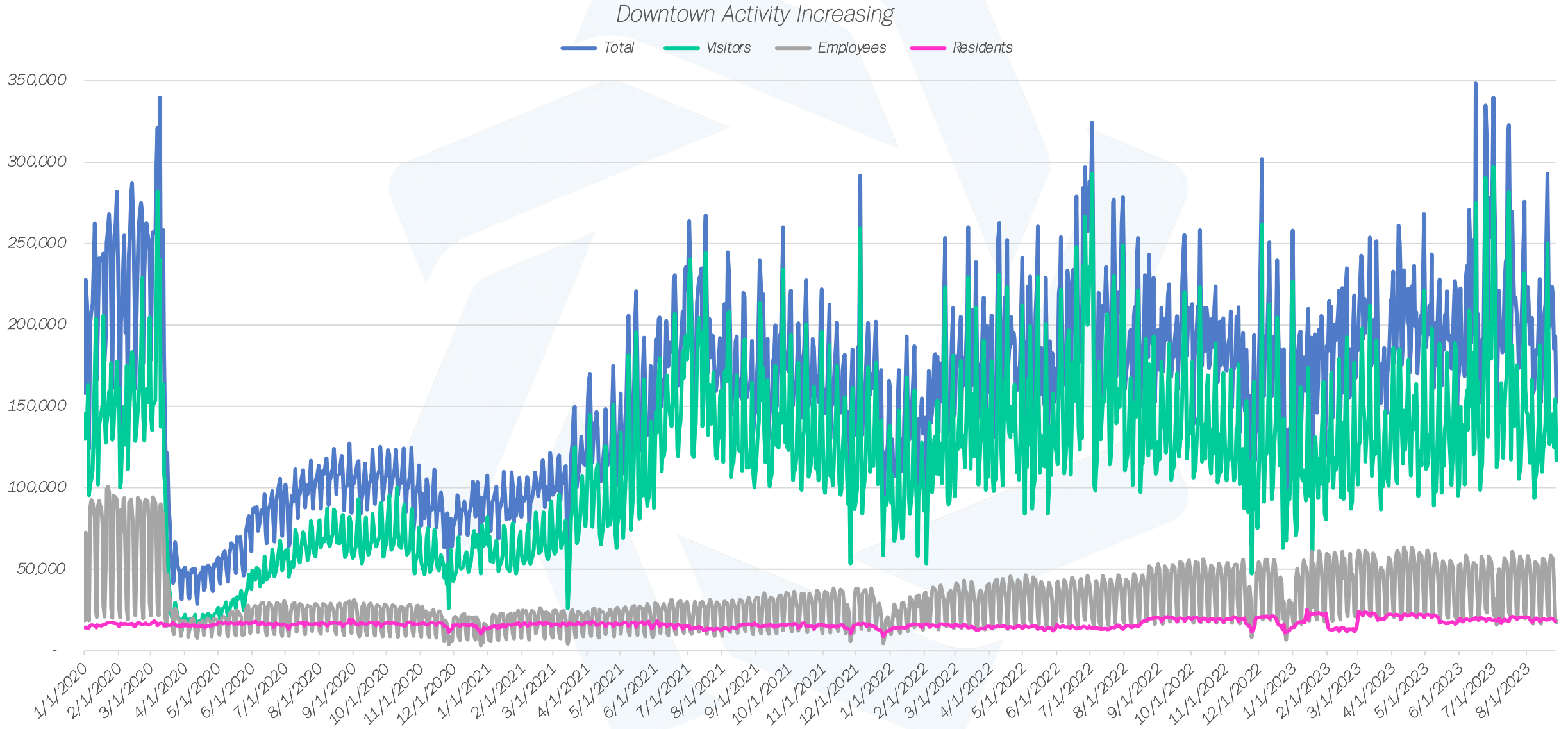
# Pedestrian Traffic 1: Overall Activity



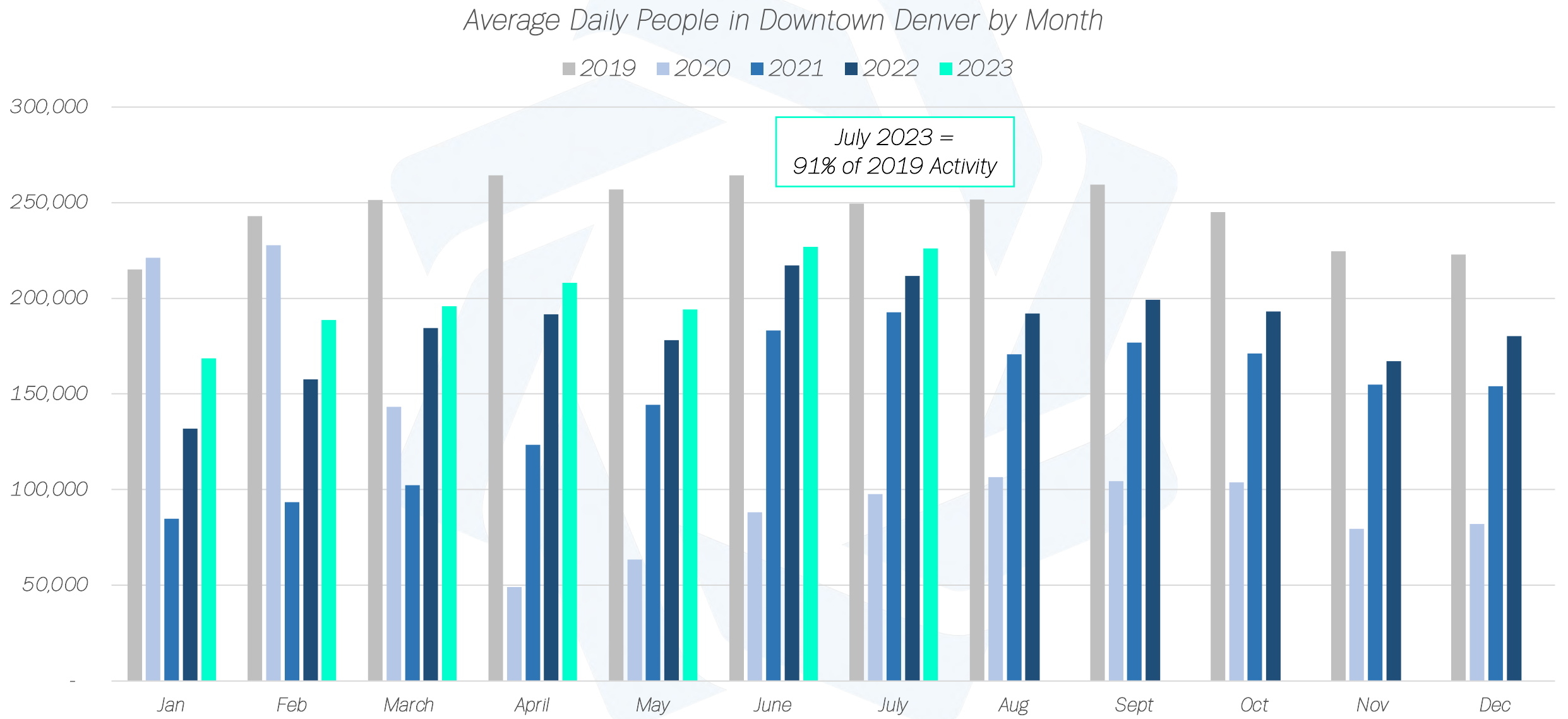
Source: [Placer.ai/DDP](https://placer.ai/DDP) Geography: Downtown Denver

**\*Visits = at least 7 minutes, only 1 visit per day per individual is counted**

# Pedestrian Traffic 2 – Trends by Type of User



# Pedestrian Traffic 3 – Traffic Approaching Pre-Pandemic Levels

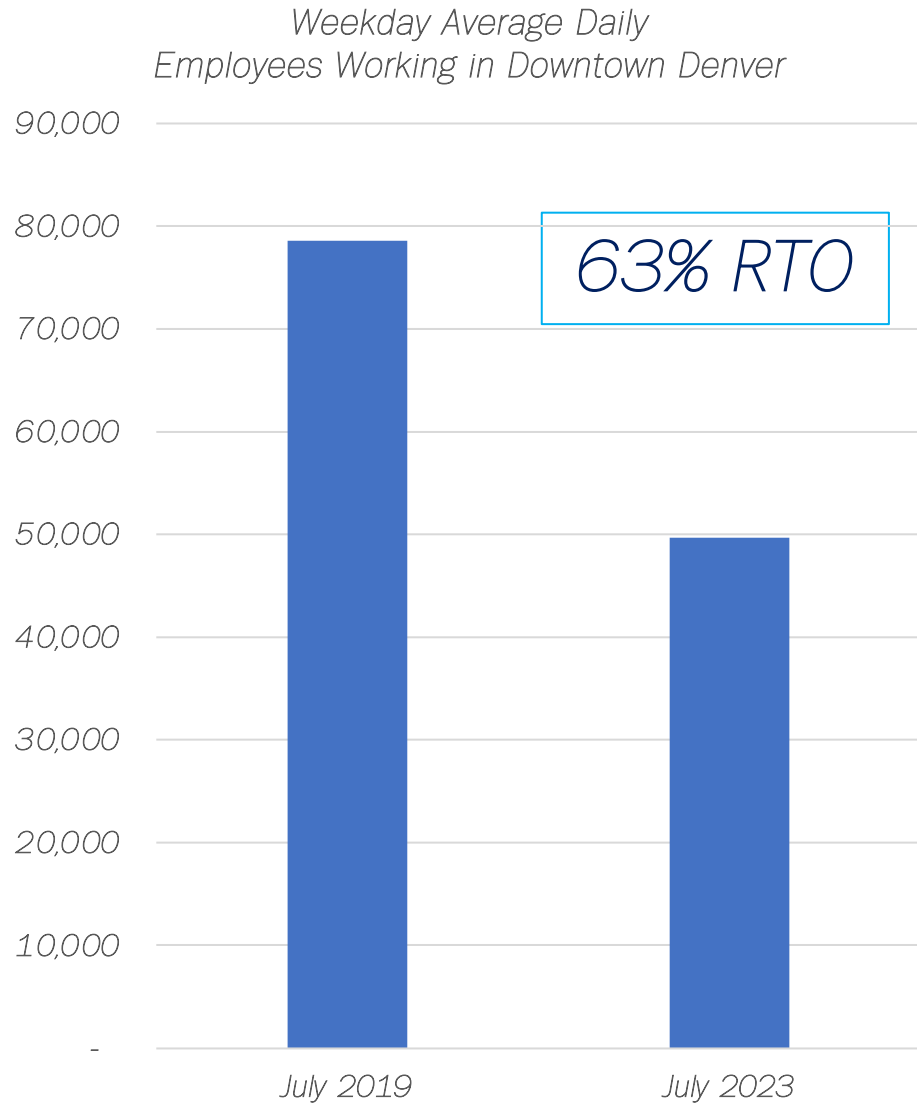


Source: Placer.ai/DDP Geography: Downtown Denver

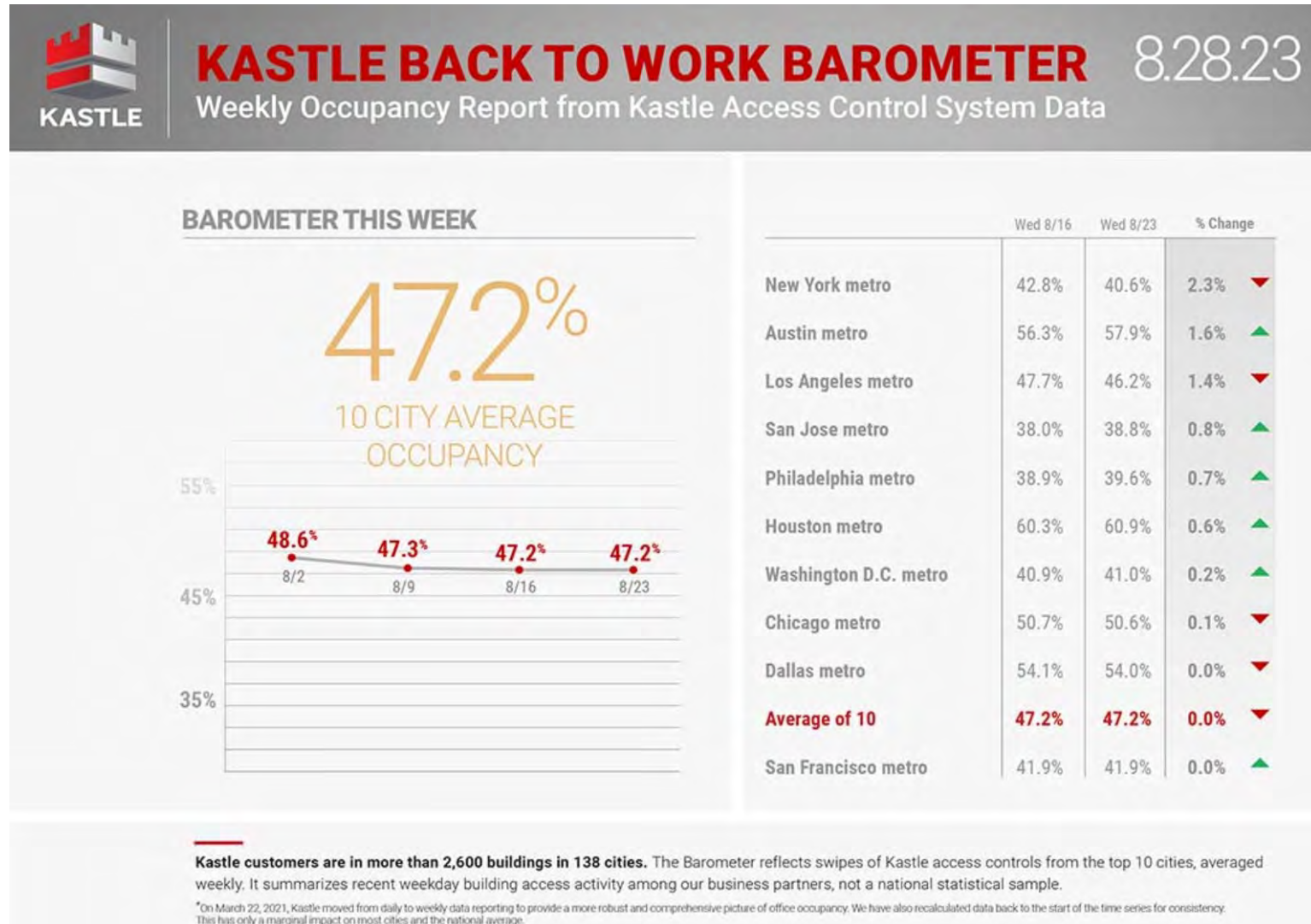
\*Visits = at least 7 minutes, only 1 visit per day per individual is counted



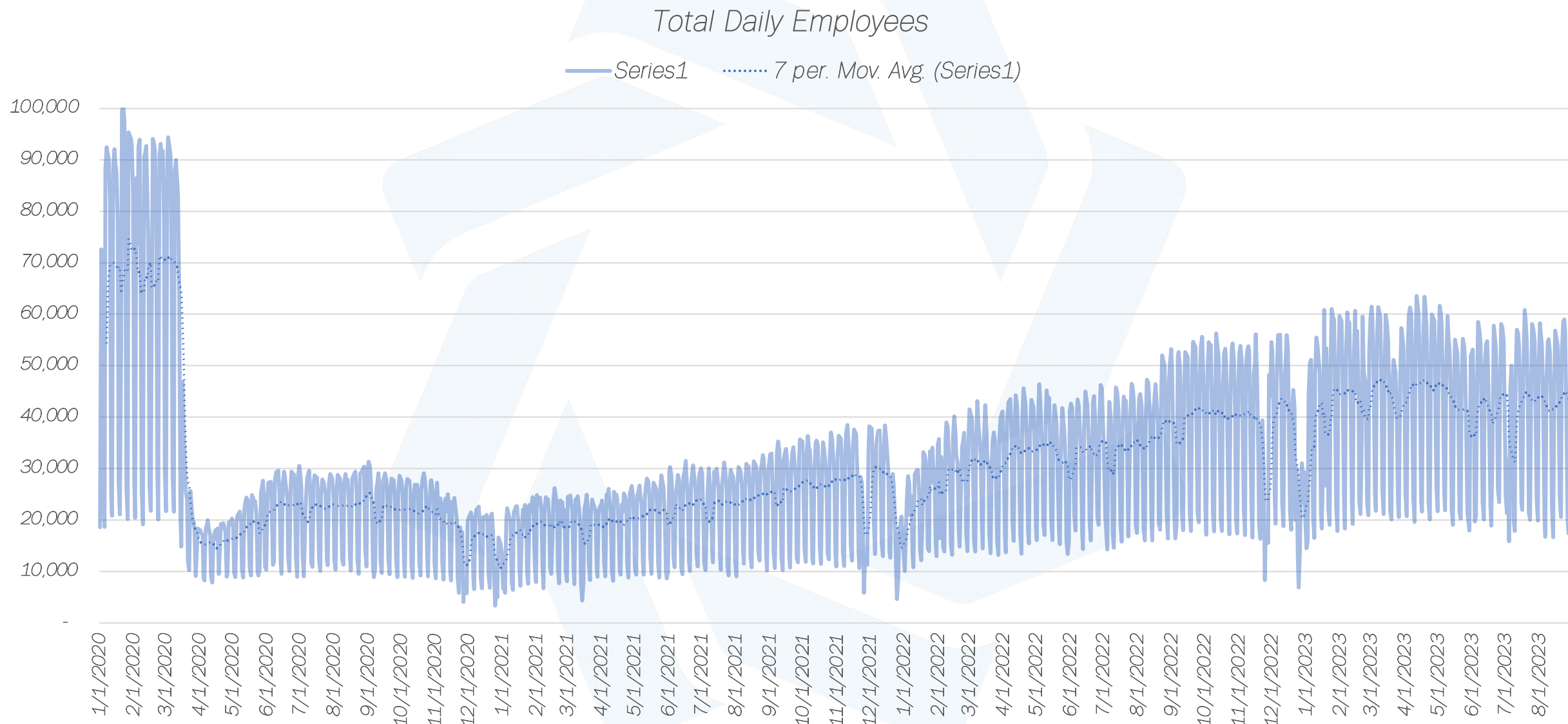
# Pedestrian Traffic 4 – Return to Office In Line with Peer Cities



