



**DOWNTOWN REVIEW BOARD
MEETING AGENDA**

**WEDNESDAY, September 2, 2015
8:30 A.M.**

**CITY HALL
COUNCIL CHAMBERS
107 NORTH NEVADA AVENUE
COUNCIL CHAMBERS, SUITE 325
COLORADO SPRINGS, CO 80903**

DOWNTOWN REVIEW BOARD MEETING PROCEDURES

The Downtown Review Board will hold their regular meeting on **Wednesday, September 2, 2015 at 8:30 a.m** in the Council Chambers of City Hall located at 107 North Nevada Avenue, Colorado Springs, Colorado 80903.

The Consent Calendar will be acted upon as a whole unless a specific item is called up for discussion by a Board Member, a City staff member, or a citizen wishing to address the Downtown Review Board.

When an item is presented to the Downtown Review Board the following order shall be used:

- City staff presents the item with a recommendation;
- The applicant or the representative of the applicant makes a presentation;
- Supporters of the request are heard;
- Opponents of the item will be heard;
- The applicant has the right of rebuttal;
- Questions from the Board may be directed at any time to the applicant, staff or public to clarify evidence presented in the hearing.

APPEAL INSTRUCTIONS

If you do not agree with a decision of the Downtown Review Board and wish to appeal that decision you must do so by filing an appeal with the City Clerk's Office (located at 30 S. Nevada Avenue, Colorado Springs, CO 80903) no later than ten (10) days after the hearing date. Accordingly any appeal relating to this Downtown Review Board meeting must be submitted to the City Clerk by 5pm on:

Monday, September 14, 2015

The appeal letter, along with the required \$176 fee, should address specific code and/or regulating plan requirements that were not adequately addressed by the Downtown Review Board. City Council may elect to limit discussion at the appeal hearing to the matters set forth in your appeal letter. Unless a request for postponement is made, City Council will hear the appeal at its next regular meeting occurring at least nineteen (19) days after the Downtown Review Board meeting (Zoning Code Chapter 7.5.906).

DOWNTOWN REVIEW BOARD MEETING AGENDA

- 1. APPROVAL OF THE MINUTES** – Minutes from the May 6, 2015 Meeting and the August 5, 2015 meeting.
- 2. COMMUNICATIONS** – Ryan Tefertiller, Land Use Review Manager
- 3. CONSENT CALENDAR** – No Items
- 4. UNFINISHED BUSINESS CALENDAR** –

File NO.: CPC CU 15-00063 – QUASI-JUDICIAL

A request by the Salvation Army for the Salvation Army Emergency Cold Weather Shelter conditional use to allow a human service shelter to operate from October 19, 2015 through April 17, 2016. The application is required to continue the approved use from the 2014/2015 winter season as the Downtown Review Board previously issued a one-year approval with a renewal request to be reviewed by the Board. The proposed shelter would provide emergency shelter for up to 153 unsheltered persons during cold weather months. The shelter is to be located within 505 S. Weber St. in what was formerly the Salvation Army Thrift Store location. The site totals roughly 1.4 acres, is zoned FBZ-T2B (Form-Based Zone – Transition Sector 2B), and is located on the east side of S. Weber St., south of E. Cimarron St.

UNFINISHED BUSINESS CALENDAR

DOWNTOWN REVIEW BOARD AGENDA

ITEM NO: 4

STAFF: RYAN TEFERTILLER

FILE NO: CPC CU 15-00063 – QUASI-JUDICIAL

PROJECT: SALVATION ARMY EMERGENCY COLD WEATHER SHELTER

APPLICANT: SALVATION ARMY

OWNER: SALVATION ARMY



PROJECT SUMMARY:

1. Project Description: This proposal is to allow the Salvation Army to utilize an existing building for an “emergency cold weather shelter” providing temporary housing for local unsheltered populations. The original application requested to allow the organization to provide 153 additional beds for “human service shelter” use from October 19, 2015 through April 17, 2016 (see analysis section below for a proposed change to the start and end date). This request is necessary given the Downtown Review Board’s action on October 22, 2014 which allowed a human service shelter use to operate on the site for the winter of 2014/2015 but required another public hearing at the Downtown Review Board (DRB) in order to operate for the winter of 2015/2016. The 1.42-acre property is zoned FBZ-T2B (Form-Based Zone – Transition Sector 2B) and is addressed as 505 S. Weber St. and is generally located southeast of E. Cimarron St. and S. Weber St. The full Staff report and associated documents from the August 5, 2015 public hearing at the Downtown Review Board are included as **FIGURE A**.
2. Applicant’s Project Statement: **(See FIGURE A)**
3. Planning & Development Team’s Recommendation: **Approval of the application with technical modifications.**

BACKGROUND:

1. Site Address: 505 S. Weber St.
2. Existing Zoning/Land Use: FBZ-T2B (Form-Based Zone – Transition Sector 2B) / The site is developed with an existing building and private parking lot.
3. Surrounding Zoning/Land Use:
 - North: FBZ-T2B / Office, commercial, and service uses
 - South: FBZ-T2B / Office, commercial, and light industrial uses
 - East: FBZ-T2B / Office, commercial, and service uses
 - West: FBZ-T2B / Office, commercial, and service uses
4. Comprehensive Plan/Designated 2020 Land Use: Regional Center
5. Annexation: Town of Colorado Springs, 1872
6. Master Plan/Designated Master Plan Land Use: Imagine Downtown Master Plan (2009) / Activity Center
7. Subdivision: Salvation Army Subdivision (1982)
8. Zoning Enforcement Action: None
9. Physical Characteristics: The site is flat and is developed with an existing building and private parking lot.

STAKEHOLDER PROCESS AND INVOLVEMENT:

Two hundred and thirty-four surrounding property owners were notified of the proposal shortly after the application was submitted. That notification provided basic information regarding the application, instructions of how to submit comments to Staff, and information regarding a neighborhood meeting scheduled for July 15, 2015. Roughly 35 attended the neighborhood meeting to learn more about the proposal; many attendees expressed opposition to the proposed 1-year extension. Specific issues of concern include: loitering in the area, an increase in trash in the neighborhood, inadequate security, and a general lack of follow through with promised management practices during the last season of operation. All written comments received by staff prior to the August 5th public hearing are included with **FIGURE A**. There were two notable stakeholder outreach efforts after the August 5, 2015 public hearing: 1) two meetings were held on August 11, 2015 and August 20, 2015 with the City, Salvation Army, and specific neighborhood representatives; 2) an additional neighborhood meeting is scheduled for August 27, 2015. Additional letters and emails received by Staff after the initial public hearing on August 5, 2015 but before the publication of this report on August 26, 2015 are included as **FIGURE B**. Notices informing neighboring property owners of the date, location, and time of the Downtown Review Board’s public hearing were mailed roughly 10 days prior to the August 5, 2015 public hearing.

ANALYSIS OF REVIEW CRITERIA AND MAJOR ISSUES

A full analysis of the project proposal and the required review criteria can be found in **FIGURE A**. This staff report focuses on progress made since the August 5, 2015 public hearing. In the weeks after the August 5, 2015 public hearing, the applicant, City Staff, and neighborhood representatives met to explore strategies to mitigate impacts on surrounding properties. Meetings with the City, Salvation Army representatives, and neighborhood representatives were held on August 11, 2015 and August 20, 2015. The meetings were productive in that a number of “overarching principles” were established as well as a series of “operating improvements” (**FIGURE C**). The goal of these meetings and the resulting management document was to provide necessary shelter and services for the local unsheltered population with minimal impacts on the quality of the adjacent properties and neighborhoods. Some of the key items agreed upon by the Salvation Army and the neighborhood representatives include:

- Pushing the start date for the shelter’s operation from October 1, 2015 to October 19, 2015; and modifying the date of the shelter’s closing from April 30, 2016 to April 17, 2016.
- The shelter was previously proposed to open at 5:00PM, but the agreed change will allow shelter users to begin lining up at 6:00PM with doors opening at 7:00PM. On those days with high temperatures below 20 degrees the shelter will open at 6:00PM.
- Within 30 minutes of the shelter closing at 9:00AM, the shelter operators/staff will ensure the area is clear of shelter users.
- The number of staff will be doubled from last year and staff will receive additional training and higher wages to reduce staff turnover.
- Numerous security improvements to reduce loitering and criminal activity.
- Provide neighbors a point of contact that is available to respond to various on-site issues.
- City to hold at least two meetings during the shelter’s operation.
- No meals to be provided at the facility.
- Improved education to shelter users about good neighbor activities.
- Improved resources and case management available in the shelter.
- Exterior signage to communicate rules and behavioral expectations.
- Trespass letter filed with City Police to allow PD to enforce trespass violations.
- Additional trash cans outside.
- Signage and policies to minimize donations left at the facility.
- Numerous others.

The City, the Salvation Army, and neighboring stakeholders believe the actions described in **FIGURE C** will reduce those negative impacts that were felt during last year’s operation. These changes, together with an increased effort by the City and other service providers to identify resources and shelter locations for the winter of 2016/2017 have increased support for the project.

The Downtown Review Board must find that the project substantially complies with the following conditional use criteria:

- A. Surrounding Neighborhood: That the value and qualities of the neighborhood surrounding the conditional use are not substantially injured.
- B. Intent of Zoning Code: That the conditional use is consistent with the intent and purpose of this Zoning Code to promote public health, safety and general welfare.
- C. Comprehensive Plan: That the conditional use is consistent with the Comprehensive Plan of the City.

As discussed in the original staff report, criteria B. and C. are relatively easy to evaluate, but criterion A, impact to the surrounding neighborhood, is more complicated. However, given the lessons learned during the shelter’s operation in 2014/2015 and the increased dialog with neighboring stakeholders, City staff is confident that all three conditional use criteria will be met during this year’s operation.

Staff finds that the project substantially complies with the required Conditional Use criteria, and that the application should be approved.

STAFF RECOMMENDATION:

ITEM NO: 3 CPC CU 15-00063 – SALVATION ARMY EMERGENCY COLD WEATHER SHELTER

Approve the proposed conditional use application to allow the cold weather shelter to offer up to 153 beds from October 19, 2015 through April 17, 2016 based on the finding that the application meets the required conditional use criteria.

Technical Changes to the Conditional Use Plan:

1. Add a note to the plan stating the dates and hours of operation.
2. Add a note to the plan referencing the August 20, 2015 Management Agreements document

DOWNTOWN REVIEW BOARD AGENDA

ITEM NO: ## 4

STAFF: RYAN TEFERTILLER

FILE NO:
CPC CU 15-00063 – QUASI-JUDICIAL

PROJECT: SALVATION ARMY EMERGENCY COLD WEATHER SHELTER
APPLICANT: SALVATION ARMY
OWNER: SALVATION ARMY



FIGURE A

PROJECT SUMMARY:

1. **Project Description:** This proposal is to allow the Salvation Army to utilize an existing building for an “emergency cold weather shelter” providing temporary housing for local unsheltered populations. The proposed application would allow for the organization to provide 153 additional beds for “human service shelter” use from October 1, 2015 through April 30, 2016. This request is necessary given the Downtown Review Board’s action on October 22, 2014 which allowed a human service shelter use to operate on the site for the winter of 2014/2015 but required another public hearing at the Downtown Review Board (DRB) in order to operate for the winter of 2015/2016. The 1.42-acre property is zoned FBZ-T2B (Form-Based Zone – Transition Sector 2B) and is addressed as 505 S. Weber St. and is generally located southeast of E. Cimarron St. and S. Weber St. **(FIGURE 1)**
2. **Applicant’s Project Statement:** **(FIGURE 2)**
3. **Planning & Development Team’s Recommendation:** **Approval of the application with technical modifications.**

BACKGROUND:

1. **Site Address:** 505 S. Weber St.
2. **Existing Zoning/Land Use:** FBZ-T2B (Form-Based Zone – Transition Sector 2B) / The site is developed with an existing building and private parking lot.
3. **Surrounding Zoning/Land Use:**
 - North: FBZ-T2B / Office, commercial, and service uses
 - South: FBZ-T2B / Office, commercial, and light industrial uses
 - East: FBZ-T2B / Office, commercial, and service uses
 - West: FBZ-T2B / Office, commercial, and service uses
4. **Comprehensive Plan/Designated 2020 Land Use:** Regional Center
5. **Annexation:** Town of Colorado Springs, 1872
6. **Master Plan/Designated Master Plan Land Use:** Imagine Downtown Master Plan (2009) / Activity Center
7. **Subdivision:** Salvation Army Subdivision (1982)
8. **Zoning Enforcement Action:** None
9. **Physical Characteristics:** The site is flat and is developed with an existing building and private parking lot.

STAKEHOLDER PROCESS AND INVOLVEMENT:

Two hundred and thirty-four surrounding property owners were notified of the proposal shortly after the application was submitted. That notification provided basic information regarding the application, instructions of how to submit comments to Staff, and information regarding a neighborhood meeting scheduled for July 15, 2015. Roughly 35 attended the neighborhood meeting to learn more about the proposal; many attendees expressed opposition to the proposed 1-year extension. Specific issues of concern include: loitering in the area, an increase in trash in the neighborhood, inadequate security, and a general lack of follow through with promised management practices during the last season of operation. Staff has received numerous written comments in response to the notification; most comments are opposed to the proposed use **(FIGURE 3)**. In addition to formal outreach to neighboring property owners, Staff has discussed the project with the Downtown Partnership who submitted a letter supporting approval of the proposed shelter **(FIGURE 4)**. Notices informing neighboring property owners of

the date, location, and time of the Downtown Review Board's public hearing will be mailed roughly 10 days prior to the day of the hearing.

ANALYSIS OF REVIEW CRITERIA AND MAJOR ISSUES

The Salvation Army has owned the subject property for over 30 years and has used the property for a variety of their services in the past. The 1.42 acre site includes two primary buildings. The northern building, which is not within the scope of this project, was built in 1977, is two-stories tall, and includes roughly 17,180 square feet. The southern building, where the cold weather shelter is proposed to operate, was built in 1983, is also two stories tall, and includes roughly 40,440 square feet. In the past the site has been used for a variety of Salvation Army related uses including general office/administrative services, client support services, shelter operations, retail sales of second hand goods, and warehousing of merchandise and supplies. In October of 2014 the Downtown Review Board granted the Salvation Army a Conditional Use to allow the operation of a human service shelter from November 1, 2014 to April 15, 2015 with the option for a one year extension after a public hearing at the DRB no later than August 2015.

When the Downtown Colorado Springs Form-Based Code (FBC) was adopted in the summer of 2009 there were only a few uses that required the Downtown Review Board's approval of a conditional use permit (e.g. auto repair, bars, detention facilities, sexually-oriented businesses, and others). However, shortly after the FBC's adoption there was considerable discussion among downtown stakeholders about the prospect of a new homeless campground or shelter downtown. The FBC, as adopted, did not specifically address human service facilities. Therefore, Staff moved quickly to amend the City's human service establishment regulations to apply to the downtown form-based zone. This code amendment, approved in April of 2010 via ordinance 10-42, requires approval of a conditional use permit for human service shelters in the form-based zone. The Downtown Review Board has the authority to review and approve all conditional use permit applications within the current boundaries of the form-based zone.