Source: Placer.ai/Kastle Geography: Downtown Denver



# Pedestrian Traffic 5 – Return to Office Trend

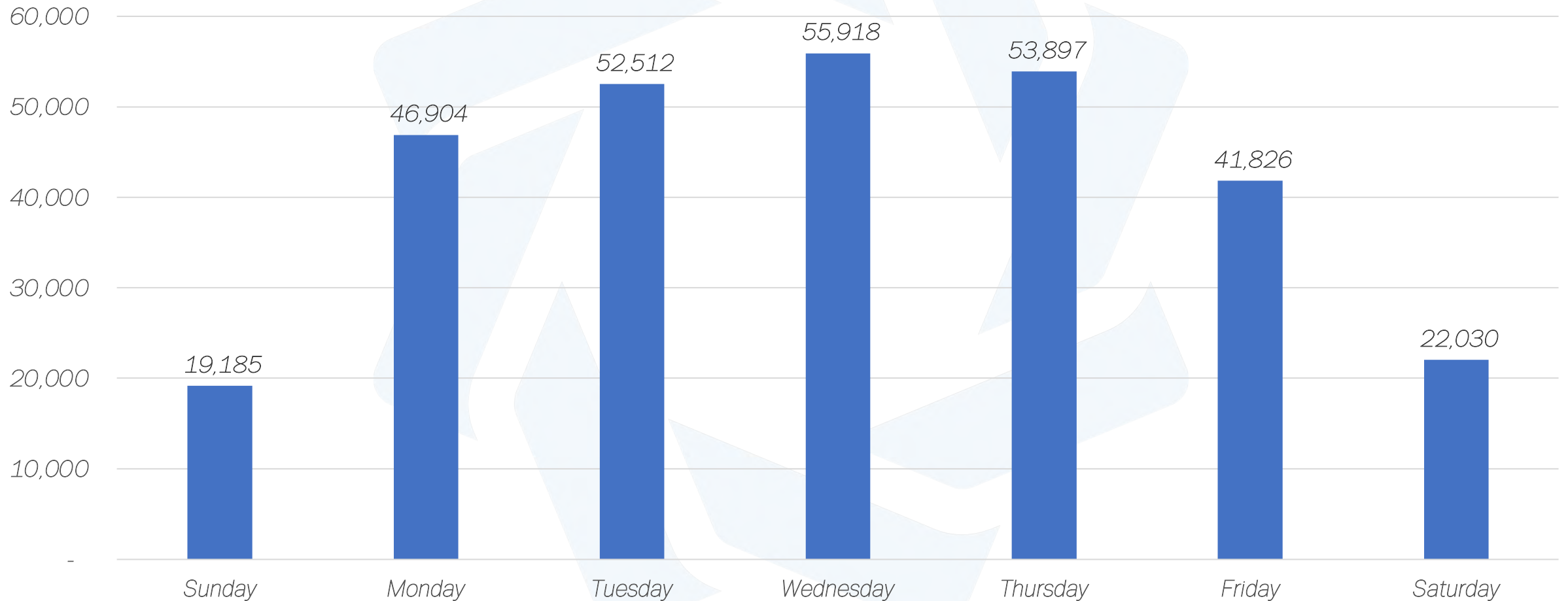


Source: Placer.ai/DDP Geography: Downtown Denver

\*Visits = at least 7 minutes, only 1 visit per day per individual is counted

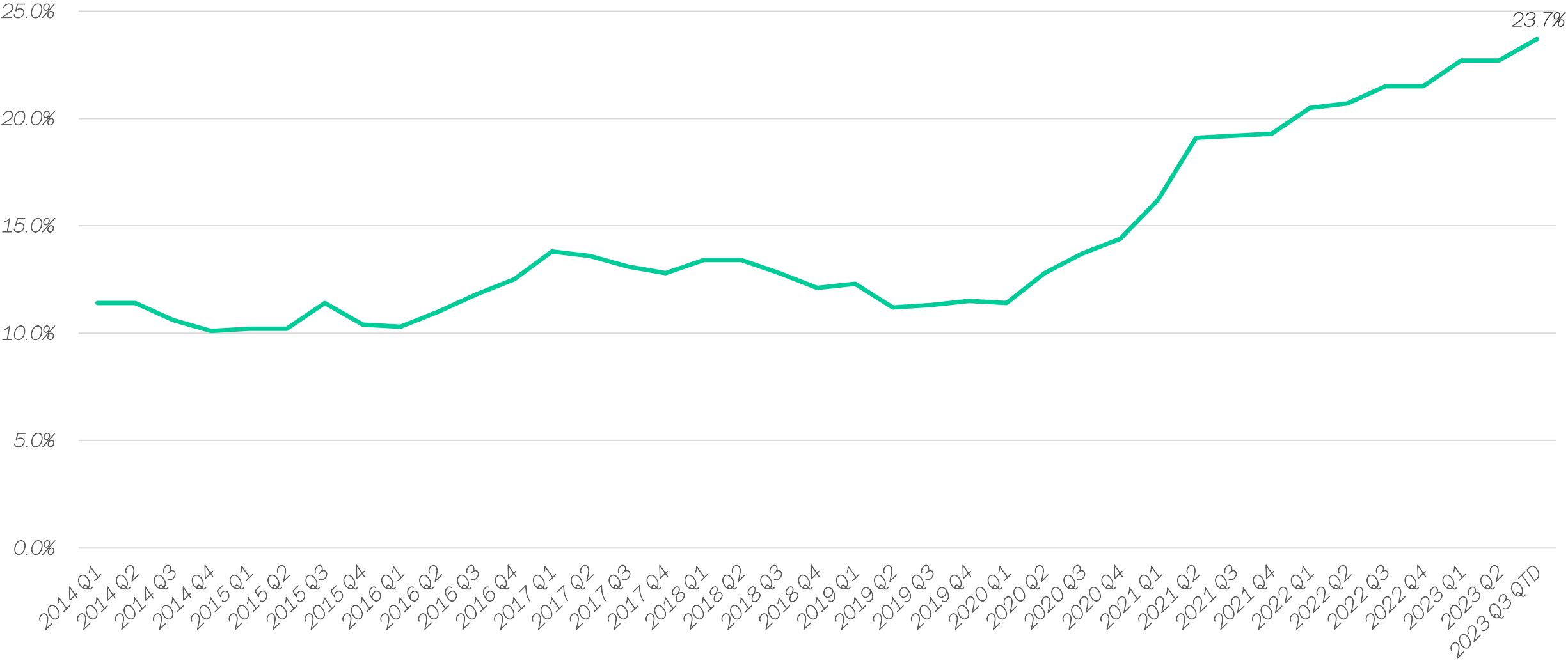
# Pedestrian Traffic 6 – Wednesday and Thursday are Busiest In-Office Days

*Average Employees Working in Downtown Denver by Day of Week  
(July-August 2023 data)*



# Office Market

*Downtown Denver Office Market – Total Vacancy (Direct + Sublet)*

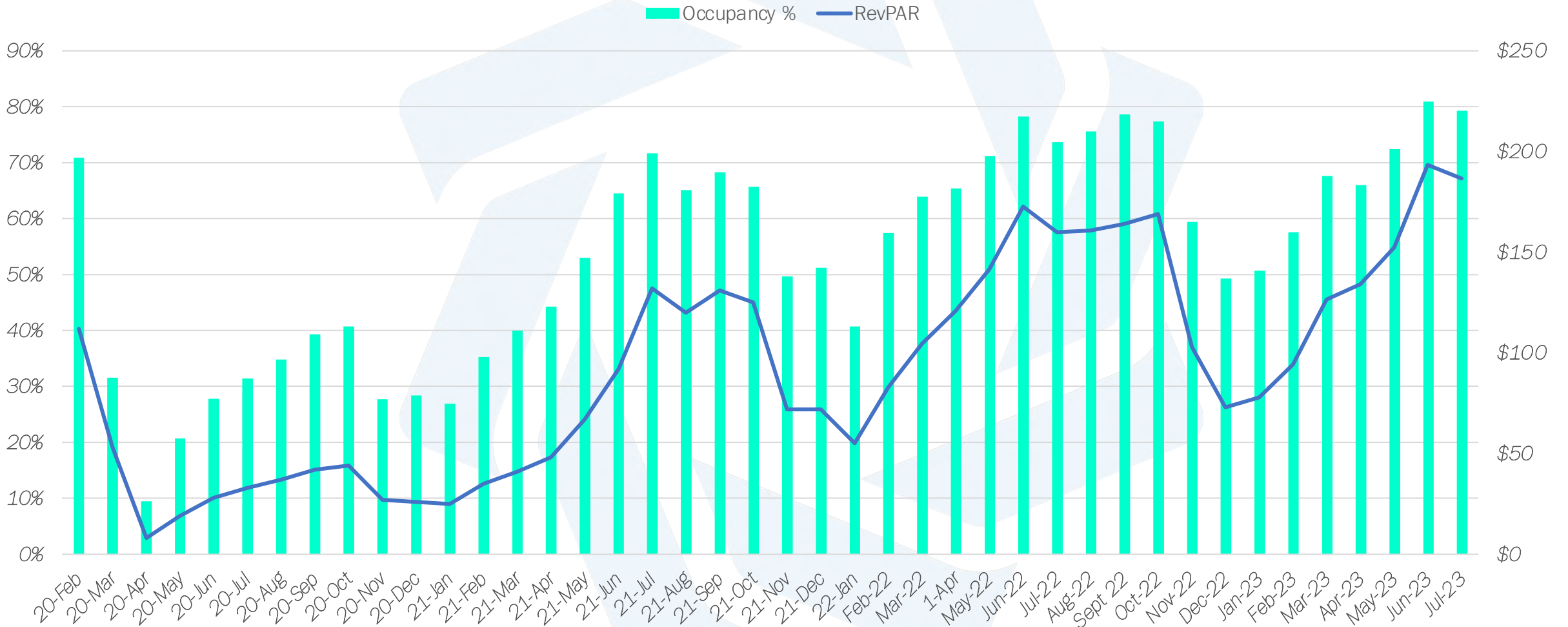


Source: CoStar

Geography: Downtown Denver

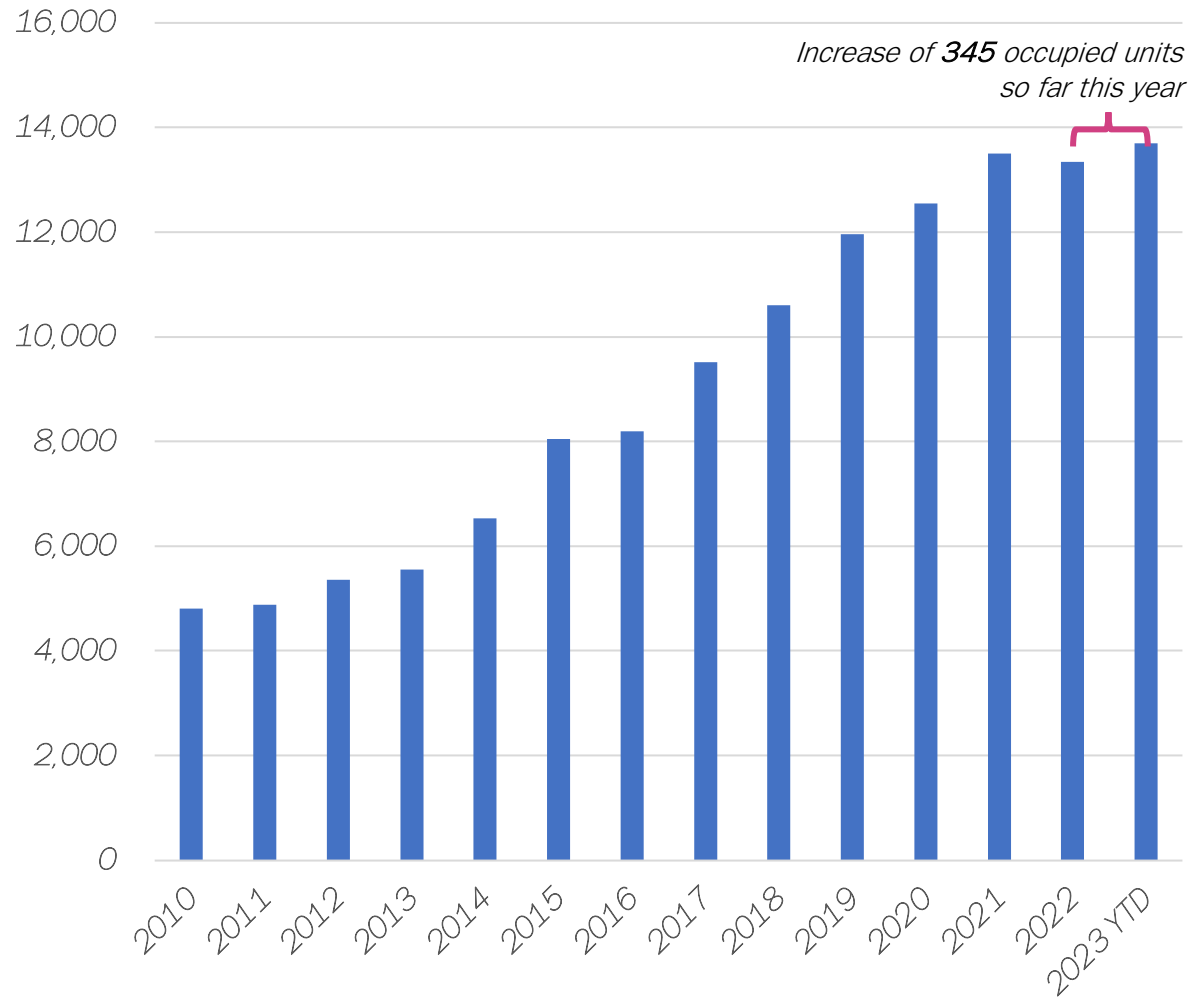
# Hotel Market 1 – Occupancy Continues to Rise Heading into Summer

Downtown Denver Hotel Market Metrics

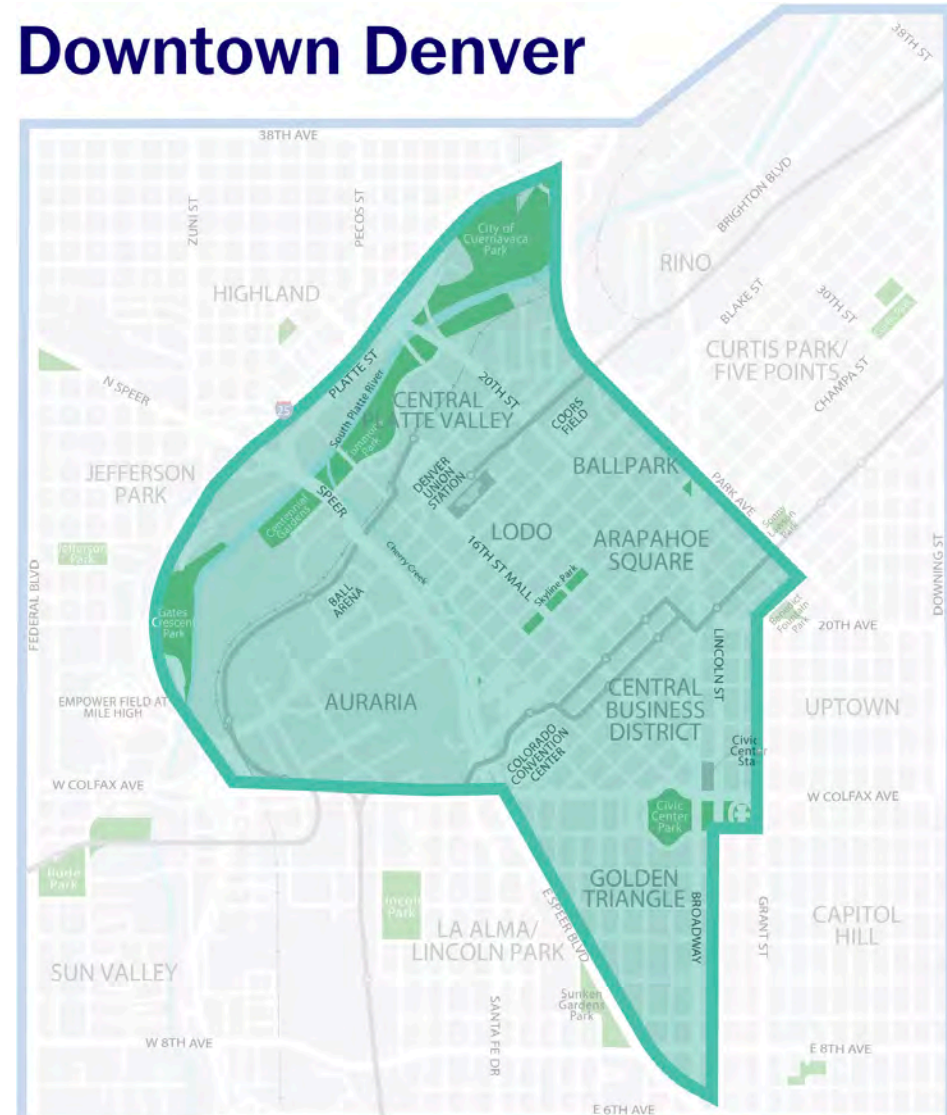


# People Are Choosing to Live in Downtown and Center City Apartments

Downtown Denver Total Occupied Multifamily Units



## Downtown Denver



Boundary Legend:



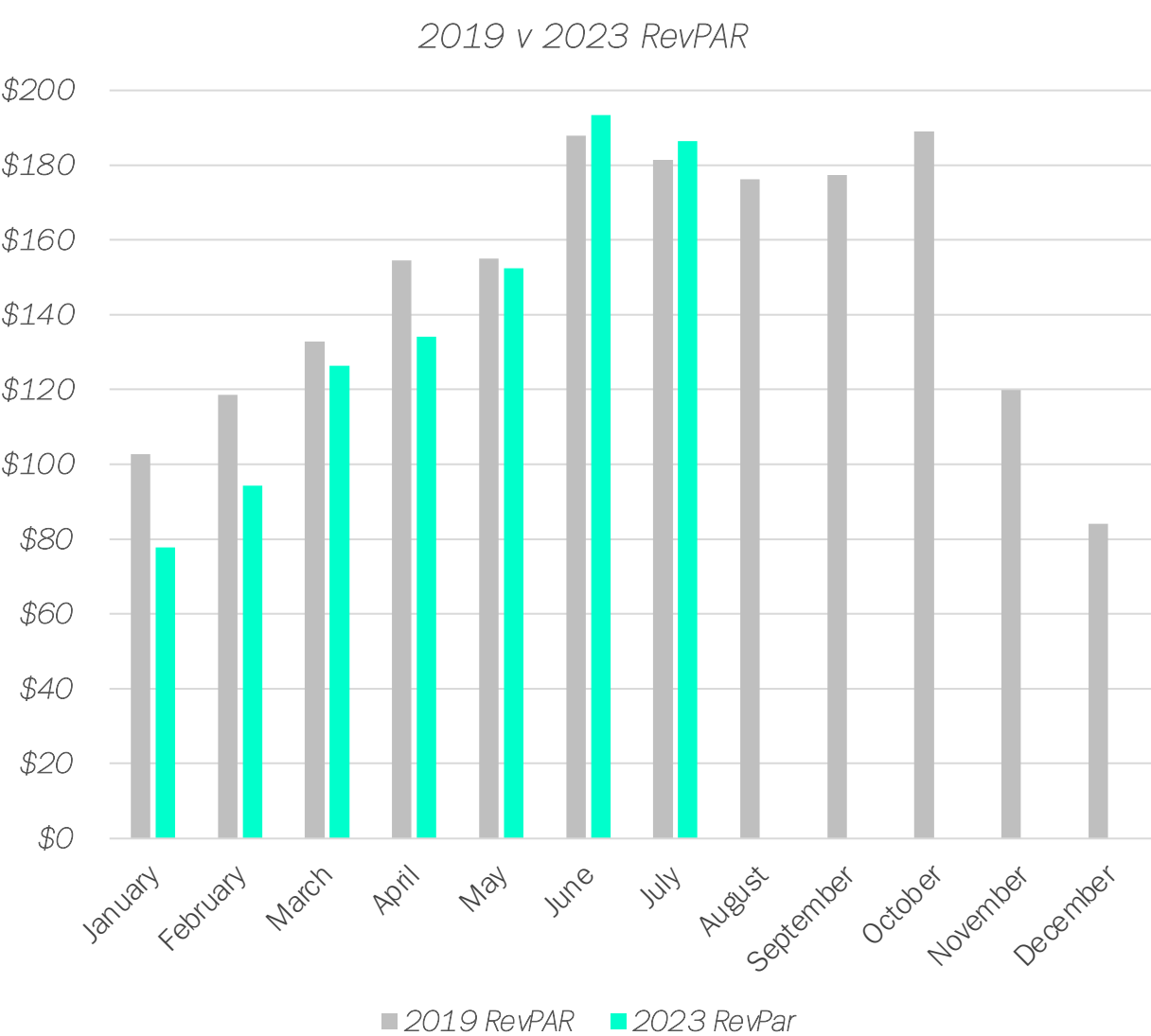
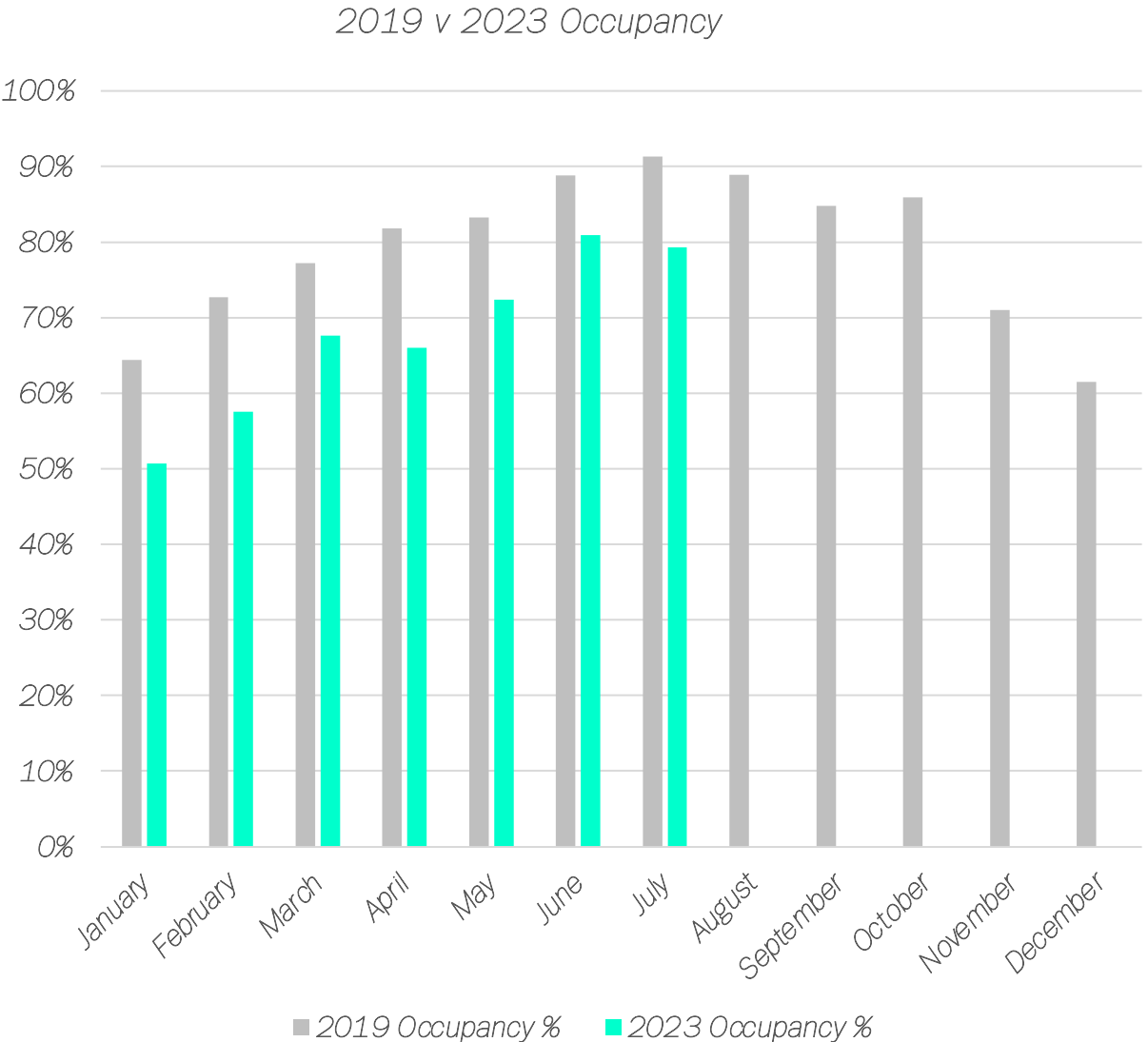
Center City Neighborhood Boundary



Downtown Denver Boundary

All data in this report uses the Downtown Denver boundary, unless otherwise noted.