Although a human service shelter operating on a daily basis requires a conditional use permit, City Staff, working together with social service providers, have allowed "emergency" shelters to operate on a limited basis without a conditional use permit. This policy allows churches, civic organizations, and existing human service facilities to add shelter beds during emergency situations that have a direct threat to public health, safety, and welfare. Examples of qualifying emergencies include: extreme cold, wildfire, flood, and other natural or human disasters. Given the lack of available shelter beds this winter, the subject property could operate on an emergency only basis (temperatures below 38 degrees Fahrenheit) without the approval of the proposed conditional use permit and still be in compliance with local codes and policies.

The proposed project aims to add an additional 153 shelter beds to the community's inventory. When this project was submitted and reviewed in fall of 2014 the annual Point in Time survey conducted by the United Way, showed a recent decrease in services have resulted in fewer beds available compared to past years. More specifically, the study found that on January 26, 2014 there were 269 unsheltered residents with no additional beds available. (**FIGURE 5**). While the one-year approval of the Salvation Army shelter in 2014 helped address this issue, the 2015 Point in Time survey still found significant needs; specifically, that 243 people were identified as unsheltered and that a very limited number of beds were available (**FIGURE 6**). The City continues to work to obtain resources and partnerships to help address this issue. Some long-term solutions are in the planning stage, but the proposed shelter is critical to address short-term needs this winter.

Similar to last year, the current proposal as part of this application is to utilize the Salvation Army's former thrift store portion of the vacant building at the south end of their property to provide an additional 153 beds to help meet the demand for winter shelter resources. One notable difference is that the requested number of beds has increased from what was approved in 2014. While the use of the subject property will be limited to an "emergency cold weather shelter" operation only from October 1st through April 30th this too represents a change from last year; the approval granted by the DRB in 2014 was limited to November 1, 2014 through April 15, 2015. The last notable issue is that the shelter will open daily at 5:00 PM and will close at 9:00 AM daily. Just as the number of occupants has increased and the number of weeks requested has been extended, the hours reflect an increase; in 2014 the shelter operated from 7:00 PM to 7:00 AM. The longer hours of operation should actually help mitigate issues experienced last year, especially the fact that users were required to leave the shelter early in the morning when temperatures were still extremely low. Pushing the shelter's daily close time later into the morning should help alleviate clients having nowhere to go after the shelter closes.

In addition to temporary housing, the Salvation Army will provide a dinner meal via their mobile food truck which currently operates at America the Beautiful Park, and a continental-style breakfast. Other services include referrals to other local providers and the opportunity for case management and access to regular sheltering programs. Like last year, the Salvation Army be offering kenneling of pets which allow the pet owners to utilize the shelter when they were previously turned-away from many shelter resources.

The Form-Based Code Section 2.5.4.7. empowers City Code Section 7.3.105.F.2.a. which requires 1,000 feet of separation between human service facilities to avoid clustering these types of uses in one area. In this case there is one human service facility currently present within the 1,000 foot buffer – the Crawford House owned and operated by the Colorado Veteran's Resource Coalition on the southeastern corner of S. Weber St. and Pueblo Ave. Although this facility is small, housing only 16 residents (all of whom are military veterans), and operates under a significantly different operation model (residents enroll in the program and reside at the facility for months at a time), the property is only 273 feet from the subject property. This issue was discussed in the fall of 2014 and a variance was granted allowing the shelter to operate last winter; no new variance was deemed necessary for this application.

The Downtown Review Board must find that the project substantially complies with the following conditional use criteria:

- A. Surrounding Neighborhood: That the value and qualities of the neighborhood surrounding the conditional use are not substantially injured.
- B. Intent Of Zoning Code: That the conditional use is consistent with the intent and purpose of this Zoning Code to promote public health, safety and general welfare.
- C. Comprehensive Plan: That the conditional use is consistent with the Comprehensive Plan of the City.

Planning Staff finds that the proposed shelter meets criterion B., intent of the zoning code, by providing much needed resources to at-risk populations. The denial of the proposed shelter could jeopardize the health, safety, and general welfare for the City's unsheltered populations. Likewise, Planning Staff finds that the proposed shelter meets criterion C., conformance with the City's Comprehensive Plan. The Comprehensive Plan supports the provision of services in the

locations where they are known to be needed. And while efforts must be made to ensure compatibility and harmoniousness, it is widely recognized that while Downtown Colorado Springs has many resources for homeless populations (e.g. counseling, soup kitchen, etc.), there is a shortage of shelter beds.

While criteria B. and C. are relatively easy to evaluate, criterion A, impact to the surrounding neighborhood, is more complicated. Many of the property owners and residents that spoke with Staff last year, spoke at the October 22, 2014 DRB hearing, or spoke at the July 15th neighborhood meeting expressed concern of existing problems with homelessness in the southeastern quadrant of Downtown. The underutilized alleyways, empty warehouses, vacant properties, and creek corridors provide attractive sleeping and loitering locations for some unsheltered residents. Unfortunately, this has led to littering, loitering, and potentially even increased crime in the area. Many property owners and residents in the adjacent neighborhood believe that an increase in the number and density of service recipients in one area could lead to an increase in these impacts.

Unlike last year, the City does have a better understanding of the impacts to the area that the Salvation Army shelter may have. By working with the City's Police Department, Planning Staff was able to understand the number of calls for service to the property while the shelter operated to better understand off-site impacts. While there were a significant number of calls for service to the property between November 1, 2014 and April 15, 2015 (**FIGURE 7**) a significant number of those medical calls that did not require Police response. According to Officer Brett Iverson with the City of Colorado Springs Police Department Homeless Outreach Team (HOT Team) "Although there was an obvious increase in the presence of homeless individuals and other issues associated with homelessness in the area immediately surrounding the Salvation Army cold weather shelter, there was also a notable decrease in homeless tent camping in the Colorado Springs area, to include the east and south along Shooks Run." More quantifiable data regarding neighborhood wide crime was not available at the writing of this report, however, efforts are currently being made to better understand how last year's shelter operation may have affected the surrounding neighborhood.

At the July 15, 2015 neighborhood meeting property owners in the area identified a number of activities at and around the site that affected their quality of life. Specific concerns included:

- Users of the shelter were allowed to queue at the shelter entrance on S. Weber far in advance of the shelter's opening. Additionally, many users lingered at the shelter long after the shelter closed in the morning.
- The amount of trash at the property and in the area significantly increased during operation of the shelter. Much of the trash was likely a result of the loitering and queueing before and after shelter operation. A single trash can was added at the shelter to help mitigate this issue, but many felt that action was inadequate.
- A lack of adequate security and on-site management resulted in inappropriate behaviors in the surrounding area. This included users obstructing vehicle travel on S. Weber St. and E. Platte Ave., fighting, and other undesirable activities.
- A lack of bathrooms at the property, and specifically facilities for those waiting to enter the shelter, resulted in unsheltered people relieving themselves on public or private properties in the immediate area.
- Instances of theft, aggressive panhandling, and other threatening behavior at nearby properties, businesses and residences.

The Salvation Army, together with the City, are working on solutions to address these issues. An obvious constraint is limited financial resources for additional trash services, additional security, and an increased management presence. At the conclusion of the July 15, 2015 neighborhood meeting, the applicant and the City pledged to explore opportunities and costs to mitigate the neighborhood's concerns. As of the completion of this analysis, those solutions and their costs were not yet available.