# Hotel Market 2 – RevPAR Exceeds 2019 Levels in June and July

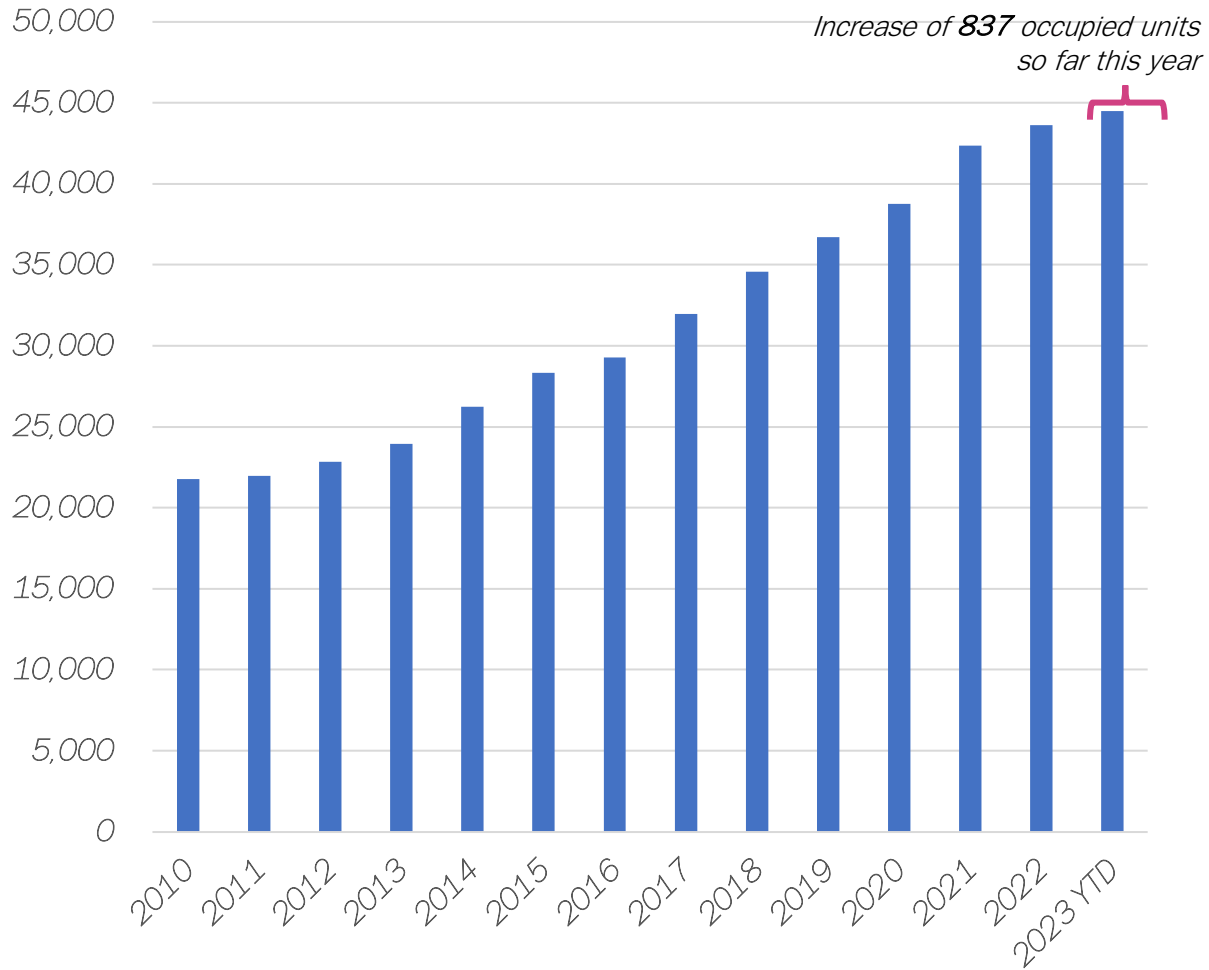


Source: Rocky Mountain Lodging Reports

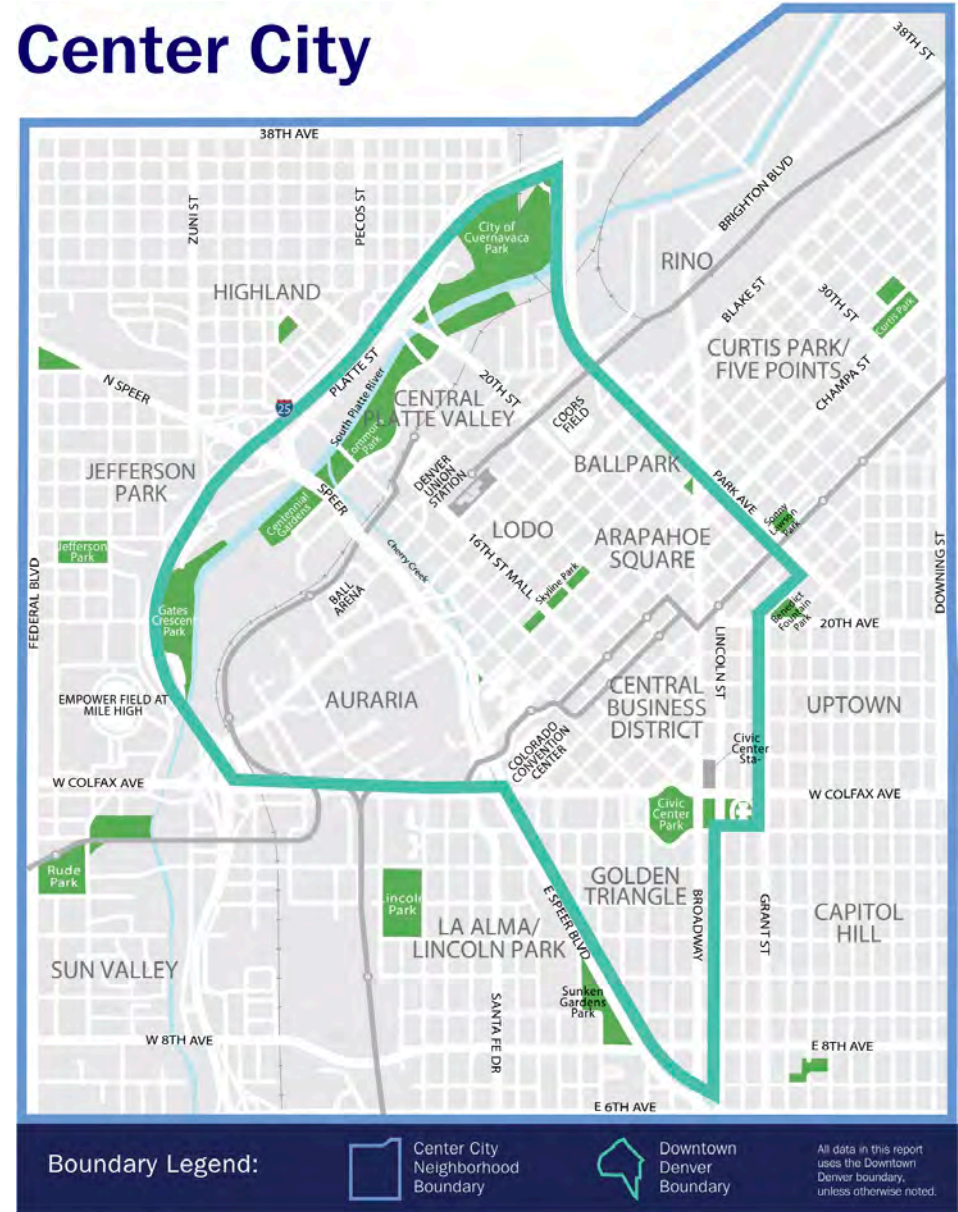
Geography: Downtown Denver

# People Are Choosing to Live in Downtown and Center City Apartments

Center City Total Occupied Multifamily Units



## Center City





# New Leases Update

Retail/Restaurant Openings - 2023			
January	F&B	Little Finch	1490 16th Street
February	F&B	Rush Bowls	1580 Blake
February	F&B	801 Fish	999 17 <sup>th</sup> Street
March	F&B	Sofia's Pizzeria	1530 16 <sup>th</sup> Street
April	F&B	El Taco Bron	950 17 <sup>th</sup> Street
April	F&B	Orchid Denver	1448 Blake
April	F&B	Insomnia Cookies	1370 19 <sup>th</sup> Street
May	Service	The Joint Chiropractic	1627 Market
May	Service	Thrive Pet Healthcare	757 E. 20 <sup>th</sup> Street
May	F&B	The Yard Milkshake Bar	1600 California
June	Entertainment	Top Golf Swing Suite	1550 Court
June	Service	Credo Beauty	1801 Blake
July	F&B	The Regular	1432 Market
July	F&B	Emerald Eye	1403 Larimer
July	F&B	Chopstickers	1617 California
July	F&B / Entertainment	Flight Club	1959 16th Street
August	Event Venue	Parlur	1550 Court



## About this Report

High Frequency Data Updates are published every two months with the goal of providing the most up-to-date economic information available about Downtown Denver's economy.

Please contact Beth Moyski, acting Vice President of Economic Development for information including:

- Details about the sources and methodology contained in this report
- To schedule a presentation about this information
- Media requests/interviews

*Beth Moyski*  
*Senior Vice President*  
[bmoyski@downtowndenver.com](mailto:bmoyski@downtowndenver.com)

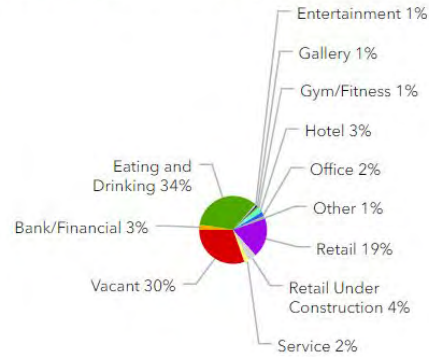
Snap shot from August, 2023 inventory of Groundfloor businesses and vacancies:

**149**  
Groundfloor 16th Street Businesses

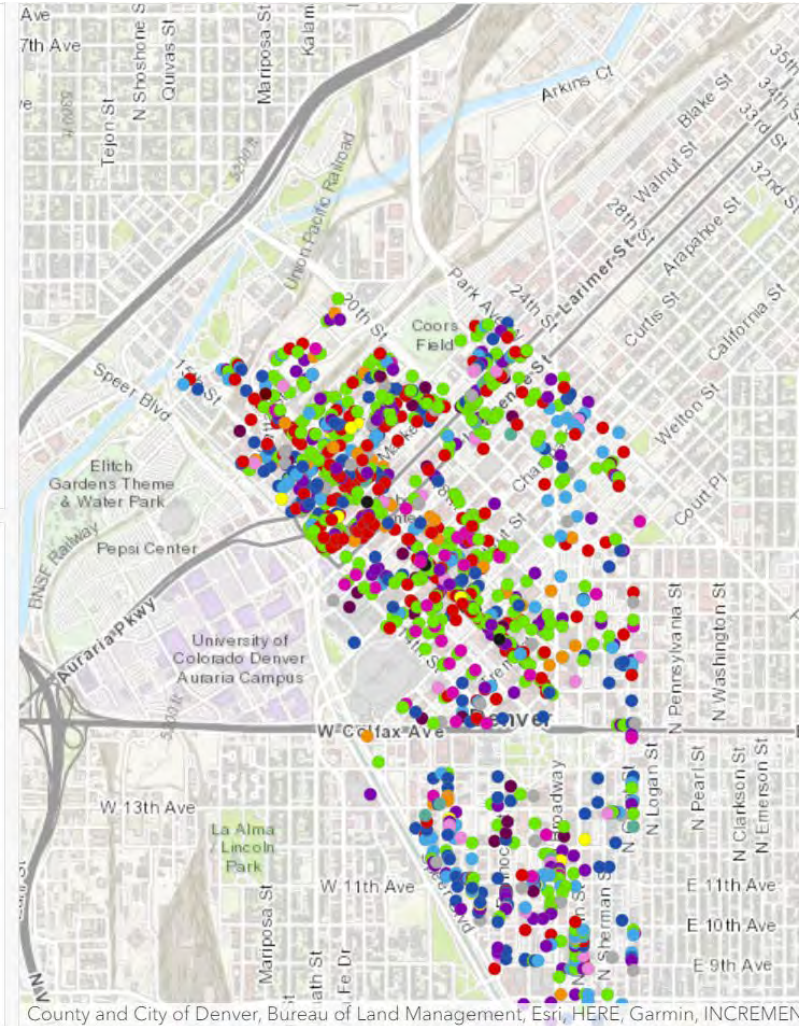
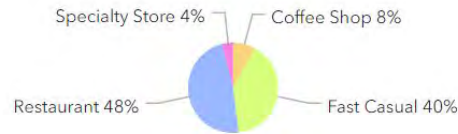
**42**  
Local 16th Street Businesses

**45**  
Current Vacancies on 16th Street

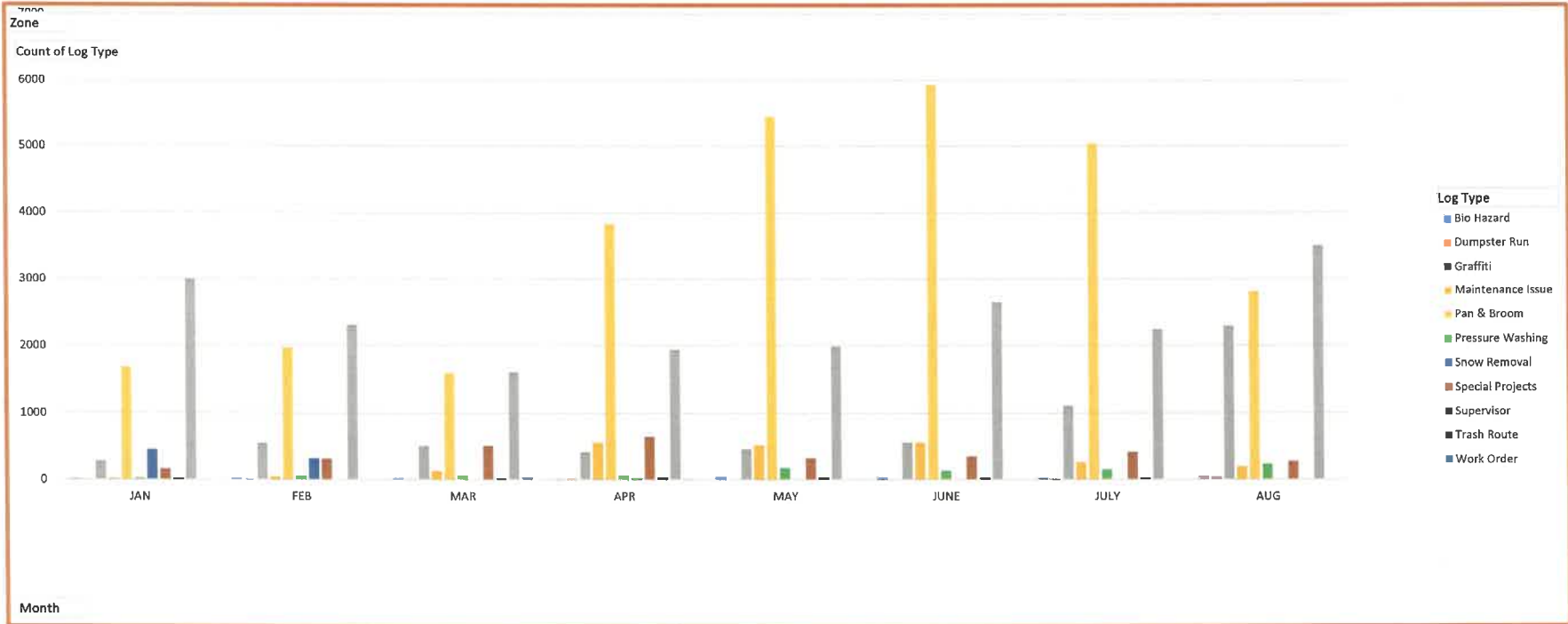
Distribution of Ground Floor Use Types



Distribution of Eating and Drinking Subtypes



## DDBID Maintenance 2023



Count of Log Type	Log Type										
	Bio Hazard	Dumpster Run	Graffiti	Maintenance Issue	Pan & Broom	Pressure Washing	Snow Removal	Special Projects	Supervisor	Trash Route	Work Order
JAN	16	13	286	24	1688	24	451	166	22	2995	3
FEB	25	18	551	51	1975	57	322	313	9	2307	3
MAR	28	11	506	137	1595	60	8	513	17	1608	39
APR	15	22	415	563	3836	67	26	646	41	1941	13
MAY	48	8	463	523	5449	179		329	38	1984	1
JUNE	37	8	555	563	5932	135		352	29	2648	1
JULY	27	15	1109	261	5043	155		419	33	2241	5
AUG	46	44	2294	200	2819	233		275	15	3503	2
<b>Grand Total</b>	<b>242</b>	<b>139</b>	<b>6179</b>	<b>2322</b>	<b>28337</b>	<b>910</b>	<b>807</b>	<b>3013</b>	<b>204</b>	<b>19227</b>	<b>67</b>





EXCEPTIONAL MAINTENANCE  
EXTRAORDINARY SERVICE

## CSG REPORT FOR AUGUST 2023

CSG August services continued with warm weather maintenance as we increased yet again our efforts to complete annual sidewalk and alley pressure washing work. Activation support work involved services for National Night Out, August 1<sup>st</sup>, ¡Viva! Streets Denver #4, August 6<sup>th</sup>, and repair work at Outer Space. CSG's Special Projects continued inspection and repair work on district irrigation adjustments, weeding, planter moves, and banner inventories.

### **CLEAN TEAM, BANNERS & SPECIAL PROJECTS, AUGUST UPDATES**

On August 7<sup>th</sup>, the CSG banner team removed banners from 14<sup>th</sup> and California Streets for the American Bar Association. The team installed Quility Holding banners in their place. On August 12<sup>th</sup>, the banner team removed Quility banners and replaced them with generics along 14<sup>th</sup> and California. In the latter portion of August, CSG provided Pam Sellden with the inventories and condition of both California generic banners and 14<sup>th</sup> Street generic banners. CSG prepared the banner recycle order for August, and administration coordinated banner delivery to Mile High Workshop in early September.

CSG recorded 483.51 pressure washing hours in August. CSG advanced to Round 2 of pressure washing hours at in-season peak as we work on annual pressure washing, daily alley and sidewalk work, additional pressure services in Outer Space, at the Highlands Bridge, and in CPV. In the end of the first round of pressure washing, the entire Welton corridor was completed.

Globe light inspections and lighting audits were completed weekly during August.

Throughout the month, CSG conducted routine inspections and cleaning of the district-maintained dog waste stations.

In Skyline Park 2, CSG continued daily maintenance and trash removal with the activation of the Skyline Park 2 Beer Garden and outdoor games.

In Skyline Park 1, CSG continues to manage the 5 blue tables and 20 blue chairs for set up and locking daily. We continue to inspect daily and clean up the volleyball turf in Skyline 1.

On August 2<sup>nd</sup> and again on August 18<sup>th</sup>, CSG performed planter moves at the Sheraton Hotel per specifications.

In Outer Space on 16<sup>th</sup> Street and Welton, CSG completed the coordination of a second replacement glass for Liang's Kiosk. We continue to set up and lock 6 bistro tables and 12 bistro chairs under the shade sails. Throughout the month, CSG continued routine pan and services within the area, as well as routine pressure washing.

CSG completed inspection and adjustments of district irrigation needs, with follow up work at 1496 Curtis, 520 14<sup>th</sup> Street, 14<sup>th</sup> and Glenarm, and 28<sup>th</sup> and Welton.

In August, the CSG DAT Team completed their final month of maintenance services per contract. They expanded their service area for this month to reach a total of 7 zones: Ball Park, Curtis Park, the area connecting Ball Park and Curtis Park, Convention Center Corridor, Golden Triangle, Tri-Speer, and North Broadway. The team continued heavy graffiti removal and broad spread pressure washing of hot spots.

Along Welton Street, CSG inspected and watered the planters at Soul Street Plaza. Additionally, CSG watered the planters in the activated space at 26<sup>th</sup> and Welton, and the trees between 27<sup>th</sup> and 28<sup>th</sup> Welton. Tables, chairs, and planters were installed at the FPBID plaza for daily activation. CSG unlocks, sets up, and locks this furniture daily.

In CPV, CSG performed additional pressure washing services along 20<sup>th</sup> Street, 17<sup>th</sup> Street Gardens, and at the bridges. CSG increased the service of dog waste stations in CPV and the requested work inside the fenced garden area. Daily pressure washing services at the Plaza of the Americas continued. On August 18<sup>th</sup>, the tapestry art was re-secured around the gardens.

CSG completed 20<sup>th</sup> Street Maintenance and Highlands Bridge maintenance per August contract specifications. The Highlands Bridge was pressure washed on August 15<sup>th</sup>.

August services for Wynkoop Plaza focused on light replacements, poly sand work, gravel work, irrigation work, and the maintenance, cleaning, and adjustments at the Wynkoop Plaza Fountain. On August 7<sup>th</sup>, CSG met with Colorado Hardscapes for baseline estimate work for the Wynkoop Fountain, on August 21, the vault door at the fountain was repaired by welding, and on August 25<sup>th</sup>, CSG assisted Sin Jac with fountain repairs.

Wewatta Pavilion glass cleaning was completed per August monthly specifications.

CSG completed bulk item pick-up for DDP, utilizing the 30-yard roll off dumpster for the removal of large bulk items found/reported within district boundaries. This service recorded 20 pick-ups in the month of August.

***Summary Labor Hours through August 30, 2023***

<b><i>Department</i></b>	<b><i>Total Hours</i></b>
<i>Clean Team</i>	<i>4228.98</i>
<i>Graffiti Removal</i>	<i>191.76</i>
<i>Special Projects</i>	<i>280.03</i>
<i>Pressure Washing</i>	<i>483.51</i>

## **AUGUST EVENTS**

On Saturday, August 9th, CSG completed 130.72 labor hours to support the fourth and final ¡Viva! Streets Denver Event. The teams provided porter services and trash removal at 5 hubs located along the route. Pressure washing along Broadway in front of the State Capital was also performed post event.

## **CSG SOCIAL MISSION**

In August, CSG aided 62% of our CSG team. Aid was provided in the form of employment verification, pay card assistance, assistance for housing and program requirements, the renewal of eco passes, and uniform procurement as we transition to cold weather.

CSG administration is making available for CSG employees multiple resource documents targeted as high priority from our CSG survey; training, and certification opportunities; and apprenticeship information for green jobs development.

CSG is working on transitioning Birch Street Initiative to a foundation through its 501 c 3 status.

## **CSG ADMINISTRATIVE UPDATES for AUGUST**

CSG management has been working with the DDBID team on proposed services for the upcoming Skyline Park LMDs. CSG is scheduled to start September 25<sup>th</sup> with Skyline Parks training and staffing. We are excited to provide additional care and service to these urban park areas.

CSG's Linda Lengyel and Katie Troeger have registered for the October IDA conference in Chicago.

CSG is undergoing discussions on best practices in workforce development with the Mayor's Office and the Fair Chance Hiring Initiative.

CSG is preparing to launch an internal CSG professional development training program this fall, which will cover team building and teamwork; conflict resolution; problem solving; accountability and trust; workplace violence and bullying; and stress management. Later in the fall, we will instruct on personal branding, the professional why, goal setting and priority management, and self-determined motivation.





## **DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT**

### **MONTHLY UPDATE FOR BOARD OF DIRECTORS AND ADVISORS**

For January 5, 2023

#### **Maintenance and Repair**

- Continued inter-departmental collaboration and communication with Mall Reconstruction project partners regarding
  - Winter weather management of MallRide stops on 15<sup>th</sup> and 17<sup>th</sup> Streets. Pedi-cab detours and pedestrian safety in the ACZ Rating conditions of existing globe lights for potential refurbishment and reuse
- Held annual Downtown Snow Fighters Meeting with representatives from DOTI, RTD, PCL and CPVMD.
- Established new connection point for irrigation on the 1600 block of the Mall (Wazee – Wynkoop) North sidewalk; investigating lost connection to last two pits on that line
- Hosted Holiday lunch with DDP team – serving CSG and AUS teams lunch and expressing our appreciation for the work they do day in and out in all elements and conditions.

#### **Operations Enterprise Contracts**

- Continue to search for options to replace square in-grade lights in test site 900 block of 14<sup>th</sup> Street; quote provided for equipment
- Continued jet head repairs at the Wynkoop Plaza fountain
- Investigating issues with lighting system under DUS pedestrian bridge

#### **Administration and Finance**

- Staff continues to monitor the budget, revenues, and expenditures; and will continue to update the projections as impacts affected by the COVID-19 pandemic as well as the 16<sup>th</sup> Street Mall Reconstruction impact the budget.
- BID team is working with Finance team to prepare for audit of 2022 Budget.

## BID Security Program for December 2022:

# Allied Universal Security Report

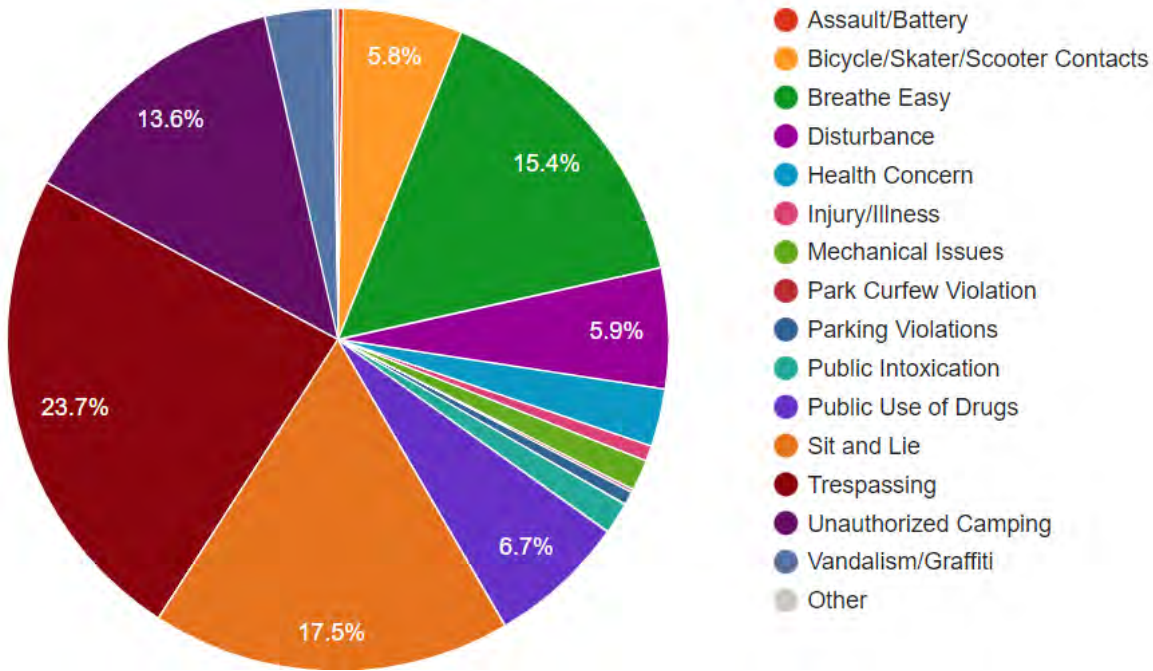
	Dec-19	Dec-21	Nov-22	Dec-22	+/-
Aggressive Behavior	0	0	70	84	N/A
Ambassador	3249	3221	2535	2784	-14%
Bicycle/Skater/Scooter Contacts	380	139	136	116	-17%
Injury/Illness	11	12	18	16	33%
Outreach	944	1813	1086	1317	-27%
Public Intoxication	19	48	17	33	-31%
Public Use of Drugs	18	120	96	151	26%
Sit and Lie	298	554	397	384	-31%
Trespassing	347	676	505	517	-24%
Unauthorized Camping	206	342	286	298	-13%
Vandalism/Graffiti	25	120	73	80	-33%

- **Staffing-** Day shift averages up to 4/1; Night shift averages 3/1. Fully staffed!
- **22.8 % of officer focus is on outreach (up)**, educating and connecting those struggling on the streets to resources.
- **43.5% of officer focus is ambassadorial (up)**, greeting and wayfinding for people visiting downtown, as well as connecting with and checking in on ground floor businesses
- **31.8% safety (down)**. Inform and educate people on the rules and ordinances of the City, observe and report to police or city officials when issues and concerns arise.

## Great work

- Assisted with witnessing, reporting, and identifying robbery suspect
- The BID provided \$25.00 gift cards for the holiday.
- Located and maintained scene security on a firearm that was discarded under a dumpster at 16<sup>th</sup> and Glenarm
- Observed male as he experienced a heart attack and called 911
- Saw a homeless male assault an out of country tourist. Maintained with the victim and kept the suspect on scene. DPD placed the suspect under arrest.

## Safety : All Sub Types



### Marketing and Communications:

BID Monthly Happenings recipients/open rate:			
	2020	2021	2022
January	260/31%	324/30.9%	155/33.12%
February	355/30%	319/31%	329/35%
March	349/33%	318/30.6%	317/32.4%
April	369/33%	318/27.4%	317/40.4%
May	368/29%	318/30.2%	297/40%
June	364/27%	324/24.2%	212/40.27
July	364/28%	328/21.3%	252/37.07
August	359/33%	328/25/4%	278/31.29
September	360/30%	320/25.3%	185/36.52
October	355/28%	324/28.1%	204/32.63
November	337/26.4	316/15.3%	210/34.03
December	337/28%	147/27%	214/38.9%

- 2021 BID Annual Report was finalized and a link posted on the BID website page.

## Economic Development

Return to Office: We continue to make steady progress bringing employees back to their downtown office, although not as fast as we would like. We hit a RTO monthly average high of 54% for October (weekdays only).

Our RTO in November 2022 was 52% (weekdays only) we reached 49.4% RTO. This puts Denver slightly higher than the national average of 49.0% (Kastle systems Back to Work Barometer). We continue to observe the highest RTO on Tuesdays through Thursdays implying that mid-week is our busiest time while Mondays and Fridays have lower numbers given hybrid work.

### Groundfloor Activation Update

Recent press for the Popup Denver program: (past articles are available on the Popup Denver website [HERE](#)):

- [Denver Business Journal](#), October 17, 2022
- [Westword](#), October 28, 2022
- [Patch](#), October 29, 2022
- [ABC News](#), November 1, 2022
- [Denver 7](#), November 1, 2022

### *Openings:*

- Aether apparel store at Market Station
- CAVA quick service F&B at 1460 16<sup>th</sup> Street
- Half Days pop-up apparel at Market Station
- Pepper Palace pop-up F&B at Denver Pavilions

### *Closings:*

- Tea with Tae retail tea and café at 700 16<sup>th</sup> Street (Denver Dry Goods building)
- Caribou Coffee café at 951 16<sup>th</sup> Street
- McDonalds at 200 16<sup>th</sup> Street

### *Under construction:*

- Little Finch bakery/cafe at 1490 16<sup>th</sup> Street
- Rush Bowls quick service F&B at 1580 Blake Street
- Sofia's Pizzeria F&B at 1530 16<sup>th</sup> Street
- Flight Club bar & entertainment at 1989 16<sup>th</sup> Street

For additional information on the current downtown retail/restaurant economy, see p. 18-21 of the [State of Downtown 2022 Report](#).

Tenant Recruitment Support	# Prospect Referrals	# Individual Properties Benefited*
January 2022	4	1
February	11	4
March	19	9
April	12	8
May	4	2
June	1	1
July	3	2
August	11	6
September	14	10
October	7	5
November	19	4

*\*Prospects are initially provided with a list of ALL available spaces on the 16<sup>th</sup> Street Mall. The numbers above reflect properties for which broker/owner contact information is provided for more in-depth follow up.*

## Research Development

- The team is publishing [a High Frequency Economic Update](#) report monthly to keep our property owners, retailers, restauranteurs, employers, and developers up to speed on the real-time metrics in downtown. It also gives an opportunity to compare Denver with other peer cities on indicators like employment, restaurant dining reservations and talent migration.
- The Partnership produce an annual State of Downtown Denver Report with the goal of showcasing Denver as an attractive city for investment as well as stimulate conversations around challenges that need to be addressed. You can read the [State of Downtown Denver 2022 report here](#)

## Marketplace on the Mall – Vending Update

We are looking at locations to relocate vendors temporarily as the construction project progresses. In addition to side street locations, we are looking for private plazas that would be willing to host the vendors for part or the duration of the construction period. Some vendors will need to be removed temporarily or will opt to be removed until after construction has been completed due to the lack of a viable spot.

Number of vendors currently operating on 16<sup>th</sup> Street: 9 (with 4 pending).

## Sidewalk Cafes

As the 16<sup>th</sup> Street Mall Reconstruction project progresses, sidewalk patios will be moved out of the public right-of-way and railings and furnishings stored. To date we have removed patios from the first 5 blocks of construction: Panera, Gusto, The Cheesecake Factory, Blue Agave, Smashburger and Mellow Mushroom, Caribou Coffee, Brooklyn's Finest Pizza and Menya. Super Franc (Courtyard by Marriott) and Chili's have both closed permanently, and Caribou Coffee will be closing mid-January.

Number of sidewalk cafes open: 21

## Special Events

- In addition to several street market events, we are considering a few one-day events in the blocks where the rerouting of the Mall shuttle will allow space. We have had a few one-day events in the median as well.
- We have begun working on Holiday lights and are considering some alternatives to help fill-in for the lights displaced by the Mall construction.
- In spring and summer 2023, Downtown Denver Partnership is leading efforts to bring an open streets event series – called ¡Viva! Streets – to the Broadway and Welton St corridors. ¡Viva! Streets Denver will transform these corridors into completely car-free spaces on select Sunday mornings, with room for people to walk, bike, roll, skate, jog, scoot, or linger at placemaking activations throughout the route. These events will add a Denver spin to the popular Latin American tradition of the Sunday Ciclovía. ¡Viva! Streets Denver is about experiencing our city in a new way with family and friends, enjoying Colorado's active outdoors, supporting local businesses, and having fun! Initial outreach along the corridor is happening now; a larger public announcement is anticipated in February.
- We are pleased to announce [City Scout](#), our newest opportunity to engage with DDP's strategic work and advance the implementation of public realm activations in Downtown Denver. The 2023 City Scout program will bring approximately 60 Downtown Denver decision makers, project managers, and community stakeholders to the Indianapolis Cultural Trail to experience a multimodal linear park and to understand, through the analysis of best practices,

how to support the important advancement of the 5280 Trail in Denver. Applications for this trip are open until January 20<sup>th</sup>!

- 

### **Skyline Park and Outer Space**

- Skyline Park: The Downtown Denver Rink at Skyline Park opened on November 21<sup>st</sup> and will be open daily through February 14<sup>th</sup>. Skating is always free, and you can rent skates for \$11 for adults and \$9 for kids 12 and under. The rink opens daily at 11:00am and depending on the month, the end time varies. The full schedule and hours can be found on [WinterInDenver.com](http://WinterInDenver.com).
- The Outer Space, 16<sup>th</sup> and Welton; Outer Space is serving as a demonstration space for Mall pavers allowing those with sight impairments to evaluate the delineations provided in the design. The public has also been invited to check out the pavers and to learn about the 16<sup>th</sup> St Mall Reconstruction project. Three vendors will be relocated to Outer Space, they are expected to be up and operating before the Spring.

### **Pedestrian Environment**

- Continued QC of trash receptacle placement
- Scheduled regrouting project for the 1600 Block of the Mall (Wazee – Wynkoop).
- Began project in partnership with Urban Villages to expand tree pits in the block between Blake and Wazee of the Mall adjacent to the Historic Sugar and Sugar Cube Buildings
- Worked with CreativExteriors and Biological Capital to develop preliminary budget and planting material mix between perennials and annuals
- Surveyed district hotspots with Security to determine current conditions and needs related to CPTED principles

### **Mobility**

- The 2022 Downtown Denver Travel Survey is now officially closed! The survey to help us identify mobility trends from the past year and learn about gaps in our transportation network. The team will bring survey results to the BID Board in early 2023.
- The city continues to work through Community Transportation Network, Central Network bike lane projects. Based on the planning work completed through Denver Moves: Downtown, this program has provided design and funding for construction of protected bike lanes on 15<sup>th</sup> Street (Larimer to Wynkoop), 17<sup>th</sup> Street (Wynkoop to Broadway), and Larimer (18<sup>th</sup> to 25<sup>th</sup>).
- Lyft and Lime have begun to install dedicated bike and scooter parking as mandated through their contracts with the city. Most this infrastructure will occur in the right-of-way. For information about this service see the city's website, here: <https://denvergov.org/Government/Departments/Department-of-Transportation-and-Infrastructure/Programs-Services/Micromobility-Program>
- The city has developed an enhanced citizen response service through their existing 311 services. Please use 311 to report scooter issues in your area.
- Transit Service Updates: The Downtown Denver Partnership continues to coordinate with RTD on communication with transit riders and moderate increases in ridership demands to and through downtown. Reduced transit service continues to be an issue for employees as they return to office work.
- DDP, in partnership with DOTI, is planning to open a secure bicycle parking facility at Tail Tracks Plaza (16<sup>th</sup> & Wewatta Streets) this coming summer or fall.
- The results from the Partnership's [Commercial Bike Parking Inventory](#) are here! Check out some interesting findings and best practices for incorporating secure bike parking in downtown Denver.



**DOWNTOWN DENVER  
BUSINESS IMPROVEMENT DISTRICT**

**MONTHLY UPDATE FOR BOARD OF DIRECTORS AND ADVISORS  
For February 2, 2023**

**Maintenance and Repair**

- Continued inter-departmental collaboration and communication with Mall Reconstruction project partners regarding:
  - Snow removal in construction blocks and temporary MallRide stops
  - Planting palette and planters for new Mall
  - Illegal parking enforcement
  - Restart of rolling block closure in February/March
  - Mall Champions Paver Preview
  - Mall lights evaluation for refurbishment on California - Glenarm blocks
- Updated Operations Planning Calendar (quarterly team exercise), vision through Q4 2024 currently

**Operations Enterprise Contracts**

- Pricing lighting units for 14<sup>th</sup> Street in-grade lighting replacements; Conduits placed during construction at Four Seasons; lights to be installed in Spring
- Tree Health Program services 2022 Q4 invoices sent; Contracts for services in 2023 sent

**Administration and Finance**

- Staff continues to monitor the budget, revenues, and expenditures; and will continue to update the projections as impacts affected by the COVID-19 pandemic as well as the 16<sup>th</sup> Street Mall Reconstruction impact the budget.
- BID team is working with Finance team to prepare for audit of 2022 Budget.