Based on the October 22, 2014 DRB action, a request to operate the shelter for a second season required a new public hearing no later than August of 2015. However, given the number of concerns from adjacent property owners and the status of on-going discussions between the City and the Salvation Army to identify strategies to minimize off-site impacts, the DRB may choose to delay formal action on the application to the September 2015 DRB meeting. This additional time may allow strategies to be fully evaluated and funded to provide a better understand if all three conditional use criteria are met.

Staff finds that the project likely substantially complies with the required Conditional Use criteria, however, an additional month of research, communication, and planning will help Staff and stakeholders better understand how impacts will be mitigated. Staff recommends a one-month postponement of formal action on this application.

STAFF RECOMMENDATION:

ITEM NO: 4 CPC CU 15-00063 – SALVATION ARMY EMERGENCY COLD WEATHER SHELTER

Postpone action on the proposed conditional use application to allow additional time for analysis, communication, and planning to mitigate stakeholders concerns.

FIGURE 1

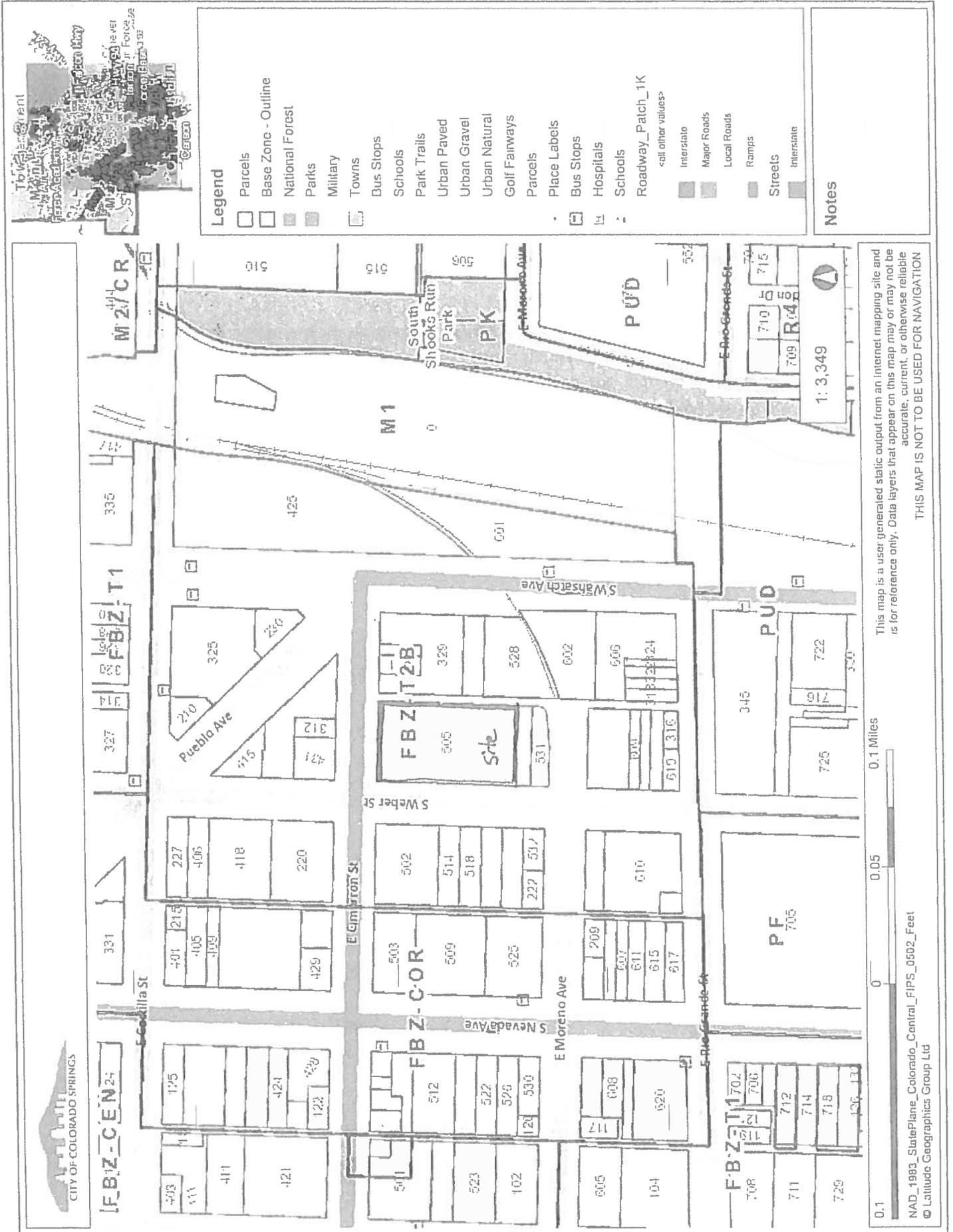


FIGURE A

**The Salvation Army
Emergency Cold Weather Shelter**

PROJECT STATEMENT

Contact

Major Richard Larson, El Paso County Coordinator
910 Yuma Street, Colorado Springs, CO 80909
719-636-3891
richard.larson@usw.salvationarmy.org

Gene Morris, RJ Montgomery Center Director
709 S. Sierra Madre, Colorado Springs, CO 80903
(719) 955-8407
gene.morris@usw.salvationarmy.org

Project Location

505 S. Weber Street, Colorado Springs, CO

Description

The Salvation Army Emergency Cold Weather Shelter provides a safe emergency shelter environment for up to 153 unsheltered persons during cold weather months. The shelter operated at 505 S. Weber between November 1, 2014 and April 15, 2015 under a one-year conditional use permit with the opportunity to operate for one more year during the winter of 2015-2016 subject to review by the Downtown Review Board no later than August 2015. The Salvation Army is seeking a conditional use permit to operate an emergency cold weather shelter for a second year with the following conditions:

- Permission to operate daily from October 1, 2015 to April 30, 2016. Though final operating dates are to be determined, this timeframe provides more flexibility to respond to unpredictable weather without violating zoning code. DRB approved November 1 to April 15 with the previous CUP.
- Operating hours from 5pm to 9am with the option to operate longer hours on days of extreme cold (generally 20 degrees or less). Regular operating hours have yet to be determined, but an extended timeframe allows more flexibility to respond to changing weather conditions and other needs that might arise. DRB approved flexibility to modify hours with the previous CUP.
- Maximum occupancy of 153. This is the Fire Code limit. During the previous emergency cold weather operations, on dates of extremely cold temperatures, the facility did reach Fire Code capacity. Average occupancy during the coldest months was about 130 people per night. DRB approved an occupancy of 100 with the previous CUP. Request is to increase to Fire Code capacity of 153.

The Emergency Cold Weather Shelter is a behavior-based, low barrier shelter. Entrance is not conditioned on sobriety or background checks. Good behavior is expected. Disruptive, violent or otherwise inappropriate behavior is not tolerated. Guests are required to provide ID or a police referral for entry. No smoking, weapons, drugs or alcohol are permitted in the shelter. Men and women are segregated. The shelter offers the following services:

- Dinner meal beginning at 5:30pm
- Bedding for the night
- Restroom facilities
- Morning breakfast (continental style)
- Referrals to other services
- Opportunity for case management and access to regular sheltering program
- Overnight storage for large items
- Accommodations for pets as feasible

Project Need

There is significant unmet need for emergency shelter in Colorado Springs in general and a specific need for additional emergency shelter beds during cold weather months when low and extremely low temperatures put unsheltered residents at significant risk of hypothermia, frostbite and even death. At the Point in Time Count (PIT) of the homeless conducted by the Pikes Peak United Way in January 2014, 269 respondents identified as unsheltered. At that time, only 20 emergency beds were available and those beds were limited to women and families leaving a gap of at least 250 beds. Even with the addition of approximately 187 beds at two emergency cold weather shelters between November 1, 2014 and April 15, 2015, at the PIT conducted in January 2015, 243 people identified as unsheltered. On the date of the count, only 20 beds were available and they were designated for veterans, victims of domestic violence and women, meaning at least 223 people could not find emergency shelter during the coldest days of the year.

More specific, The Salvation Army emergency cold weather shelter served 1,446 unduplicated individuals providing 20,284 bed nights of shelter to an average of 121 people per night. Together, The Salvation Army and Springs Rescue Mission served 1,582 unduplicated individuals, providing 29,479 bed nights of shelter, serving an average of about 176 people per night.

Most people on the street are there not because they choose to be, but because policy barriers (such as maintaining maintain sobriety) and an insufficient number of shelter beds leave them with no other options. By increasing the number of emergency shelter beds and admitting people to shelters based on behavior, we better ensure that people living on the street have opportunity to be sheltered, connected with services and ultimately, housed. This is better for people experiencing homelessness and better for the neighborhoods where people experiencing homelessness are often forced to take refuge outdoors.

The Salvation Army operated an emergency cold weather shelter at the site from November 1, 2014 to April 15, 2015 with few incidents. Neighborhood concerns included trash, staging of bulky items in front of the shelter building (shopping carts and belongings), people hanging around the building all day and lines forming early. There were many requests by shelter users to use the restroom at the convenience store at Cimarron and Nevada. The Salvation Army and the City are hosting a neighborhood meeting on July 14, 2015 to get input from area residents and businesses and will provide strategies for mitigating concerns.

July 16, 2015

Water Works Car Wash
525 S. Nevada Ave.
Colorado Springs, CO 90903

City of Colorado Springs
30 S. Nevada Ave. Suite 105
Colorado Springs, CO

RE: CPC CU-00063

Dear Mr. Tefertiller

Our Car Wash is directly across Weber St. from the property applying for an extension of the conditional use permit.

I question the extension because it requests a longer period to operate this year than last. A six month period is hardly a temporary use or extension. The DRB approved occupancy of 100 per day but the facility averaged 121 per day. This increase obviously persisted throughout the year in direct violation of the DRB although the DRB did allow some flexibility but this was too much flexibility. There needs to be a firm commitment on the number allowed.

The new request is for a six month operating time frame, longer daily hours, an increased capacity and feeding the people twice a day. This is turning the use from a winter shelter to a soup kitchen and a 24 hour facility which is not what the original DRB allowed. Adding more use to the facility when they couldn't handle simply providing shelter last year is a mistake. The request is for a maximum of 153 people which is the fire code. The amount of people allowed should be determined by the number of people that the Salvation Army can manage effectively, not the fire code.

We are all aware about the problems of the homeless but temporary fixes are not the solution especially when it impacts area property owners and businesses for 6 months of the year. According to numbers gathered at the community meeting there are about 500 unsheltered homeless. This facility is being asked to provide 153 beds or about 25% of the City's need in one neighborhood. This is too much of an impact on one neighborhood. The impacts on property owners and retail business in the area last year were the usual homeless related problems such as theft, using business restroom facilities, begging from business customers, using customer waiting areas and depositing trash on private property. Water Works Car Wash employees were constantly removing the homeless from our building and grounds. This is not good use of our employee's time. Water Works also has safety and insurance concerns when people that are not our customers wander between vehicles that move onto and off our property.

FIGURE A

At the community meeting the Salvation Army and City representatives admitted they were over whelmed in trying to operate the facility and trying to alleviate community concerns with a facility of this nature. Although the facility operated for over 4 months they were never able to get it under control. Based on last year's performance I don't see why a permit should be issued at all besides one that increases the original DRB.

The main concerns at the community meeting held on July 15 were:

There needs to be adequate Security and Supervision on the premises at all times. Last year it did not appear that there was sufficient staff from the Salvation Army to handle the volume of people. There must be a plan in place to address these concerns, with fixed staffing requirements from the DRB. If staffing is not available then the permit should be denied.

The entrance on Weber had people camping out or waiting in line for all hours of the day instead of just 7 PM to 7 AM as the DRB permitted. This could be alleviated by having the people wait and enter into the back of the building which has several doors and a huge fenced area. The Salvation Army said at the meeting was that it is colder on that side of the building and ice forms because of the shade from the building therefore they didn't use the area. They felt that the people liked the west side of the building because it was sunny there even though it created many of the community's issues. The solution is to shovel the back area of snow and ice daily (perhaps the homeless could help) and perhaps install infrared heaters in the area so it can be used for the staging area and entrance.

The waiting problem is compounded by the time it takes to check people into the facility. If it takes one minute to check people in then it would take over two hours just to get everyone inside and not waiting on the sidewalk in front of the building. There has to be a better system to accomplish staging and to assure that there is no more than the allotted amount of people using the facility on any given night. Perhaps a wristband system could be employed with check in at different times of the day. A better staging system must be a requirement of any new permit.

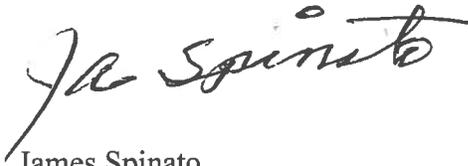
The building has two restrooms. Is it a sufficient number to support 153 people, especially since they are designated for Male and Female? Over 90% of the guests are male which means over 100 people using one restroom. It is suggested that more restroom facilities be added.

The amount spent on the facility last year according to the Salvation Army and the City was about \$200,000. The Salvation Army spent about \$150,000 and the City about \$50,000. This provided 20,284 bed nights or an average of about \$10 per bed night. Given the problems last year there seems to be a need for a much higher budget this year. There needs to be a larger budget put in place that addresses all the concerns of the community. The City and community must provide more funds if they feel this is a worthwhile endeavor. The requested capacity is being increased by 50% then it seems logical that a budget of over \$300,000 is required.

There needs to be more space for the people using the facility. It was suggested that the Salvation Army building to the North of the subject building be used for a staging and warming area. The Salvation Army spokesman said he asked for use of this building but was denied use. This building would obviously help with the delivery of services to the homeless. If the City is committed to this shelter perhaps they could provide money in their budget to rent the North building from the Salvation Army. Or have the Salvation Army give more of their resources, in the use of the North building, for this endeavor.

The Salvation Army and the City need to put a firm operating plan and a firm budget into place before any permits are given for this year. If this cannot be accomplished then the permit should be denied.

Sincerely

A handwritten signature in black ink, appearing to read "Ja Spinato". The signature is written in a cursive, somewhat stylized font.

James Spinato
President
Water Works Car Washes

Lynette Sabin-office manager
Sabin Chiropractic
611 S. Nevada Ave
Colorado Springs, CO 80903

City of Colorado Springs—Planning and Development

30 S. Nevada Avenue, Suite 105

Colorado Springs, CO 80903

RE: CPC CU 15-00063

To Whom It May Concern at City Planning,

I am writing to express my concerns about the conditional use application to allow a human service shelter at 505 S. Weber Ave.

As I shared last year, in a letter and at the public meeting, we purchased our property at 611 S. Nevada Ave in 2003 and have put considerable time and money into improving the property and moving our business there.

Many concerns were shared at the meeting last year and many promises were made as to how things would be handled by the city and those running the shelter to limit the impact on the homes and businesses in the area. For example, we were assured that lines to enter the shelter would not be allowed to form before 5 pm. However, the line was often started by 2 pm and some people “camped out” the entire day.