Formatted: Font: (Default) Arial, 12 pt

Formatted: Normal, Indent: Left: 0"

BID Security Program for December 2022:

Formatted: Pattern: Clear

## Allied Universal Security Report

	Dec-19	Dec-21	Nov-22	Dec-22	+/-
Aggressive Behavior	0	0	70	84	N/A
Ambassador	3249	3221	2535	2784	-14%
Bicycle/Skater/Scooter Contacts	380	139	136	116	-17%
Injury/Illness	11	12	18	16	33%
Outreach	944	1813	1086	1317	-27%
Public Intoxication	19	48	17	33	-31%
Public Use of Drugs	18	120	96	151	26%
Sit and Lie	298	554	397	384	-31%
Trespassing	347	676	505	517	-24%
Unauthorized Camping	206	342	286	298	-13%
Vandalism/Graffiti	25	120	73	80	-33%

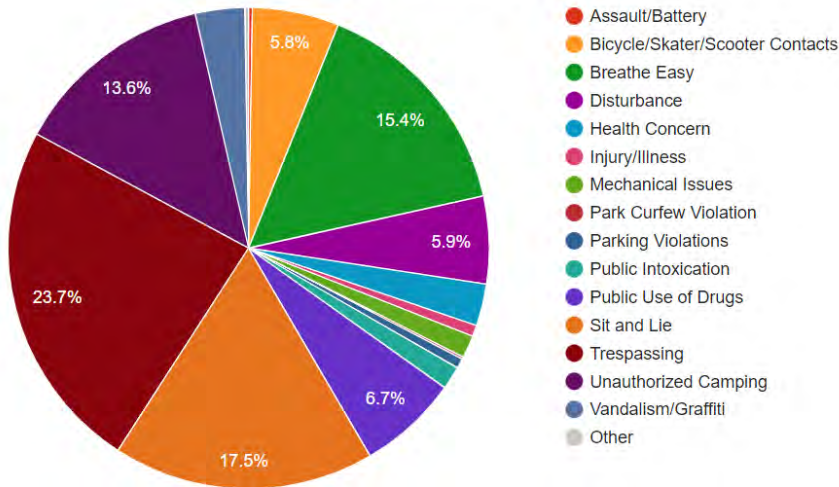
- **Staffing**- Day shift averages up to 4/1; Night shift averages 3/1. Fully staffed!
- **22.8 % of officer focus is on outreach (up)**, educating and connecting those struggling on the streets to resources.
- **43.5% of officer focus is ambassadorial (up)**, greeting and wayfinding for people visiting downtown, as well as connecting with and checking in on ground floor businesses
- **31.8% safety (down)**. Inform and educate people on the rules and ordinances of the City, observe and report to police or city officials when issues and concerns arise.

### Great work

- Assisted with witnessing, reporting, and identifying robbery suspect
- The BID provided \$25.00 gift cards for the holiday.
- Located and maintained scene security on a firearm that was discarded under a dumpster at 16<sup>th</sup> and Glenarm
- Observed male as he experienced a heart attack and called 911
- Saw a homeless male assault an out of country tourist. Maintained with the victim and kept the suspect on scene. DPD placed the suspect under arrest.



### Safety : All Sub Types



### Marketing and Communications:

BID Monthly Happenings recipients/open rate:			
	2020	2021	2022
January	260/31%	324/30.9%	155/33.12%
February	355/30%	319/31%	329/35%
March	349/33%	318/30.6%	317/32.4%
April	369/33%	318/27.4%	317/40.4%
May	368/29%	318/30.2%	297/40%
June	364/27%	324/24.2%	212/40.27
July	364/28%	328/21.3%	252/37.07
August	359/33%	328/25.4%	278/31.29
September	360/30%	320/25.3%	185/36.52
October	355/28%	324/28.1%	204/32.63
November	337/26.4	316/15.3%	210/34.03
December	337/28%	147/27%	214/38.9%

- 2021 BID Annual Report was finalized and a link posted on the BID website page.

## Economic Development

Return to Office: We continue to make steady progress bringing employees back to their downtown office, although not as fast as we would like. We hit a RTO monthly average high of 54% for October (weekdays only).

Our RTO in November 2022 was 52% (weekdays only) we reached 49.4% RTO. This puts Denver slightly higher than the national average of 49.0% (Kastle systems Back to Work Barometer). We continue to observe the highest RTO on Tuesdays through Thursdays implying that mid-week is our busiest time while Mondays and Fridays have lower numbers given hybrid work.

### Groundfloor Activation Update

Recent press for the Popup Denver program: (past articles are available on the Popup Denver website [HERE](#)):

- [Denver Business Journal](#), October 17, 2022
- [Westword](#), October 28, 2022
- [Patch](#), October 29, 2022
- [ABC News](#), November 1, 2022
- [Denver 7](#), November 1, 2022

### Openings:

- Aether apparel store at Market Station
- CAVA quick service F&B at 1460 16<sup>th</sup> Street
- Half Days pop-up apparel at Market Station
- Pepper Palace pop-up F&B at Denver Pavilions

### Closings:

- Tea with Tae retail tea and café at 700 16<sup>th</sup> Street (Denver Dry Goods building)
- Caribou Coffee café at 951 16<sup>th</sup> Street
- McDonalds at 200 16<sup>th</sup> Street

### Under construction:

- Little Finch bakery/cafe at 1490 16<sup>th</sup> Street
- Rush Bowls quick service F&B at 1580 Blake Street
- Sofia's Pizzeria F&B at 1530 16<sup>th</sup> Street
- Flight Club bar & entertainment at 1989 16<sup>th</sup> Street

For additional information on the current downtown retail/restaurant economy, see p. 18-21 of the [State of Downtown 2022 Report](#).

Tenant Recruitment Support	# Prospect Referrals	# Individual Properties Benefited*
January 2022	4	1
February	11	4
March	19	9
April	12	8
May	4	2
June	1	1
July	3	2
August	11	6
September	14	10
October	7	5
November	19	4

*\*Prospects are initially provided with a list of ALL available spaces on the 16<sup>th</sup> Street Mall. The numbers above reflect properties for which broker/owner contact information is provided for more in-depth follow up.*

### Research Development

- The team is publishing [a High Frequency Economic Update](#) report monthly to keep our property owners, retailers, restauranteurs, employers, and developers up to speed on the real-time metrics in downtown. It also gives an opportunity to compare Denver with other peer cities on indicators like employment, restaurant dining reservations and talent migration.
- The Partnership produce an annual State of Downtown Denver Report with the goal of showcasing Denver as an attractive city for investment as well as stimulate conversations around challenges that need to be addressed. You can read the [State of Downtown Denver 2022 report here](#)

### Marketplace on the Mall – Vending Update

We are looking at locations to relocate vendors temporarily as the construction project progresses. In addition to side street locations, we are looking for private plazas that would be willing to host the vendors for part or the duration of the construction period. Some vendors will need to be removed temporarily or will opt to be removed until after construction has been completed due to the lack of a viable spot.

Number of vendors currently operating on 16<sup>th</sup> Street: 9 (with 4 pending)

### Sidewalk Cafes

As the 16<sup>th</sup> Street Mall Reconstruction project progresses, sidewalk patios will be moved out of the public right-of-way and railings and furnishings stored. To date we have removed patios from the first 5 blocks of construction: Panera, Gusto, The Cheesecake Factory, Blue Agave, Smashburger and Mellow Mushroom, Caribou Coffee, Brooklyn's Finest Pizza and Menya. Super Franc (Courtyard by Marriott) and Chili's have both closed permanently, and Caribou Coffee will be closing mid-January. Number of sidewalk cafes open: 21

### Special Events

- In addition to several street market events, we are considering a few one-day events in the blocks where the rerouting of the Mall shuttle will allow space. We have had a few one-day events in the median as well.
- We have begun working on Holiday lights and are considering some alternatives to help fill-in for the lights displaced by the Mall construction.
- In spring and summer 2023, Downtown Denver Partnership is leading efforts to bring an open streets event series – called ¡Viva! Streets – to the Broadway and Welton St corridors. ¡Viva! Streets Denver will transform these corridors into completely car-free spaces on select Sunday mornings, with room for people to walk, bike, roll, skate, jog, scoot, or linger at placemaking activations throughout the route. These events will add a Denver spin to the popular Latin American tradition of the Sunday Ciclovía. ¡Viva! Streets Denver is about experiencing our city in a new way with family and friends, enjoying Colorado's active outdoors, supporting local businesses, and having fun! Initial outreach along the corridor is happening now; a larger public announcement is anticipated in February.
- We are pleased to announce [City Scout](#), our newest opportunity to engage with DDP's strategic work and advance the implementation of public realm activations in Downtown Denver. The 2023 City Scout program will bring approximately 60 Downtown Denver decision makers, project managers, and community stakeholders to the Indianapolis Cultural Trail to experience a multimodal linear park and to understand, through the analysis of best practices,

how to support the important advancement of the 5280 Trail in Denver. Applications for this trip are open until January 20<sup>th</sup>!

- 

### **Skyline Park and Outer Space**

- Skyline Park: The Downtown Denver Rink at Skyline Park opened on November 21<sup>st</sup> and will be open daily through February 14<sup>th</sup>. Skating is always free, and you can rent skates for \$11 for adults and \$9 for kids 12 and under. The rink opens daily at 11:00am and depending on the month, the end time varies. The full schedule and hours can be found on [WinterInDenver.com](http://WinterInDenver.com).
- The Outer Space, 16<sup>th</sup> and Welton; Outer Space is serving as a demonstration space for Mall pavers allowing those with sight impairments to evaluate the delineations provided in the design. The public has also been invited to check out the pavers and to learn about the 16<sup>th</sup> St Mall Reconstruction project. Three vendors will be relocated to Outer Space, they are expected to be up and operating before the Spring.

### **Pedestrian Environment**

- Finalized planting materials and contracts with CreativExteriors for 2023 season
- Provided Snow removal services for PCL in construction zones as part of an Enterprise Contract
- Began developing plan for removal of planters in new construction blocks by March first

### **Mobility**

- The 2022 Downtown Denver Travel Survey is now officially closed! The survey to help us identify mobility trends from the past year and learn about gaps in our transportation network. The team will bring survey results to the BID Board in early 2023.
- The city continues to work through Community Transportation Network, Central Network bike lane projects. Based on the planning work completed through Denver Moves: Downtown, this program has provided design and funding for construction of protected bike lanes on 15<sup>th</sup> Street (Larimer to Wynkoop), 17<sup>th</sup> Street (Wynkoop to Broadway), and Larimer (18<sup>th</sup> to 25<sup>th</sup>).
- Lyft and Lime have begun to install dedicated bike and scooter parking as mandated through their contracts with the city. Most this infrastructure will occur in the right-of-way. For information about this service see the city's website, here: <https://denvergov.org/Government/Departments/Department-of-Transportation-and-Infrastructure/Programs-Services/Micromobility-Program>
- The city has developed an enhanced citizen response service through their existing 311 services. Please use 311 to report scooter issues in your area.
- Transit Service Updates: The Downtown Denver Partnership continues to coordinate with RTD on communication with transit riders and moderate increases in ridership demands to and through downtown. Reduced transit service continues to be an issue for employees as they return to office work.
- DDP, in partnership with DOTI, is planning to open a secure bicycle parking facility at Tail Tracks Plaza (16<sup>th</sup> & Wewatta Streets) this coming summer or fall.
- The results from the Partnership's [Commercial Bike Parking Inventory](#) are here! Check out some interesting findings and best practices for incorporating secure bike parking in downtown Denver.



## **DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT**

### **MONTHLY UPDATE FOR BOARD OF DIRECTORS AND ADVISORS**

For March 2, 2023

#### **Maintenance and Repair**

- Continued inter-departmental collaboration and communication with Mall Reconstruction project partners regarding:
  - Snow removal in construction blocks and temporary MallRide stops
  - Scheduling removal of planters, fixtures and equipment as rolling closure restarts
  - Participating in gateway fountain working group fountain options discussion
- Cross-departmental collaboration with marketing to update, design and publish 2022 Annual Report; update truck wraps as well.
- Concentration on Convention Corridor assisting Together We Will campaign
- 465 tickets for Clean Team services submitted through BID Clean and Safe App in first 6-weeks of 2023, an increase of 20% from 2022

#### **Operations Enterprise Contracts**

- On-site meeting regarding light orders and installation plan for 14<sup>th</sup> Street GID in-grade lighting
- Planning and reviewing agreements for potential Enterprise Clients including Larimer Street Bridge at Speer, DUS bike hub facility, and purchasing and storage agent of furniture, fixtures and equipment for 16<sup>th</sup> Street Mall

#### **Administration and Finance**

- Staff continues to monitor the budget, revenues, and expenditures; and will continue to update the projections as impacts affected by the COVID-19 pandemic as well as the 16<sup>th</sup> Street Mall Reconstruction impact the budget.
- 2022 Budget audit is underway and should be completed by the April BID Board Meeting..

**BID Security Program for:**

# Allied Universal Security Report

	Feb-21	Feb-22	Jan-23	Feb-23	+/-
Aggressive Behavior	0	0	78	134	N/A
Ambassador	2861	2533	3361	2945	16%
Bicycle/Skater/Scooter Contacts	197	42	173	311	640%
Injury/Illness	11	10	20	8	-20%
Outreach	1487	1026	1340	1202	17%
Public Intoxication	18	19	13	25	32%
Public Use of Drugs	14	42	160	156	271%
Sit and Lie	262	294	352	381	30%
Trespassing	345	295	666	469	59%
Unauthorized Camping	200	254	227	214	-16%
Vandalism/Graffiti	88	56	103	88	57%

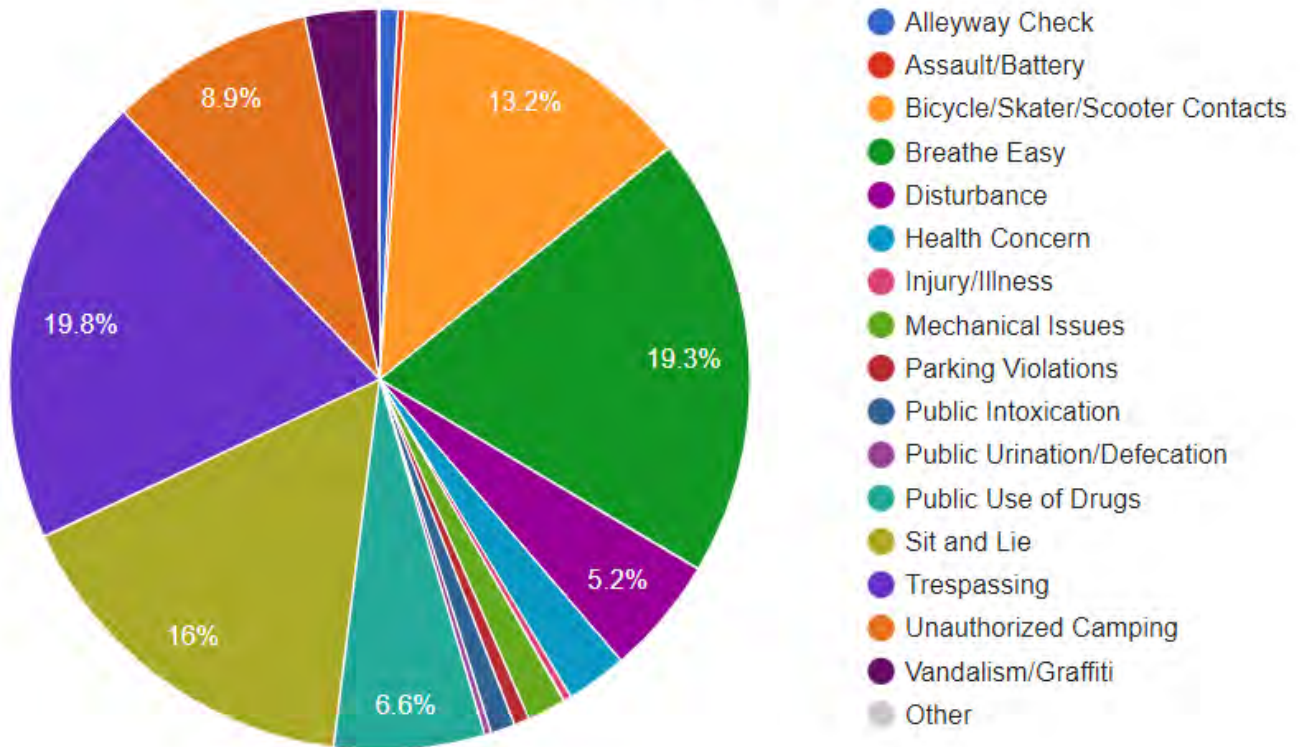
- **Staffing-** Day shift averages up to 3/1; Night shift averages 3/1.
- **18.1 % of officer focus is on outreach (Down)**, educating and connecting those struggling on the streets to resources.
- **44.3% of officer focus is ambassadorial (up)**, greeting and wayfinding for people visiting downtown, as well as connecting with and checking in on ground floor businesses
- **35.7% safety (up)**. Inform and educate people on the rules and ordinances of the City, observe and report to police or city officials when issues and concerns arise.

## Great work

- Security training with a focus on table-top exercise for significant event on the mall, debrief of active aggression involving JLL security team, and AID CenterA
- DDP hosted an employee appreciation event at the office providing snacks and drinks to the security and clean teams.
- Assisting Denver PD with multiple safety presentations to area businesses. BID Security team is actively participating in the DAT briefings and providing valuable input for person's of concern and areas for outreach.

- Four incidents on the Mall where our security team was threatened, attacked, or had items thrown at them.
- DAT outreach involved a lot of work at Colfax and Broadway with multiple rides to warming shelters.

### Safety : All Sub Types



### Marketing and Communications:

BID Monthly Happenings recipients/open rate:				
	2020	2021	2022	2023
January	260/31%	324/30.9%	155/33.12%	
February	355/30%	319/31%	329/35%	
March	349/33%	318/30.6%	317/32.4%	
April	369/33%	318/27.4%	317/40.4%	
May	368/29%	318/30.2%	297/40%	
June	364/27%	324/24.2%	212/40.27	
July	364/28%	328/21.3%	252/37.07	
August	359/33%	328/25.4%	278/31.29	
September	360/30%	320/25.3%	185/36.52	
October	355/28%	324/28.1%	204/32.63	
November	337/26.4	316/15.3%	210/34.03	
December	337/28%	147/27%	214/38.9%	

- Compilation of the 2022 BID Annual Report is underway – anticipated to be finalized and a link posted on the BID website page by or before June 2023.

## Economic Development

Return to Office: We continue to make steady progress bringing employees back to their downtown office, although not as fast as we would like. We hit a Return to office (RTO) monthly average high of 55% for January (weekdays only).

Downtown Denver has continued to outperform the national RTO compiled by Kastle Security. The Kastle Back to Work Barometer estimated national RTO at 50.4% at the end of January while downtown was 55% RTO.

We have been observing higher numbers between Tuesdays and Thursdays, which is consistent with the patterns reported by employers and employees downtown.

### Groundfloor Activation Update

Recent press for the Popup Denver program: (past articles are available on the Popup Denver website [HERE](#)):

- Denver Business Journal, [Jan. 26](#)
- Westword, [Feb. 1](#)
- Fox31, [Feb. 3](#)
- Colorado Public Radio, [Feb. 6](#)
- Denver Business Journal, [Feb. 6](#)
- [Denver7](#), [Feb. 6](#)
- [Fox31](#), [Feb. 9](#)

### *Q1 2023 Openings:*

- [Little Finch](#) bakery/cafe at 1490 16<sup>th</sup> Street
- [Rush Bowls](#), 1580 Blake
- [Sofia's Roman Pizza](#) F&B at 1530 16<sup>th</sup> Street

### *Q1 2023 Closings:*

- (none)

### *Announced/under construction:*

- **Flight Club** bar & entertainment at 1989 16<sup>th</sup> Street
- **HashTAG**, 1125 17<sup>th</sup> Street
- **Milkshake Bar**, 1600 California
- **Museum for Black Girls**, Denver Pavilions
- **Museum of Optical Illusions**, 951 16<sup>th</sup> Street
- **Que Rico Raspado**, Denver Pavilions
- **The Joint Chiropractic**, Market Station

On December 12, 2022, the Groundfloor Recruitment Task Force held its first meeting to develop a strategy for out-of-market tenant recruitment to target the inactive spaces on the 16<sup>th</sup> Street Mall that are larger than 5,000 square feet (totaling more than 100,000 square feet in all). The group settled on a two-part approach:

1. Why Downtown Denver Website – Develop an online resource library for local brokers with downloadable infographics and high-quality photos prior to the May 2023 ICSC conference



2. Out-of-Market Visits – Engage downtown organizations in target markets across the country to consider reciprocal recruiting approaches and conduct visits to engage growing brands to encourage considering a downtown Denver location for their entry into the CO market

The second meeting of the task force on March 7, 2023 will focus on selecting a design direction for the online infographics and priority markets for tenant recruitment.