There has been a definite negative impact to having the shelter in our neighborhood. We have had a much higher incidence of homeless people wandering into our office asking for handouts since the shelter was located on S. Weber. We have had to ask people to leave our property. We have had a **much** higher incidence of theft since the shelter was opened.

In last year's public notice, it was stated that this was a temporary shelter. At last year's meeting we were given the impression that the shelter was proposed for a limited, 2 year, period. There is no mention of either of those plans on this year's notice.

I am also concerned that the number of people that will be housed at the shelter is going to increase quite a bit, despite the fact that last year's smaller number wasn't managed that well.

I am not unsympathetic to the fact that people need a warm, safe place to live. Had the people housed in that facility last year showed more respect for the neighborhood they were staying in, I think most of us would welcome them. However, that was not the case.

I would like the City Planners to consider not reopening this facility this year.

Sincerely,

Lynette A. Sabin

719.630.0160

Tefertiller, Ryan

From: Lynette Sabin <sabeschick@aol.com>
Sent: Friday, July 17, 2015 8:20 AM
To: Tefertiller, Ryan
Subject: Re: CPC CU 15-00063

Follow Up Flag: Follow up
Flag Status: Flagged

Ryan,

After the neighborhood meeting, we had a few thoughts about addressing some of the issues.

By Palmer HS, the police are very diligent about passing out tickets for jaywalking as they want the kids to learn NOT to do that. A few kids get ticketed and everyone learns quickly not to do that. Could the same be done at the shelter. Instead of a fine-- could people lose their admission to the shelter?

Also, there are behavior expectations for admission. Can some of the behaviors of "respect" for the community be included in the expectations that are expected?

I don't know if that makes sense-- but those are thoughts I have had.

Lynette Sabin

Sent from my iPhone

On Jul 14, 2015, at 9:10 AM, Tefertiller, Ryan <RTefertiller@springsgov.com> wrote:

Thanks for your email and sorry I haven't responded sooner. I hope that you will be able to attend the neighborhood meeting tomorrow night to learn more about the project. As you probably know, this project will be scheduled for an upcoming meeting of the Downtown Review Board for their formal action (likely August 5th). I will be sure to include your letter in their project packet along with any other formal communications I receive from neighbors or stakeholders.

Thanks again and let me know if you have questions,
Ryan

Ryan Tefertiller, AICP – Planning Manager
City of Colorado Springs
Land Use Review Division
719-385-5382

From: Sabeschick@aol.com [<mailto:Sabeschick@aol.com>]
Sent: Thursday, July 09, 2015 9:39 PM
To: Tefertiller, Ryan
Subject: CPC CU 15-00063

Mr Terfertiller,

Please find my letter regarding the homeless shelter attached to this email.

Thank you,
Lynette Sabin

Tefertiller, Ryan

From: Noreen Landis-Tyson <nnglt@icloud.com>
Sent: Friday, July 17, 2015 11:09 AM
To: Tefertiller, Ryan
Cc: Noreen Landis-Tyson; Diana Buckler; Greg Stadjuhar; Ann
Subject: Homeless Shelter on Weber Street

Mr. Tefertiller,

My husband and I own a townhouse in the Lowell School Neighborhood: 236 Writers Way in Prestwick II. I would like to express some concerns about the impact of the winter warming shelter that was open last fall and winter in the Salvation Army building on Weber Street.

First let me say that I am the CEO of a non-profit organization that works with young children and their families who are living in poverty. We serve homeless families in our program, among others. It breaks my heart to see people living on the street who don't want to be, particularly in the winter. I am also not a person who thinks that "at risk" populations shouldn't be served in my back yard. However, last year's experience was very frustrating and didn't meet up to the standards for the conditional use permit that we were all promised in the meeting to discuss the shelter.

I am in favor of the proposed extended hours (5 p.m. to 9 a.m.) and the proposed extended days (October 1 to April 30). However, during the hours of 9 a.m. and 5 p.m., we should expect that the "residents" of the shelter will find somewhere else to spend their day, rather than camped out in front of the shelter. I also expect that the city and/or Salvation Army should plan for that with other service providers before the shelter re-opens. If there needs to be transportation provided to other providers at 9:00 a.m., then I feel that it is your obligation to provide that, rather than allowing "residents" to camp in front of the building.

I also feel that, every morning, the area around the shelter should be cleaned up and be free of trash. This street is one of the two gateways to our neighborhood from downtown. There are several businesses within our neighborhood. Clients, friends and families should not have to pass people camped out in front of the shelter and see trash all over the street as they make their way to our community. Maybe the Salvation Army can solicit volunteers to come to the area at 9:00 a.m. and clean it up daily?

This city needs a comprehensive approach to addressing the homeless issue. In addition to making sure that homeless folks don't freeze to death over the winter, we need to be putting significant community resources into figuring out how to help those who really don't want to be homeless, to find a home and a job. That's easy to say, I know. And I do know that there continues to be some efforts made to address this, but clearly there isn't enough time or effort being put into this issue. I will volunteer to sit on any task force that truly wants to develop solutions for this issue. We will always need shelters, but we don't need to house as many homeless people as we currently do if we took a more comprehensive approach to addressing their individual needs.

Finally, I understand that the Downtown Review Board and any other entities that need to approve this, have a difficult situation on their hands. Please remember that there are many others who are impacted by this decision, in addition to the folks that will be served. The community needs to take care of ALL of its people -- residents, business owners and homeless alike. As a resident, I may be in the minority as one who approves the shelter, but only under the conditions listed above. I don't feel that they are unreasonable and will make great strides toward balancing the needs of all. We will have less crime in the neighborhood if shelter residents are not permitted to camp in front of the building all day. If the building is cleaned up daily, it will be less of an

irritant to drive by. And if we really makes strides to find a comprehensive solution, we are less likely to have to discuss this building year after year, even if it does end up to be a part of a comprehensive solution.

Thank you for listening. Unfortunately, I will be out of town for the August 5 meeting but my guess is that the decision has already been made to host the shelter for another year. What remains is under what terms. Whatever the conditions are of the conditional use permit, you may now rest assured that many of us who live in the neighborhood will be calling every time any of those conditions are violated, based on last year's experience.

Please let me know that you received this and that it will be included in the packets that go to the decision-makers for the August 5 meeting.

Regards,

Noreen Landis-Tyson
236 Writers Way
Colorado Springs, CO 80903
719-338-7223
nglt@mac.com

Tefertiller, Ryan

From: rox <eightsfour@gmail.com>
Sent: Saturday, July 18, 2015 9:42 AM
To: Tefertiller, Ryan
Subject: HUMAN-SERVICE SHELTER

Ryan, after attending Wednesday's meeting (July 15) on the human-service shelter that will be operated during the winter of 2015/2016, I have the following comments to be added to the packet going before the Downtown Review Board:

- 1) Since (it is obvious that) this shelter is already going to operate this coming winter, please (please, please) let this be the last winter for the shelter to operate at 505 So. Weber Street !!!**
- 2) And since there are (were) already issues with the "humans" wandering into nearby businesses to use the restroom, please (please, please) provide port-a-potty's on site AND keep them serviced so that the outhouses do not become a further health issue !!!**
- 3) And since there are (were) already issues with the "humans" wandering into nearby businesses and/or private property to steal, loiter, and/or cause a nuisance, please (please, please) provide 24/7 security at the human-service shelter during the winter operation !!!**

Thank you for allowing these additional comments.

**SCOTT & ROXI GRAHAM
906 SO. WEBER STREET
COLO. SPGS., CO 80903
(719) 659-8681**

Tefertiller, Ryan

From: Diana Buckler <diana.buckler@gmail.com>
Sent: Monday, July 20, 2015 9:47 PM
To: Tefertiller, Ryan
Subject: Warming Shelter S. Weber Street

Mr. Tefertiller,

My husband Mike and I are residents of the Lowell Neighborhood and live at 954 S. Weber St. We attended last year's meeting of the Downtown Review Board and I attended the Neighborhood Meeting on July 15th. We have become initiated into the realities of the "approval process" and understand that our only hope as residents impacted by approval of this conditional use permit, is that our concerns will be addressed in a more thoughtful and productive way.

Before you classify me/us as a "not in my backyard" people, let me share that I volunteer twice a week at one of the City's downtown non-profits. I have done so for the last nine plus years. It is my humble privilege to serve those families who are homeless, have been homeless and are one financial emergency away from becoming homeless. There is no doubt this City has a multi-faceted homeless problem on it's hands. My husband and I are retirees living on a fixed income and our major asset is our home and the neighborhood in which we have invested.

Our concerns are real based on the poor performance of those charged with the operation of the Warming Shelter in 2014/2015:

Trash/garbage not addressed in a timely manner if at all.

Residents of the shelter lining up before noon and/or never leaving the site.

Vehicles piled with trash or non-operational parked along the roadway.

Residents of the shelter lying on the sidewalk throughout the day.

Residents of the shelter walking into the intersection of Weber and Cimarron against oncoming traffic on numerous occasions.

Several of the neighborhood business have been impacted by panhandling and usage of the restrooms provided for their customers or clientele. When asked about the facilities provided at the shelter it was noted there are two restrooms, one each for women and men. Apparently this meets the health code standards, but it certainly does not meet the needs of the residents if they find it necessary to use the restrooms of neighborhood businesses upon their release from the shelter.

Aimee Cox, the Salvation Army and those other individuals responsible for the services provided in 2014/15, shared that they were unprepared for the numbers of people arriving for services. The conditional use permit was for 100 in 2014/15, (averaged 121 people). We were informed at the July 15th meeting that we have a total number of unsheltered people in Colorado Springs, that has not fluctuated dramatically since 2004. (According to the statistics provided at the meeting). How could you not have anticipated providing for the approved 100, knowing the total of homeless/unsheltered annually. Now you want to increase that number by more than 50%. (153 max) What provisions have actually been implemented to accommodate this increased number. How real is this 153 max. number. Forgive our lack of faith in the numbers presented; last year proved there are no fixed numbers.

We need to care more about transitioning people into permanent housing and/or assisted living options, not warehousing them at the expense of taxpayers who through their own property and business taxes have invested in this city. (Particularly their neighborhood). We need to give people hope, a hand up not a continual hand out with no end in sight.

Yours very truly,

Diana and Mike Buckler

Tefertiller, Ryan

From: Millie Randolph <millie@Automatic-Access.com>
Sent: Tuesday, July 21, 2015 10:07 AM
To: Tefertiller, Ryan
Subject: Winter Shelter

I was just notified that today was the deadline for Public Comments regarding the Winter Shelter located at 505 S Weber Street.

I am all for the extended hours going from 5pm to 9am. I know the weather was pretty bad last year as the nightly tenants collected in order to get a bed for the night. I am a little selfish on the hours as last winter our office located at 606 S Weber Street opened at 7:30am so I would arrive to work at 7:00am. Being a female, I was very uncomfortable when I arrived at work because I did have a few confrontations with a few residents of that facility. I know the extended hours would benefit them but would also give me a safer feeling.

I am for the extended months as our weather in October and April this last winter were pretty bad.

I was told that this location would be policed and I never saw that. As a matter of fact I had to call the police when an incident arose between a man with a stick and a woman across the street yelling at each other and the stick was raised. The police didn't come by that location for an hour and half after I called. By then the two parties had moved to the back of the building. I was concerned for the woman's welfare in that situation.

Millie Randolph
Office Manager



606 South Weber Street
Colorado Springs, CO 80903
www.automatic-access.com
719-390-8400
719-390-3840 Fax

Tefertiller, Ryan

From: john regan <mastercraftpress@earthlink.net>
Sent: Tuesday, July 21, 2015 1:16 PM
To: Tefertiller, Ryan
Subject: Salvation Army

Hi Ryan - A couple of reflective comments from last years operation. Those using the shelter were allowed to hang out in front of the building after the 7am closing hour. They would lie out on the sidewalk - sleeping bags unrolled (even tents set up), smoking pot(acknowledged by the D.A.R.T. officers), littering and urinating/defecating on surrounding properties(there was no port a let) and most of the time there was no trash container(not that they would of used it anyway). All in all ,during our business hours it was a nuisance and an eye sore and required us to keep our front door locked. You would not see the local employees and homeowners walk anywhere near that site, unlike what you see during these spring/summer hours. While i acknowledge the need for a cold weather shelter, it should only be available from 7pm-7am and a 'no loitering' policy be enforced so the rest of the neighborhood can enjoy a normal existence. Are the hours once again to be 7-7 and why the addition the addition of 1.5 months for a total operation time of 7 months.

Tefertiller, Ryan

From: Tim Patrick <tim.patrick@timpatrick.com>
Sent: Tuesday, July 21, 2015 2:00 PM
To: Tefertiller, Ryan
Subject: Weber Homeless Shelter

To Whom it May Concern,

I would to express my continued dismay at the location of a homeless shelter adjacent to an urban renewal and redevelopment project. Even though we all support consideration for our fellow man, it cannot be at the expense of those of us who obey the law, pay our taxes, and hope for the best for our children in the area. Despite strenuous promises to the contrary last year, we witnessed a season full of constant loitering, public urination and defecation, and littering in the area around the center. We deeply resent being made to feel shamed by public displays of "ideal homeless" characters and the implication that it falls on our community to shoulder the solution for a problem that affects all of downtown, if not the whole of Colorado Springs. And as I am frequently reminded by representatives at various levels of public office that our higher taxes go to pay the bonds on our development, it should be noted that government provides the vehicle for those bonds not for my personal benefit but rather the betterment of our public spaces as a whole!

Please stop punishing the people who have invested in our downtown!

Tim Patrick
227 East Fountain Blvd
Colorado Springs, CO 80903

-Tim Patrick

July 21, 2015

Dear Downtown Review Board,

I am writing in regards to the temporary Salvation Army Winter Shelter located at 505 S. Weber Street. As a resident in the Lowell neighborhood, I am strongly against the winter shelter and even more opposed to the proposed changes submitted by the Salvation Army for the winter season of 2015-2106.

Last year, only 48 notices were sent out regarding the shelter. This did not include the Lowell neighborhood which is home to hundreds of people and small businesses located directly south of the site. With insufficient notification and lack of engagement by proponents, we have struggled to be heard and are unable to be active participants in decision making for our community.

One season has passed and the problems pointed out by community members did occur to a larger magnitude and were not dealt with adequately by the Salvation Army. Our community clung to the items the DRB approved - capping the shelter occupancy to 100, allowing it to be open from 7pm-7am, and for it to operate from November 1 - April 15. The neighborhood did suffer and it created an overall decline in the area. There was a massive influx of people into the area, especially once the shelter allowed fire capacity, loitering all day on the street and around businesses (even in warm weather), trash in and around the building and street, defecation in alleys at the site as well as around businesses. The Salvation Army made what seemed like promises at the meeting to help lessen the impact on our community and that did not happen. Instead, the main access road (Weber Street) to the Lowell neighborhood became a blight and surrounding businesses suffered.