Q1 2023 Recruitment Support	# Prospect Referrals	# Individual Properties Benefited*
January 2023	1	1
February	5	2

*\*Prospects are initially provided with a list of ALL available spaces on the 16<sup>th</sup> Street Mall. The numbers above reflect properties for which broker/owner contact information is provided for more in-depth follow up.*

For additional information on the current downtown retail/restaurant economy, see p. 18-21 of the [State of Downtown 2022 Report](#).

### Research Development

- The team is publishing [a High Frequency Economic Update](#) report monthly to keep our property owners, retailers, restauranteurs, employers, and developers up to speed on the real-time metrics in downtown. It also gives an opportunity to compare Denver with other peer cities on indicators like employment, restaurant dining reservations and talent migration.
- The Partnership produce an annual State of Downtown Denver Report with the goal of showcasing Denver as an attractive city for investment as well as stimulate conversations around challenges that need to be addressed. You can read the [State of Downtown Denver 2022 report here](#)

### Marketplace on the Mall – Vending Update

We are looking at locations to relocate vendors temporarily as the construction project progresses. In addition to side street locations, we are looking for private plazas that would be willing to host the vendors for part or the duration of the construction period. Some vendors will need to be removed temporarily or will opt to be removed until after construction has been completed due to the lack of a viable spot.

Number of vendors currently operating on 16<sup>th</sup> Street: 6 (with 4 pending).

### Sidewalk Cafes

As the 16<sup>th</sup> Street Mall Reconstruction project progresses, sidewalk patios will be moved out of the public right-of-way and railings and furnishings stored. To date we have removed patios from the first 5 blocks of construction: Panera, Gusto, The Cheesecake Factory, Blue Agave, Smashburger and Mellow Mushroom, Brooklyn’s Finest Pizza, Otra Vez and Menya. 3 Margaritas will be required to be removed and West of Surrender will need to remove just the 16<sup>th</sup> Street portion of their patio soon. Super Franc (Courtyard by Marriott), Caribou Coffee, and Chili’s have closed permanently.

Number of sidewalk cafes open: 20

### Special Events

- In addition to several street market events, we are considering a few one-day events in the blocks where the rerouting of the Mall shuttle will allow space. We have had a few one-day events in the median as well.
- We have begun removing the Holiday lights. We are hoping to keep the lights added to the construction fences up until Daylight Savings Time begins, around March 15<sup>th</sup>.
- We have begun rear video projection installations in some vacant retail windows. The first two should be up and running early in March.

- In spring and summer 2023, Downtown Denver Partnership is leading efforts to bring an open streets event series – called ¡Viva! Streets – to the Broadway and Welton St corridors. ¡Viva! Streets Denver will transform these corridors into completely car-free spaces on select Sunday mornings, with room for people to walk, bike, roll, skate, jog, scoot, or linger at placemaking activations throughout the route. These events will add a Denver spin to the popular Latin American tradition of the Sunday Ciclovía. ¡Viva! Streets Denver is about experiencing our city in a new way with family and friends, enjoying Colorado’s active outdoors, supporting local businesses, and having fun! Initial outreach along the corridor is happening now; a larger public announcement is anticipated in February.
- We are pleased to announce [City Scout](#), our newest opportunity to engage with DDP’s strategic work and advance the implementation of public realm activations in Downtown Denver. The 2023 City Scout program will bring approximately 60 Downtown Denver decision makers, project managers, and community stakeholders to the Indianapolis Cultural Trail to experience a multimodal linear park and to understand, through the analysis of best practices, how to support the important advancement of the 5280 Trail in Denver. Applications for this trip are open until January 20<sup>th</sup>!

### **Skyline Park and Outer Space**

- Skyline Park: The Downtown Denver Rink at Skyline Park opened on November 21<sup>st</sup> open daily through February 14<sup>th</sup>. The rink was removed immediately following closure.
- Activations are being planned for Skyline 1 and Skyline 2 this summer including the return of the Skyline Beer Garden, Mini-golf and roller skating.
- The Outer Space, 16<sup>th</sup> and Welton; Outer Space is serving as a demonstration space for Mall pavers allowing those with sight impairments to evaluate the delineations provided in the design. The public has also been invited to check out the pavers and to learn about the 16<sup>th</sup> St Mall Reconstruction project. Three vendors will be relocated to Outer Space, they are expected to be up and operating before the Spring. Outer Space will be home to picnic tables, lighting, shade and entertainment throughout the summer.

### **Pedestrian Environment**

- Continue perennial planting plan for 2023 for installation in early May.
- Provided Snow removal services for PCL in construction zones as part of an Enterprise Contract
- Operations and Security collaboration to develop shared alley trash dumpster management initiative.
- Clean Team has provided snow removal in all contracted areas of the BID for 7 storms through the first 6 weeks of 2023.

### **Mobility**

- The city continues to work through Community Transportation Network, Central Network bike lane projects. Based on the planning work completed through Denver Moves: Downtown, this program has provided design and funding for construction of protected bike lanes on 15<sup>th</sup> Street (Larimer to Wynkoop), 17<sup>th</sup> Street (Wynkoop to Broadway), and Larimer (18<sup>th</sup> to 25<sup>th</sup>).
- Lyft and Lime have begun to install dedicated bike and scooter parking as mandated through their contracts with the city. Most this infrastructure will occur in the right-of-way. For information about this service see the city’s website, here: <https://denvergov.org/Government/Departments/Department-of-Transportation-and-Infrastructure/Programs-Services/Micromobility-Program>

- The city has developed an enhanced citizen response service through their existing 311 services. Please use 311 to report scooter issues in your area.
- Transit Service Updates: The Downtown Denver Partnership continues to coordinate with RTD on communication with transit riders and moderate increases in ridership demands to and through downtown. Reduced transit service continues to be an issue for employees as they return to office work.
- DDP, in partnership with DOTI, is planning to open a secure bicycle parking facility at Tail Tracks Plaza (16<sup>th</sup> & Wewatta Streets) in Spring 2024. Check out the RFP [DDP's solicitation page](#) if you, or someone you know is interested in submitting a proposal.



## **DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT**

### **MONTHLY UPDATE FOR BOARD OF DIRECTORS AND ADVISORS**

For July 13, 2023

#### **Maintenance and Repair**

- Continued inter-departmental collaboration and communication with Mall Reconstruction project partners regarding:
  - Snow removal in construction blocks and temporary MallRide stops
  - Scheduling removal of planters, fixtures and equipment as rolling closure continues
  - Coordination of purchase and storage of furniture, fixtures and equipment
  - Provide comments for updated plans related to phase II of construction
  - Continued collaboration on Mall fountain planning
- Collaboration with CSG and PaCI for preparation and day of assistance for Viva Streets event
- Continued concentration on Convention Corridor assisting Together We Will campaign
- Began meeting with The Park People in development of partnership to inventory downtown trees and conditions.

#### **Operations Enterprise Contracts**

- Held Skyline Park LMD Management contract kick off meeting with City staff  
Began multi-week process to prepare fountain equipment for seasonal start on Rockies Opening Day, April 6th

#### **Administration and Finance**

- Staff continues to monitor the budget, revenues, and expenditures; and will continue to update the projections as impacts affected by the COVID-19 pandemic as well as the 16<sup>th</sup> Street Mall Reconstruction impact the budget.
- DDP CFO Matthew Karnes joined the team in June.
- 2024 Budget process will be underway in August.

**BID Security Program:**

# Allied Universal Security Report

	Jun-21	Jun-22	May-23	Jun-23
Aggressive Behavior	0	48	79	102
Ambassador	3015	3650	2432	2261
Bicycle/Skater/Scooter Contacts	256	116	466	249
Injury/Illness	23	28	11	12
Outreach	1386	1798	1130	1188
Public Intoxication	31	58	20	19
Public Use of Drugs	40	104	96	88
Sit and Lie	510	753	504	663
Trespassing	367	629	579	502
Unauthorized Camping	183	298	243	259
Vandalism/Graffiti	136	132	88	88

# Allied Universal Security Report

	Jun-21	Jun-22	May-23
Aggressive Behavior	0	48	79
Ambassador	3015	3650	2432
Bicycle/Skater/Scooter Contacts	256	116	466
Injury/Illness	23	28	11
Outreach	1386	1798	1130
Public Intoxication	31	58	20
Public Use of Drugs	40	104	96
Sit and Lie	510	753	504
Trespassing	367	629	579
Unauthorized Camping	183	298	243
Vandalism/Graffiti	136	132	88

# Allied Universal Security Report

	Jun-21	Jun-22	May-23
Aggressive Behavior	0	48	79
Ambassador	3015	3650	2432
Bicycle/Skater/Scooter Contacts	256	116	466
Injury/Illness	23	28	11
Outreach	1386	1798	1130
Public Intoxication	31	58	20
Public Use of Drugs	40	104	96
Sit and Lie	510	753	504
Trespassing	367	629	579
Unauthorized Camping	183	298	243

- **Staffing-** Day shift averages up to 4/1; Night shift averages 3/1.
- **15.7 % of officer focus is on outreach ( ),** educating and connecting those struggling on the streets to resources.
- **29.9% of officer focus is ambassadorial (down),** greeting and wayfinding for people visiting downtown, as well as connecting with and checking in on ground floor businesses
- **52.6 safety (up).** Inform and educate people on the rules and ordinances of the City, observe and report to police or city officials when issues and concerns arise.

## Great work

- Interviewed and hired two Outreach Caseworkers
- DAT had a great deal of shifting and staffing issues with holiday and special events, but communication maintained consistent
- Clean and Safe educational material was added to the security office



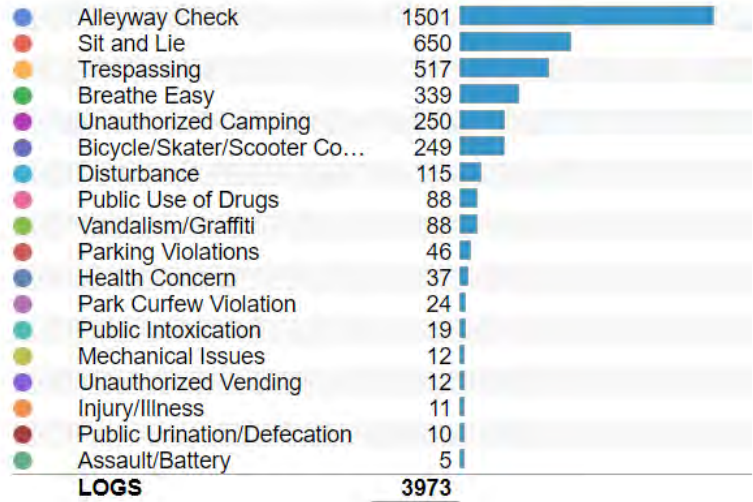
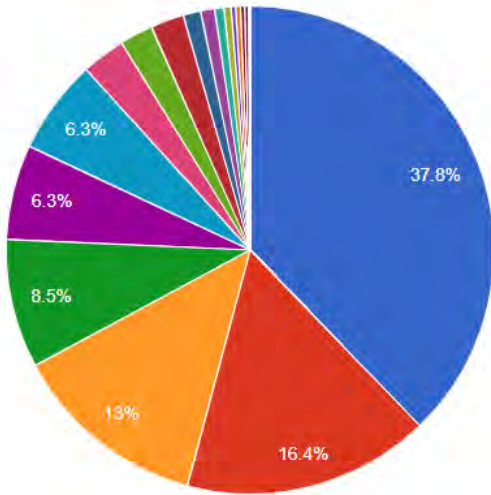
- Security is dealing with increased negative activity and aggressive individuals
- Completed another round of PSRN training with recorded session
- Certified as a Threat Liaison Officer

## SAFETY EXECUTIVE REPORT

3973 logs

**REPORT CRITERIA:**

Date Range: 6/1/2023 to 6/30/2023  
 Log Type: Safety : ALL SUB TYPES



### Marketing and Communications:

	BID Monthly Happenings recipients/open rate:			
	2020	2021	2022	2023
January	260/31%	324/30.9%	155/33.12%	353/39.09%
February	355/30%	319/31%	329/35%	389/35.99%
March	349/33%	318/30.6%	317/32.4%	380/22.63%
April	369/33%	318/27.4%	317/40.4%	369/33.33%
May	368/29%	318/30.2%	297/40%	367/34.60%
June	364/27%	324/24.2%	212/40.27	370/36.49%
July	364/28%	328/21.3%	252/37.07	368/29.62%
August	359/33%	328/25/4%	278/31.29	
September	360/30%	320/25.3%	185/36.52	
October	355/28%	324/28.1%	204/32.63	
November	337/26.4	316/15.3%	210/34.03	
December	337/28%	147/27%	214/38.9%	

- Compilation of the 2022 BID Annual Report is underway – anticipated to be finalized and a link posted on the BID website page by the annual meeting on August 29.

## Economic Development

### Return to Office

We continue to make steady progress bringing employees back to their downtown office, although not as fast as we would like. We hit a Return to office (RTO) monthly average high of 56% for June (weekdays only). Downtown Denver has continued to outperform the national RTO compiled by Kastle Security. The Kastle Back to Work Barometer estimated national RTO at 47.6%.

We have been observing higher numbers between Tuesdays and Thursdays, which is consistent with the patterns reported by employers and employees downtown.

### Groundfloor Activation: Popup Denver

A new cohort of Popup Denver tenants was selected at the end of March by a committee of DDP, DEDO and non-profit entrepreneurship support organization (ESO) representatives. This round, tenant applicants were limited to businesses with at least one existing storefront location in Colorado, strengthening the program's goal of tenant recruitment. From the 82 applicants, the following were selected for placement in the four round two participating spaces:

- [Ana's Norwegian Bakery](#). [Ana's Norwegian Bakery](#). The group selected Ana's for her ability to bring something new to downtown, for her representation of the immigrant experience (even the cross-cultural flavors and textures of her pastries), and for her commitment to using her bakery as an opportunity to build community.
- [Lunieva](#). The group selected Lunieva for its colorful ethnic clothing, representation of CO's large Nepalese population and for its work to build wealth among women artisans in Nepal
- [Abstract](#). The group selected Abstract for its representation of Denver street culture, demonstrated storefront operation experience and interactive opportunities with on-site printing, live music, and meet the artist events.
- [Wooly Wax Candles](#). The group selected Wooly Wax for its experiential approach to retail, ability to draw in a wide variety of customers and established brand and merchandising approach.

Recent press for the Popup Denver program: (past articles are available on the Popup Denver website [HERE](#)).

### Groundfloor Activation: Tenant Recruitment

#### *Q1 2023 Openings:*

- [Little Finch](#) (bakery, lunch and happy hour) 1490 16<sup>th</sup> Street
- [Rush Bowls](#) (healthy bowls and smoothies) at 1580 Blake
- [Sofia's Roman Pizza](#) (Roman style pizza and happy hour) at 1530 16<sup>th</sup> Street
- [801 Fish](#) at 9909 17<sup>th</sup> Street
- [Forte](#) (wine bar and coworking) at 1660 Lincoln

#### *Q1 2023 Closings:*

- ~~(none)~~ [Starbucks at 16<sup>th</sup> & Curtis Street \(March\)](#)

#### *Announced/under construction:*



- **Church and Union**, 1433 17<sup>th</sup> Street
- **Flight Club**, 1989 16<sup>th</sup> Street
- **HashTAG**, 1125 17<sup>th</sup> Street
- **Milkshake Bar**, 1600 California
- **Museum for Black Girls**, Denver Pavilions
- **Museum of Optical Illusions**, 951 16<sup>th</sup> Street
- **Noble**, 1525 Blake Street
- **Que Rico Raspado**, Denver Pavilions
- **Taco Bron**, 950 17th Street
- **The Joint Chiropractic**, Market Station
- **Velvet Cellar**, 1500 Wynkoop

On March 7, 2023, the Groundfloor Recruitment Task Force held its second meeting to provide feedback on target out-of-market recruitment visits and a design direction for the “Why Downtown Denver” broker resource website. The first DDP out-of-market visit will be to Chicago in April 2023.

Q1 2023 Recruitment Support	# Prospect Referrals	# Individual Properties Benefited*
January 2023	1	1
February	5	2
March	17	10

*\*Prospects are initially provided with a list of ALL available spaces on the 16<sup>th</sup> Street Mall. The numbers above reflect properties for which broker/owner contact information is provided for more in-depth follow up.*

For additional information on the current downtown retail/restaurant economy, see p. 18-21 of the [State of Downtown 2022 Report](#).

### Research Development

- The team is publishing [a High Frequency Economic Update](#) report monthly to keep our property owners, retailers, restauranteurs, employers, and developers up to speed on the real-time metrics in downtown. It also gives an opportunity to compare Denver with other peer cities on indicators like employment, restaurant dining reservations and talent migration.
- The Partnership produce an annual State of Downtown Denver Report with the goal of showcasing Denver as an attractive city for investment as well as stimulate conversations around challenges that need to be addressed. You can read the [State of Downtown Denver 2022 report here](#)

### Marketplace on the Mall – Vending Update

We are looking at locations to relocate vendors temporarily as the construction project progresses. In addition to side street locations, we are looking for private plazas that would be willing to host the vendors for part or the duration of the construction period. Some vendors will need to be removed temporarily or will opt to be removed until after construction has been completed due to the lack of a viable spot.

Number of vendors currently operating on 16<sup>th</sup> Street: 6 (with 4 pending) .

### Sidewalk Cafes

As the 16<sup>th</sup> Street Mall Reconstruction project progresses, sidewalk patios will be moved out of the public right-of-way and railings and furnishings stored. To date we have removed patios from the first 5 blocks of construction: Panera, Gusto, The Cheesecake Factory, Blue Agave, Smashburger and Mellow Mushroom, Brooklyn's Finest Pizza, Otra Vez and Menya. 3Margaritas will be required to be removed and West of Surrender will need to remove just the 16<sup>th</sup> Street portion of their patio soon. Super Franc (Courtyard by Marriott), Caribou Coffee, and Chili's have closed permanently. Number of sidewalk cafes open: 20

### **Special Events**

- In addition to several street market events, we are considering a few one-day events in the blocks where the rerouting of the Mall shuttle will allow space. We have had a few one-day events in the median as well.
- We have begun removing the Holiday lights. We are hoping to keep the lights added to the construction fences up until Daylight Savings Time begins, around March 15<sup>th</sup>.
- We have begun rear video projection installations in some vacant retail windows. The first two should be up and running early in March.
- In spring and summer 2023, Downtown Denver Partnership is leading efforts to bring an open streets event series – called ¡Viva! Streets – to the Broadway and Welton St corridors. ¡Viva! Streets Denver will transform these corridors into completely car-free spaces on select Sunday mornings, with room for people to walk, bike, roll, skate, jog, scoot, or linger at placemaking activations throughout the route. These events will add a Denver spin to the popular Latin American tradition of the Sunday Ciclovía. ¡Viva! Streets Denver is about experiencing our city in a new way with family and friends, enjoying Colorado's active outdoors, supporting local businesses, and having fun! Initial outreach along the corridor is happening now; a larger public announcement is anticipated in February.
- We are pleased to announce [City Scout](#), our newest opportunity to engage with DDP's strategic work and advance the implementation of public realm activations in Downtown Denver. The 2023 City Scout program will bring approximately 60 Downtown Denver decision makers, project managers, and community stakeholders to the Indianapolis Cultural Trail to experience a multimodal linear park and to understand, through the analysis of best practices, how to support the important advancement of the 5280 Trail in Denver. Applications for this trip are open until January 20<sup>th</sup>!

### **Skyline Park and Outer Space**

- Skyline Park Block 2: events are now open through Sept 30<sup>th</sup>. This Summer's events include the Skyline Beer Garden, Mini-golf, pickleball and roller skating. The website [SummerInDenver.com](#) includes the hours and detailed breakdown of each of the event times.
- Volleyball is being offered in Skyline Park Block 1 for free to the public. The net is open for daily play and will be open through September 30<sup>th</sup>.
- The Outer Space, 16<sup>th</sup> and Welton; Outer Space is serving as a demonstration space for Mall pavers allowing those with sight impairments to evaluate the delineations provided in the design. The public has also been invited to check out the pavers and to learn about the 16<sup>th</sup> St Mall Reconstruction project. Three vendors will be relocated to Outer Space, they are expected to be up and operating before the Spring. Outer Space will be home to picnic tables, lighting, shade and entertainment throughout the summer.

### **Pedestrian Environment**

- Continue development of perennial planting plan for 2023 for installation in early May.

## Mobility

- The city continues to work through Community Transportation Network, Central Network bike lane projects. Based on the planning work completed through Denver Moves: Downtown, this program has provided design and funding for construction of protected bike lanes on 15<sup>th</sup> Street (Larimer to Wynkoop), 17<sup>th</sup> Street (Wynkoop to Broadway), and Larimer (18<sup>th</sup> to 25<sup>th</sup>).
- Lyft and Lime have begun to install dedicated bike and scooter parking as mandated through their contracts with the city. Most this infrastructure will occur in the right-of-way. For information about this service see the city's website, here:  
<https://denvergov.org/Government/Departments/Department-of-Transportation-and-Infrastructure/Programs-Services/Micromobility-Program>
- The city has developed an enhanced citizen response service through their existing 311 services. Please use 311 to report scooter issues in your area.
- Transit Service Updates: The Downtown Denver Partnership continues to coordinate with RTD on communication with transit riders and moderate increases in ridership demands to and through downtown. Reduced transit service continues to be an issue for employees as they return to office work.  
DDP, in partnership with DOTI, is planning to open a secure bicycle parking facility at Tail Tracks Plaza (16<sup>th</sup> & Wewatta Streets) in Spring 2024. Providing access to secure bike parking is an important step to encourage more people to cycle and feel confident that their bikes will be safely stored while they shop or work downtown.



## **DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT**

### **MONTHLY UPDATE FOR BOARD OF DIRECTORS AND ADVISORS**

For August 3, 2023

#### **Maintenance and Repair**

- Continued inter-departmental collaboration and communication with Mall Reconstruction project partners regarding:
  - Snow removal in construction blocks and temporary MallRide stops
  - Scheduling removal of planters, fixtures and equipment as rolling closure continues
  - Coordination of purchase and storage of furniture, fixtures and equipment
  - Provide comments for updated plans related to phase II of construction
  - Continued collaboration on Mall fountain planning
- Collaboration with CSG and PaCI for preparation and day of assistance for Viva Streets event
- Continued concentration on Convention Corridor assisting Together We Will campaign.
- Began meeting with The Park People in development of partnership to inventory downtown trees and conditions.

#### **Operations Enterprise Contracts**

- Held Skyline Park LMD Management contract kick off meeting with LMD Board – finalizing budget – interim services to be provided while RFP for clean and safe work is developed and released for bid submittal.

#### **Administration and Finance**

- Staff continues to monitor the budget, revenues, and expenditures; and will continue to update the projections as impacts affected by the COVID-19 pandemic as well as the 16<sup>th</sup> Street Mall Reconstruction impact the budget. We anticipate a proposed amendment as construction work closed several blocks ahead of the schedule projected in late 2022.
- DDP CFO Matthew Karnes joined the team in June.
- 2024 Budget process will be underway in August.

## BID Security Program:

# Allied Universal Security Report

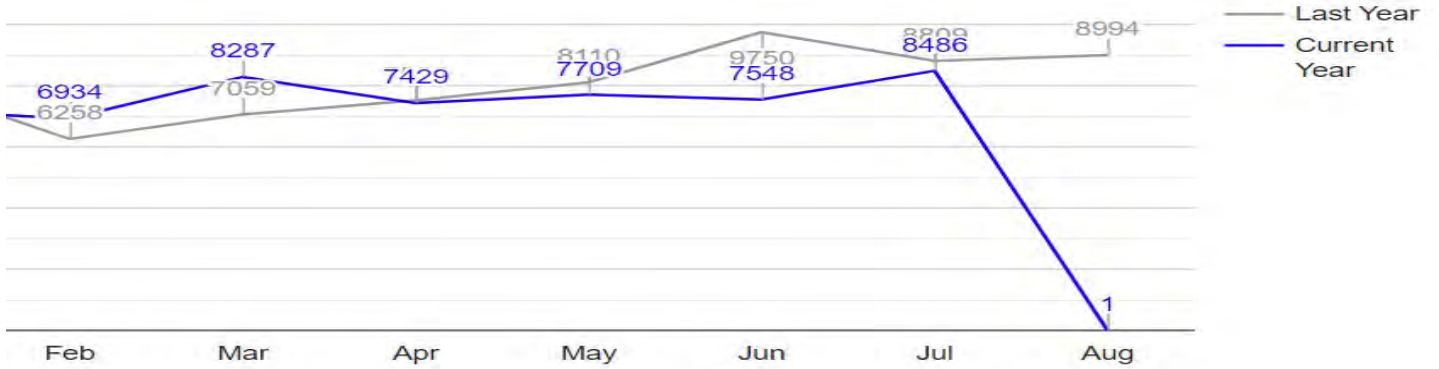
	Jul-21	Jul-22	Jun-23	Jul-23	+/-
Aggressive Behavior	0	269	100	65	-76%
Ambassador	3768	2590	2261	2582	0%
Bicycle/Skater/Scooter Contacts	311	138	249	538	290%
Injury/Illness	24	22	12	6	-73%
Outreach	1850	1705	1188	1256	-26%
Public Intoxication	23	48	19	21	-56%
Public Use of Drugs	49	145	88	89	-39%
Sit and Lie	815	697	650	725	4%
Trespassing	474	637	517	492	-23%
Unauthorized Camping	292	397	251	265	-33%
Vandalism/Graffiti	202	87	88	91	5%

- **Staffing-** Day shift averages up to 4/1; Night shift averages 3/1.
- **14.8 % of officer focus is on outreach (down)**, educating and connecting those struggling on the streets to resources.
- **29.5% of officer focus is ambassadorial (steady)**, greeting and wayfinding for people visiting downtown, as well as connecting with and checking in on ground floor businesses
- **54.5 safety (up)**. Inform and educate people on the rules and ordinances of the City, observe and report to police or city officials when issues and concerns arise.

## Great work

- DAT continues to be hard at work despite the uncertainty of the new Mayor.
- DAT lost the Substance Use Navigators for outreach due to co-responder model.
- Return of a couple of individuals reported during DAT successes.
- Onboarding new Outreach Caseworkers
- 10 days of outreach/187 total contacts/10 connections to services

## Log History



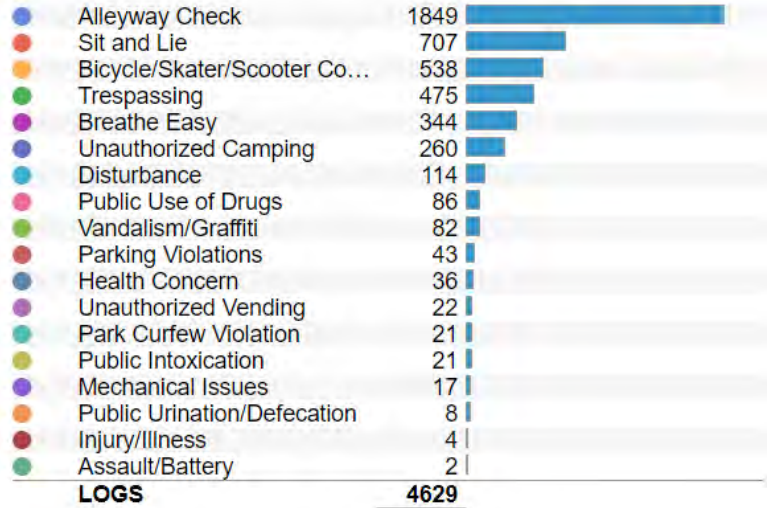
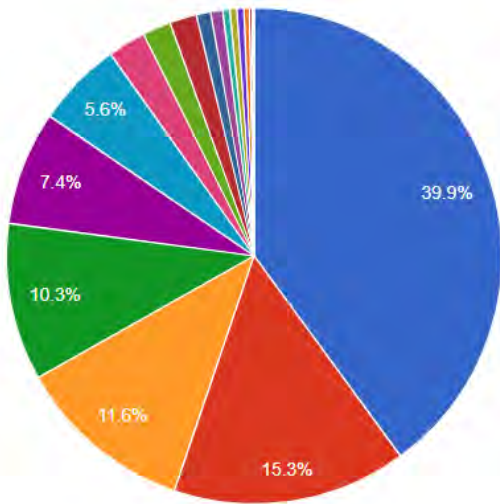
### SAFETY EXECUTIVE REPORT

4629 logs

**REPORT CRITERIA:**

Date Range: 7/1/2023 to 7/31/2023

Log Type: Safety : ALL SUB TYPES



### Marketing and Communications:

BID Monthly Happenings recipients/open rate:				
	2020	2021	2022	2023
January	260/31%	324/30.9%	155/33.12%	353/39.09%
February	355/30%	319/31%	329/35%	389/35.99%
March	349/33%	318/30.6%	317/32.4%	380/22.63%
April	369/33%	318/27.4%	317/40.4%	369/33.33%
May	368/29%	318/30.2%	297/40%	367/34.60%
June	364/27%	324/24.2%	212/40.27	370/36.49%
July	364/28%	328/21.3%	252/37.07	368/29.62%

August	359/33%	328/25/4%	278/31.29	
September	360/30%	320/25.3%	185/36.52	
October	355/28%	324/28.1%	204/32.63	
November	337/26.4	316/15.3%	210/34.03	
December	337/28%	147/27%	214/38.9%	

- Compilation of the 2022 BID Annual Report is underway – anticipated to be finalized and a link posted on the BID website page by the BID annual retreat on September 12.

**Economic Development** – All data available at: [High Frequency Economic Update](#)

Return to Office

Total employees downtown on an average weekday in June was 60% of 2019 levels. This compares positively to the 10-city average rate of 49% return to office reported by Kastle as measured by keycard access buildings in major cities across the country. While these numbers are not directly comparable, downtown Denver office workers are coming back to the office in-line with (or above) peer cities and the U.S. average. Office-related traffic was higher in June than in May, which was negatively impacted by heavy rainstorms, wildfire smoke and holidays. Over the past two months, the most popular days for in-office work were Tuesday and Wednesday. The lowest weekday office traffic is on Friday and Monday. We will be watching for additional shifts as the summer progresses and more employees are encouraged to return to office.

Pedestrian Activity

Downtown Denver’s overall pedestrian traffic in June 2023 was 86% of the that in June 2019. This rate translates into an average of about 225,000 downtown visitors a day; a mix of visitors, residents, and employees. If you divide out traffic by type, visitor and resident activity has fully recovered or increased since 2019, while employment-related traffic remains lower than pre-covid. June and July month-to-date traffic was boosted by Nuggets championship games and their championship parade; the July 4th holiday; Taylor Swift concerts; and other summer activities. Despite an unseasonably rainy summer, downtown has seen many days with over 300,000 visitors. In fact, downtown saw *six days with over 300,000 people* in the past month alone:

- June 15 - Nuggets Parade (348,367)
- June 24 - Pride Day 1 (334,820)
- June 25 - Pride Day 2 (314,848)
- July 1 - Fourth of July (339,686)
- July 14 - Taylor Swift Night 1 (317,096)
- July 15 - Taylor Swift Night 2 (322,880)

Downtown Restaurant Boom

Using OpenTable restaurant reservation rates since 2020, Denver proved to be the first among its peer cities to fully recover from pandemic-induced declines in restaurant dining. The online service recently changed how it reports restaurant data (showing year-over-year change instead of 2019 to current change), so going forward in 2023 we will only be able to compare to 2022, which shows Denver in top place for the first half of July, posting a 3% YoY increase, while the national average is -2%. In June, Denver posted a -3% decrease, the 6th best performance among peer cities and equal to the national average. The leasing activity in the restaurant space since the start of 2023 is also an indicator of the strength of this sector:

Retail/Restaurant Openings - 2023		
January	Little Finch	1490 16th Street
February	Rush Bowls	1580 Blake
February	801 Fish	999 17 <sup>th</sup> Street
March	Sofia's Pizzeria	1530 16 <sup>th</sup> Street
April	El Taco Bron	950 17 <sup>th</sup> Street
April	Denver Orchid	1448 Blake
April	Insomnia Cookies	1370 19 <sup>th</sup> Street
May	Thrive Pet Healthcare	757 E. 20 <sup>th</sup> Street
May	The Yard Milkshake Bar	1600 California
June	Top Golf Swing Suite	1550 Court
June	Credo Beauty	1801 Blake

Retail Leases - 2023		
	Church and Union	1433 17 <sup>th</sup> Street
	Flight Club	1959-1989 16 <sup>th</sup> Street
	HashTAG	1125 17 <sup>th</sup> Street
	Museum of Optical Illusions	951 16 <sup>th</sup> Street
	Noble	1525 Blake
	Que Rico Raspado	Denver Pavilions
	The Joint Chiropractic	Market Station
	Casa Tequila's	934 16 <sup>th</sup> Street
	Chopstickers	1617 California
	Tazika Taco & Tequila Bar	1519 Wynkoop
	Lob Denver	1755 Blake
	Gaia Masala Burger	1530 Blake
	Done Deal Wine Bar	303 16 <sup>th</sup> Street
	Emerald Eye	1403 Larimer street

Recent press for downtown tenant activations:

- [Local Restaurants Not Afraid to Open on 16th Street](#)
- [Office Furniture Company Commits to Downtown Denver](#)
- [Popup Denver Welcomes Two New Businesses to Downtown](#)
- [Brunch Spot Dozens Moves to 14th Street](#)
- [New Downtown Restaurant Wants Regulars to Feel At Home](#)

From Startup to Storefront: Tenant Development Pipeline

The Popup Denver program will activate three storefronts in the Upper Downtown district of 16<sup>th</sup> Street: [Ana's Norwegian Bakeri](#) at 918 16<sup>th</sup> Street, the [Museum for Black Girls](#) at 500 16<sup>th</sup> Street, and [Abstract Denver](#) at 303 16<sup>th</sup> Street.

Beyond Popup Denver, DDP's entrepreneurship support organization (ESO) activities are formalizing around a pipeline of tenant development, ranging from the [Co.Starters](#) program providing early-stage technical assistance to an ARPA-funded retail recruitment program bringing in out-of-market retail operators to fill vacant storefronts and help pursue the goal of a more diversified downtown. DDP will



present on its efforts to build this pipeline at 2023 Denver Startup Week. For information on sponsorship opportunities, go to: <https://www.denverstartupweek.org/get-involved>

### Tenant Retention: Small Business Support Program Update

To-date, the tenant retention program funded by Denver Economic Development and Opportunity (DEDO) and administered by DDP has distributed over 70 grants to more than 40 businesses, totaling approximately \$450,000. DDP staff is working with DEDO to continue to enhance the program, including expanding the construction project area by two blocks to Wazee Street and on either side of the active construction area to the side streets that extend to 15<sup>th</sup> and 17<sup>th</sup> Streets. Opportunities to purchase packages of additional signage to promote businesses are also available. Property owners are encouraged to contact DDP for more information:  
[edprograms@downtowndenver.com](mailto:edprograms@downtowndenver.com)

### **Marketplace on the Mall – Vending Update**

We are looking at locations to relocate vendors temporarily as the construction project progresses. In addition to side street locations, we are looking for private plazas that would be willing to host the vendors for part or the duration of the construction period. Some vendors will need to be removed temporarily or will opt to be removed until after construction has been completed due to the lack of a viable spot.

Number of vendors currently operating on 16<sup>th</sup> Street: **6 (with 4 pending)** .

### **Sidewalk Cafes**

As the 16<sup>th</sup> Street Mall Reconstruction project progresses, sidewalk patios will be moved out of the public right-of-way and railings and furnishings stored. To date we have removed patios from the first 5 blocks of construction: Panera, Gusto, The Cheesecake Factory, Blue Agave, Smashburger and Mellow Mushroom, Brooklyn's Finest Pizza, Otra Vez and Menya. 3Margaritas will be required to be removed and West of Surrender will need to remove just the 16<sup>th</sup> Street portion of their patio soon. Super Franc (Courtyard by Marriott), Caribou Coffee, and Chili's have closed permanently.

Number of sidewalk cafes open: **20**

### **Special Events**

- In addition to several street market events, we are considering a few one-day events in the blocks where the rerouting of the Mall shuttle will allow space. We have had a few one-day events in the median as well.

Video projection installations have been placed in a few vacant retail windows.

- Summer 2023, Downtown Denver Partnership is leading efforts to bring an open streets event series – called ¡Viva! Streets – to the Broadway and Welton St corridors. ¡Viva! Streets Denver will transform these corridors into completely car-free spaces on select Sunday mornings, with room for people to walk, bike, roll, skate, jog, scoot, or linger at placemaking activations throughout the route. These events will add a Denver spin to the popular Latin American tradition of the Sunday Ciclovía. ¡Viva! Streets Denver is about experiencing our city in a new way with family and friends, enjoying Colorado's active outdoors, supporting local businesses, and having fun! Initial outreach along the corridor is happening now; a larger public announcement is anticipated in February.

### **Skyline Park and Outer Space**

- Skyline Park Block 2: events are now open through Sept 30<sup>th</sup>. This Summer's events include the Skyline Beer Garden, Mini-golf, pickleball and roller skating. The website SummerInDenver.com includes the hours and detailed breakdown of each of the event times.
- Volleyball is being offered in Skyline Park Block 1 for free to the public. The net is open for daily play and will be open through September 30<sup>th</sup>.
- The Outer Space, 16<sup>th</sup> and Welton; Outer Space is serving as a demonstration space for Mall pavers allowing those with sight impairments to evaluate the delineations provided in the design. The public has also been invited to check out the pavers and to learn about the 16<sup>th</sup> St Mall Reconstruction project. Three vendors will be relocated to Outer Space, they are expected to be up and operating before the Spring. Outer Space will be home to picnic tables, lighting, shade and entertainment throughout the summer.

## **Pedestrian Environment**

- Continued monitoring of 2023 perennial planting program.

## **Mobility**

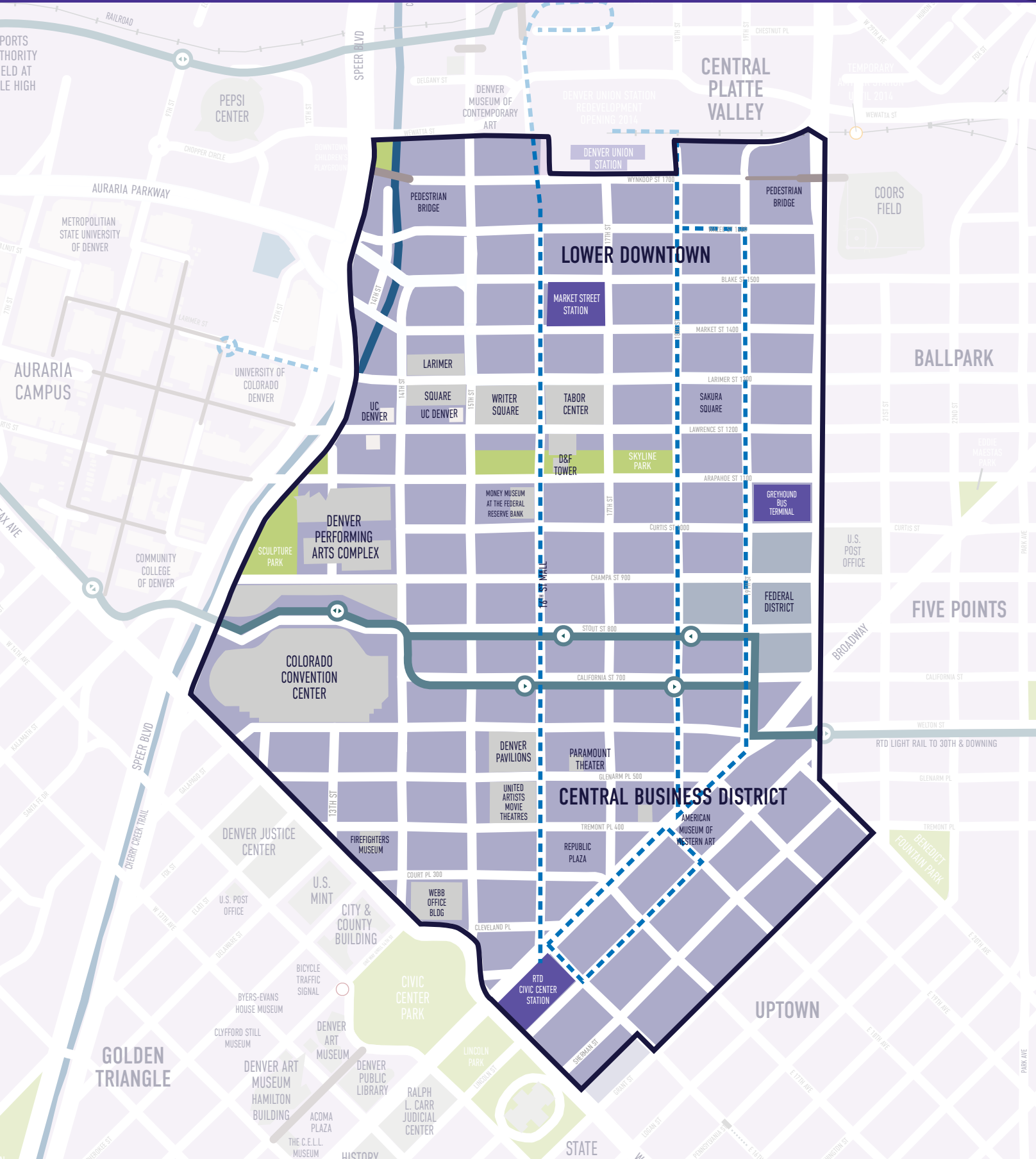
- The city continues to work through Community Transportation Network, Central Network bike lane projects. Based on the planning work completed through Denver Moves: Downtown, this program has provided design and funding for construction of protected bike lanes on 15<sup>th</sup> Street (Larimer to Wynkoop), 17<sup>th</sup> Street (Wynkoop to Broadway), and Larimer (18<sup>th</sup> to 25<sup>th</sup>).
- Lyft and Lime have begun to install dedicated bike and scooter parking as mandated through their contracts with the city. Most this infrastructure will occur in the right-of-way. For information about this service see the city's website, here:  
<https://denvergov.org/Government/Departments/Department-of-Transportation-and-Infrastructure/Programs-Services/Micromobility-Program>
- The city has developed an enhanced citizen response service through their existing 311 services. Please use 311 to report scooter issues in your area.
- Transit Service Updates: The Downtown Denver Partnership continues to coordinate with RTD on communication with transit riders and moderate increases in ridership demands to and through downtown. Reduced transit service continues to be an issue for employees as they return to office work.  
DDP, in partnership with DOTI, is planning to open a secure bicycle parking facility at Tail Tracks Plaza (16<sup>th</sup> & Wewatta Streets) in Spring 2024. Providing access to secure bike parking is an important step to encourage more people to cycle and feel confident that their bikes will be safely stored while they shop or work downtown.



Downtown  
Denver  
Business  
Improvement  
District

# 2022 Annual Report

# BID Boundary Map



## ABOUT THE DOWNTOWN DENVER BUSINESS IMPROVEMENT DISTRICT

The Downtown Denver Business Improvement District (DDBID) is a public organization funded by private commercial property owners. The DDBID goes above and beyond the basic level of care and maintenance from the city to deliver a clean, safe, and vibrant environment. Guided by the 2007 Downtown Area Plan, the DDBID's mission is to continuously shape vibrant, engaging spaces where people want to be. Ensuring safety and cleanliness for tenants and visitors, the DDBID cultivates memorable experiences that strengthen and support the economic vitality of the center city. Creating a unique and captivating urban destination not only connects communities, but also forms a place, a central core, where people want to be and business thrives.

[DowntownDenver.com/DDBID](http://DowntownDenver.com/DDBID)



**Jodi Janda**  
Chair, Board of Directors  
Downtown Denver Business Improvement District

**Downtown Denver Property Owners,**

This past year, the Downtown Denver Business Improvement District (DDBID) welcomed new changes to make Downtown a brighter, cleaner, safer place to live, work, and visit.

One of our top priorities is the safety of our residents, employees, and visitors. We hired Ryan Ertman to oversee and manage our Downtown Denver Security Action Plan. We also identified the need for a collective effort to address both immediate and long-term public health and safety issues, and thus established the Together We Will initiative. Bringing together former Mayor Michael B. Hancock and the City and County of Denver, the Department of Public Safety including the Denver Police Department and Denver Fire, the Regional Transportation District (RTD), and the District and U.S. Attorney’s offices, we’ve been able to increase proactive outreach and help people get the support they need.

In addition to creating a safe Downtown for everyone, we’ve been focused on making our city clean and beautiful. We are now fully utilizing the Clean & Safe app and have resolved over 13,500 logs; 49% of which were resolved within the hour. We have also been testing new concepts with our trees and flowers to help them thrive in this climate and be even more sustainable.

Building the best Downtown takes the work and dedication of an entire community, and we thank our partners, our community members, and our leaders for helping us transform downtown Denver one street at a time.

To learn more about the services the DDBID provides, please visit [DowntownDenver.com/DDBID](https://DowntownDenver.com/DDBID).

# BOARD OF DIRECTORS

**Jodi Janda**

Chair | JLL

**Ed Blair**

Vice-Chair | Sage Hospitality Group

**Jennifer Hallinan Deleon**

Treasurer | Hines

**Nathan Roberts**

Secretary | Kittredge Ventures

**Evan Gart** | Gart Properties

**David Foley** | Brookfield Properties

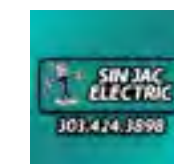
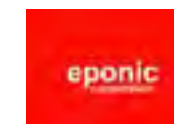
**Ron Fano** | Legal Advisor | Spencer Fane LLP

# MEET THE TEAM



From left to right: Sabina Valencia Chavez, Vincent Martinez, Amanda Miller, Ryan Butcher, Ryan Ertman, and Beth Moyski. Not pictured Pam Sellden.

# DDBID CONTRACTORS



# Maintenance

The DDBID team works around the clock to ensure Downtown is running smoothly and the lights are turned on (literally). From repairs and installations to graffiti and snow removal, our team has it covered.



**4,181 HOURS**



spent pressure washing sidewalks

**2,775 HOURS**



spent removing over 13,000 pieces of graffiti

**4,250 HOURS**



spent on special projects like repairs, installations, and events

# A SNOWY WINTER

Our snow warriors removed **2,724,290.05** cubic feet of snow this year. That's equivalent to filling the D&F Clock Tower from top to bottom over 4 times!



# KEEPING THE LIGHTS ON

The DDBID conducts a thorough survey of the 1,800+ street lights in Downtown, reporting down lights to Xcel or property managers, to ensure our city is well-lit and safe. From October through March, we've reported over 120 down lights. Help us continue to keep Downtown bright by reporting any outages you see.



Report Outage

# MAXIMUM EFFICIENCY

This year, the DDBID worked with the City of Denver to take over all trash service within the district. This has reduced redundancies with the City, decreased vehicular emissions, and increased efficiency.

Additionally, the DDBID receptacles are equipped with sensors that monitor the fill levels and weights of all containers, so that they can be collected at the optimal time. This sensor system tracks both real-time and historical information to maximize collection planning and route optimization. Using statistics collected from the sensors and hot spot analysis, we found that trash cans were not evenly distributed, and that the fleet size could be reduced while sufficiently covering the entire district. By analyzing the fill rates, we were able to pinpoint high and low performers and reallocate the fleet to provide more comprehensive coverage.

# Events

With a thriving and activated downtown Denver, the DDBID team plays a big part in assisting local events. From installations and cleanup to maintenance, our team has supported over 10 events in 2022, including Denver Startup Week, the Avalanche Stanley Cup Parade, and Taste of Colorado.



# Security

The DDBID is committed to increasing safety and security in downtown Denver using a compassionate approach to serve our communities. We recognize the work is difficult, but we remain steadfast in our efforts by collaborating with partners, launching initiatives that outline actionable items, and increasing our outreach to address both short term and long-term issues to enhance Downtown and create a more welcoming environment that's clean and safe for all.

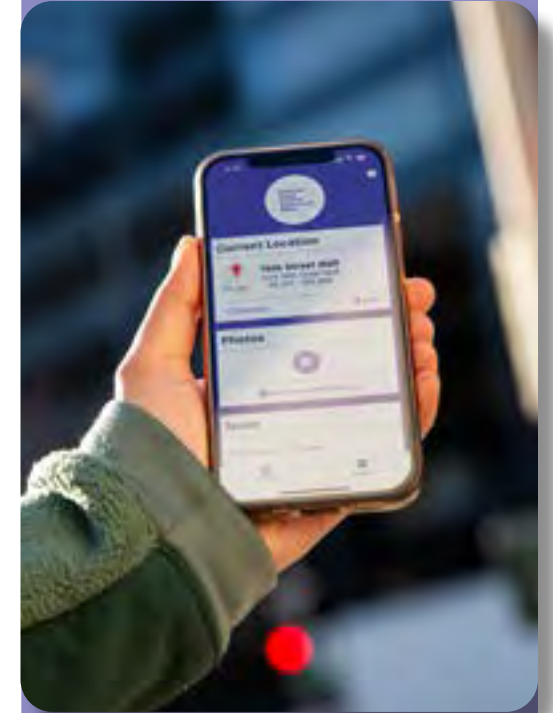


## NEW DIRECTOR OF SAFETY & SECURITY

In May of 2022, the Downtown Denver Partnership (Partnership) welcomed our new Director of Safety and Security, Ryan Ertman. Ryan comes to us from a career in law enforcement in the Northern Colorado area. He has been diligently working to implement our Security Action Plan and has been active in many initiatives throughout the DDBID including management of the DDBID security contract, the Public Shared Radio Network, and design improvements utilizing the Crime Prevention Through Environmental Design model.

2022 also brought full utilization of the Clean and Safe app and the opening of a pop up DDBID security office at California and 16th Street. Using the Partnership's temporary retail space program and the data provided by the Clean and Safe app, we identified an area of vulnerability in the DDBID and worked with one of our property owners to bring our security services closer to the place of need through a temporary security office. The DDBID security team continues to work closely with the community to bring safety, services, and information to the downtown Denver area.

**HELP US KEEP DOWNTOWN CLEAN & SAFE**



Download the Clean and Safe app to report maintenance and safety concerns like overflowing trash cans, graffiti on public property, and public safety concerns. Note: this app does not connect you with the Denver Police Department, it is not a replacement for 911 or the DPD non-emergency number.

## SECURITY ACTIVITY

**439** LOGS FOR PUBLIC INTOXICATION

**1,335** LOGS FOR PUBLIC USE OF DRUGS

**6,119** LOGS FOR SIT & LIE

**6,016** LOGS FOR TRESPASSING

**4,010** LOGS FOR UNAUTHORIZED CAMPING

**797** LOGS FOR VANDALISM GRAFFITI

## TOGETHER WE WILL INITIATIVE

In November of 2022, the Partnership and DDBID partnered with the City of Denver to launch the Together We Will Campaign which created the Downtown Action Team. This team, coordinated by our Director of Security, has directed resources toward the downtown Denver area including outreach, mental health clinicians, medical professionals, substance misuse resources, housing resources, public health experts, and law enforcement. These resources are actively engaging with the unhoused population to bring services and treatment to the downtown Denver area. **To learn more about this initiative and how you can get involved, visit [DowntownDenver.com/Safety](https://DowntownDenver.com/Safety).**



## CLEAN & SAFE

Through the downtown Denver Clean and Safe app, people can directly report non-emergency public safety and maintenance concerns occurring in the 120 blocks of the DDBID. With full utilization of the app, this past year we've seen:



**4,230**

LOGS GENERATED



**3,536**

LOGS RESOLVED



**49%**

OF LOGS WERE RESOLVED WITHIN THE HOUR

**CONVENTION CENTER CORRIDOR AND LODO WERE THE AREAS WITH THE MOST LOGS**



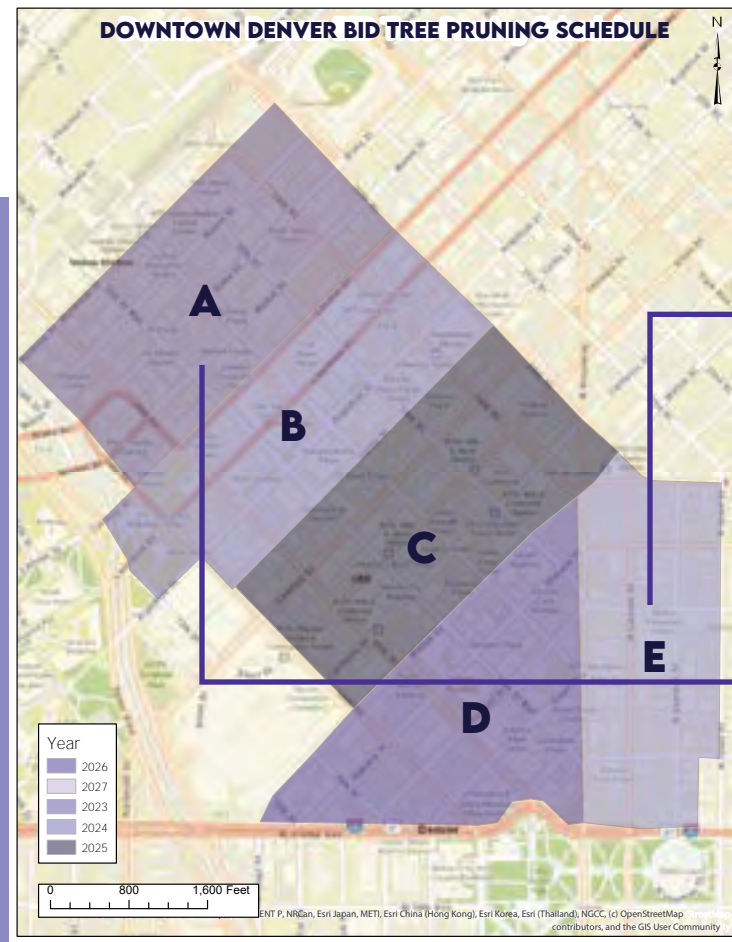
# Landscape

Our goal is to make Downtown a beautiful place through sustainable solutions. The DDBID has taken a wholistic approach with our operations, supporting green infrastructure, expanding our tree health initiative, and reevaluating our flower program to help beautify our neighborhoods and drive forward city-wide sustainability goals.



## TREE HEALTH PROGRAM

The Tree Health Program supports approximately 2,200 trees annually by providing crucial health treatments to all trees in front of commercial properties in the DDBID boundaries.



### 4

PEST MANAGEMENT TREATMENTS

### 1

FERTILIZATION & MYCORRHIZAE TREATMENT

### 1

SOIL REMEDIATION TREATMENT

## CYCLICAL PRUNING

### 1

ORGANIC SOIL ENHANCER TREATMENT

In 2022, the DDBID pruned the trees in **section E** – Broadway to Grant Street/Colfax to 20th Avenue, which marked the end of the Tree Health Program’s five-year pruning cycle.

In 2023, the cycle will begin again with **section A** – Wynkoop to Larimer/14th to 20th Street.

## ADDITIONAL PROJECTS

- Wrapped the trunk of all young trees in the DDBID district; this protects younger tree’s thin bark from the harsh Colorado sun.
- Restored irrigation on the north side of 16th Street between Wazee and Wynkoop Street.
- Enlarged tree beds on the south side of 16th Street between Blake and Wazee Street in partnership with Urban Villages.

## EXPANDED TREE BEDS

To have a thriving tree canopy Downtown, it is imperative that we give trees more space grow. This year, the DDBID enlarged four tree beds in the Sugar Block; tripling the amount of growing space for each tree. We also upgraded the irrigation system and brought in nutrient rich soil.



## PERENNIAL TEST

In 2021, the DDBID began testing the feasibility of perennials on the 16th Street Mall’s “Garden Block” because perennials could reduce overall water usage by 1/3 and save thousands of dollars annually. Due to the reconstruction of the 16th Street Mall, the perennials were moved to Larimer and 17th Street. This move was significant because it would show how the plants would perform in a smaller planting environment and how well they could recover from the shock of being moved. 271 plants were transplanted and 68% survived. These results prove that perennial plants can be successful in the Downtown environment.



# 16TH STREET MALL PROJECT

The DDBID is proud to serve as a project partner on the 16th Street Mall project with the City and County of Denver and RTD. The goal of this project is to improve safety and mobility, address deteriorating infrastructure, and create more opportunities for people to enjoy the mall for years to come.

## Small Business Support Program

In April 2022, the Denver City Council approved \$1M in initial funding to offset potential small business impacts from the multi-year construction project. It's anticipated that the program will distribute \$3M in funding over three years. That breaks down to:

**\$7,500 - \$10,000**  
PER BUSINESS IN LONGER-TERM, IMPACT RELATED STABILIZATION GRANTS

**\$2,000**  
PER BUSINESS IN MITIGATION GRANTS

**\$162,500**  
IN FUNDING TO SUPPORT PRIVATE PROPERTY OWNER REMOVAL AND REPLACEMENT OF OUTDOOR DINING TABLES, CHAIRS AND RAILINGS

ADDITIONALLY, THE DDBID HAS BEEN IN CONSTANT CONTACT WITH THE PROJECT AGENCIES AND THE CITY TO IMPROVE THE CONSTRUCTION EXPERIENCE AND COMMUNICATION AND HELP KEEP THE PUBLIC IN THE LOOP.

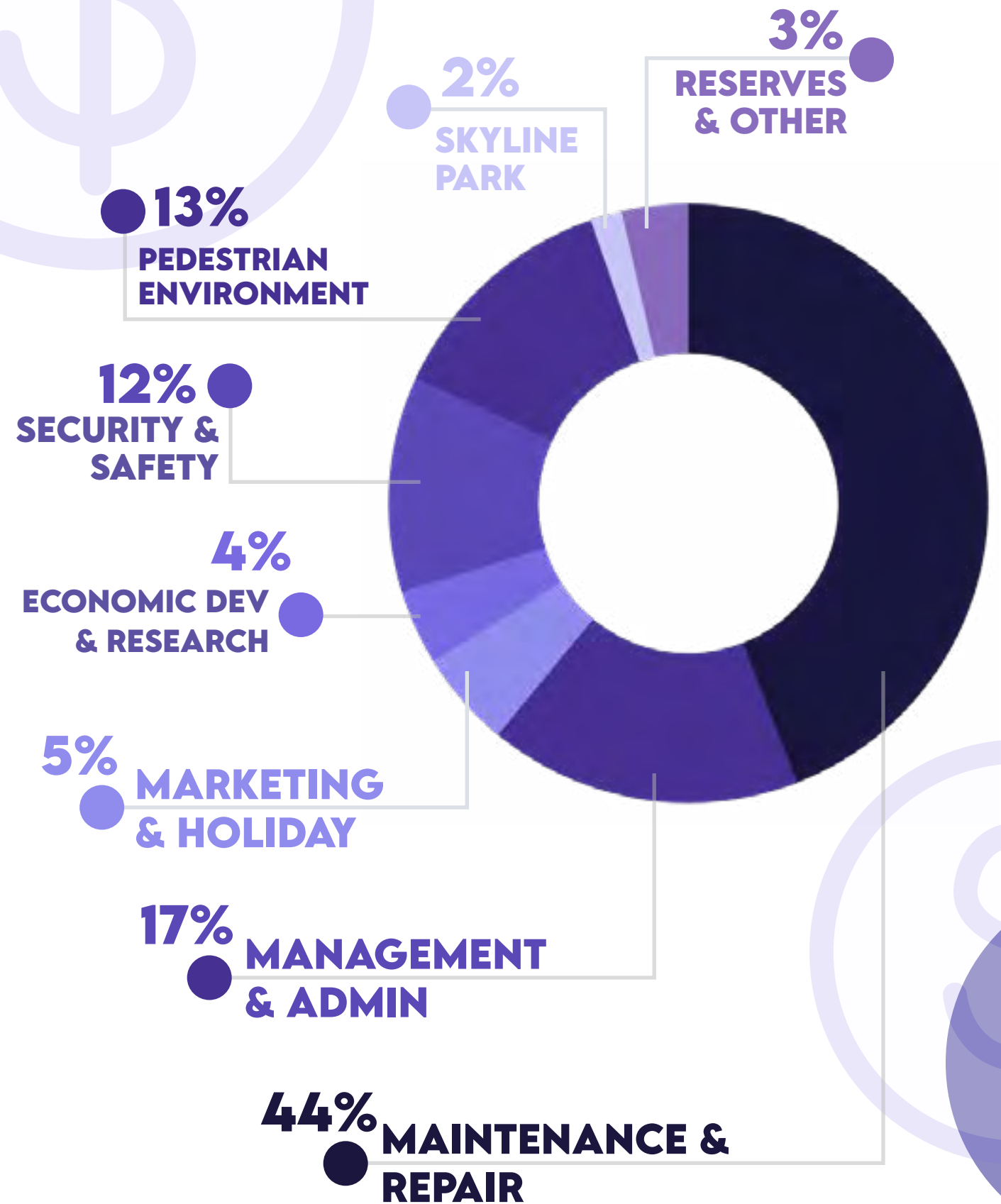
**2022 Results**  
**41** GRANTS  
**28** BUSINESSES SUPPORTED  
**\$150,000** IN FUNDS DISTRIBUTED

ADDITIONAL FUNDING IS EXPECTED TO BE ATTAINED IN 2023.

### Fun Fact!

SINCE THE START OF CONSTRUCTION, THERE HAS BEEN NO LOSS OF LOCAL BUSINESSES.

## 2022 Finances





[DowntownDenver.com/DDBID](https://DowntownDenver.com/DDBID)