I am asking for the Downtown Review Board to reject the requested changes of increased capacity, extended hours, and the extension for additional months (7 months out of 12). These changes will not be positive for the surrounding areas and will cause further decline. We've now taken part in the first season and can accurately depict what will likely happen if these changes are allowed. On a day-to-day basis there is no entity to supervise decisions made by shelter authorities - so, our community is left to deal with the repercussions. I ask that you deny the request for these changes and consider how our community is trying to attract interest in further development of the area and those interested in living close to downtown.

Sincerely,

Carmen Sanchez

Tefertiller, Ryan

From: Chuck Smith <Chuck@ForbushGoldberg.com>
Sent: Tuesday, July 21, 2015 5:08 PM
To: Tefertiller, Ryan
Cc: Chuck Smith
Subject: Salvation Army Winter Shelter

To whom it may concern,

I am writing in regards to the temporary Salvation Army Winter Shelter located at 505 S. Weber Street. As a business/law firm in the Lowell neighborhood, I am strongly opposed to the proposed changes submitted by the Salvation Army for the winter season of 2015-2106.

I understand the short notice timing issues concerning this subject last year. The city leadership has now had many months to put together a long-range plan. Is there a long-range plan for the future?

I ask you to consider the residents and the business owners in this equation. Also, many townhomes to include the Lofts remain empty. Potential buyers are not excited to purchase properties in the Lowell Neighborhood because of the homeless issue.

The proposed changes will not be positive for the surrounding areas and will cause further decline. On a day-to-day basis there is no entity to supervise decisions made by shelter authorities - so, our community is left to deal with the repercussions. I ask that you deny the request for these changes and consider how our community is trying to attract interest in further development of the area and those interested in living close to downtown.

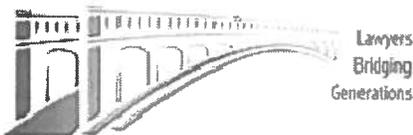
I am happy to answer any questions you may have.

Respectfully,
Chuck

CHARLES J. SMITH,
Law Office Manager

FORBUSH GOLDBERG, PLLC
902 S. Weber Street
Colorado Springs, CO 80903
(719) 473-6654 work
(719) 632-9788 fax
(719) 238-2289 cell

**FORBUSH
GOLDBERG**
PLLC



ATTORNEY-CLIENT PRIVILEGED INFORMATION

Tefertiller, Ryan

From: Cox, Aimee
Sent: Tuesday, July 21, 2015 5:02 PM
To: Tefertiller, Ryan
Subject: FW: "The Restore" and attachments
Attachments: The Homeless Progress2.docx; A View from the Colorado Springs Library.docx

From: michael hazard [mailto:hazardm1955@gmail.com]
Sent: Thursday, July 16, 2015 2:01 PM
To: Cox, Aimee
Subject: "The Restore" and attachments

Dear Ms. Cox:

Good afternoon, sorry for the intrusion, however I spoke with John Veteto, the manager of The Restore on Wahsatsh and he did not receive notice of the hearing. He may be too far away. Anyway, he is an ally who supports the shelter and I failed to pick up a card of the gentleman from planning(?) who sends out notices.

I was wondering if you could pass on the word about sending John notice for the hearing. I will let him know as well.

Thank you for facilitating the meeting last night, you were quite deft at handling the ire. I have attached two of my writings relative to being on the street. I don't know if they will help at all. It is just a perspective rarely aired.

Thank you for all you do.

Peace, Michael Hazard (Tall gray haired guy seated next to Carrie Baetz)

Word Count: 1,942
Characters: 9,579

The Homeless Progress by M.T. Hazard

Number of homeless people in Tokyo for every 10,000 residents: 1;
Number of homeless people in NYC for every 10,000 residents: 67
Number of homeless people in Colorado Springs for every 10,000: 3-4¹

I have discovered that being homeless is a primitive, dystopian existence like some plagued population from a T.V. show only surrounded by modernity, luxury and just enough charity. A culture of gatherers in a digital world who rely on the resources available such as the public library, soup kitchens, Sally wagons², chicken in the park, dumpsters, and someone else's donations. It's a mass migration of individuals, couples and small groups from location to location to line up with hopes of gaining any offering available like seagulls hovering above fishing boats. We however, stand and wait. We wait for everything: showers, haircuts, bathrooms, phones, job offerings, clothing, and food. Time is what we have-time- time to wait- waiting time for a specific time to obtain what we think we need. While we wait, we tell tales of life's experiences, crack jokes, usually on each other, we meet friends and lovers and make new acquaintances, and snarl at enemies. Unlike the joyful Baloo from the Disney Movie *Jungle Book* we find bare necessities with weathered faces, competition, and patience. The days roll into hours of another day filled with the same casual routine and reflexive actions: some days pass faster than others. Regardless, it has been said on the streets of the Springs that if a person is hungry here he or she must be an idiot.

A commodity that is as near as important as a bathroom is the electrical outlet: cell phones, speakers, laptops and pods of all sorts, all require power. With the luggage stacked and all those wires stretching and infusing juices of electronic life, I have often pictured any departure gate at any airport with travelers prior to boarding gathering in any space near an outlet. We head to the library or some coffee shop. I have been to McDonald's where free (with purchase) Wi-Fi is available however; they have blocked all access to the electrical outlets.

The vagaries of the culture, just as in another, cover a wide spectrum of individuals. The uncaring (often rude loud, or just lacks empathy, litters), the braggart ("Maybe the less you have the more you're required to boast"³), the selfish (the smoker in the non-smoking area, cuts in line), the polite (beyond please and thank you, excuse me sir or ma'am), the quiet (doesn't say much, loner), the user ('can't get enough of them *Sugar Crisps*'), the dealer (late, expensive, demanding and then there is the generous few), the camper (Homeless Outreach Team (HOT) in pursuit, trashy but not all trashy) the young (it is not 1966 anymore, some suburbia dwellers slumming), the old, (range of age, gray, and teeth, usually bearded and sore), the student (must

¹ "Harper's Index" February 2015 issue of *Harpers'* magazine citing Ministry of Health, Labour (sic) and Welfare (Tokyo) and NYC Department of Homeless Service. As to Colorado Springs, it is my best estimate based on "Point in Time" surveys and the population of the Springs. Of course, the Springs is a much smaller city.

² The Salvation Army has a catering truck that comes around for a hot dinners Monday through Friday.

³ John Steinbeck, *East of Eden*

carry books, secure financial aid, and use the library for real) and the list goes on to boredom. Approximately a quarter of the homeless population is receiving some sort mental health treatment.⁴ (Some readers may claim we are all sick in the head for living this way but...) These mentally challenged individuals vary in demonstration as in appearance. There is shouting at perceived or real indiscretions of others, self-communication whether in rambling fashion or in what appears to be an intelligent dissertation to an unseen professional group yet functional in some primordial routine to eat and sleep. The yelling at the air often involves obscenities and unintelligibles and scares people and keeps us all on the alert. Some belong to the quiet set who are lost in his or her remote and deserted regions of thought and process.

We come from all over the country: Alaska, Georgia, Tennessee, Florida, New Mexico, California, Colorado, New England and who knows where else. Randy, the Ghost, Pop, Fox, Wolf man, Cave man, the Professor, Cowboy, Tex, Bojangles, Tennessee, too many Mikes and Michaels, and every other nickname that one might adopt mingle with the Cathys, Cindys, Susans, and Dakota's. Some of these characters resemble cartoon or theatre performers in reality hanging out on cement street corners smoking and joking, dressed in a vast array of costumes for warmth and style, requesting assistance, alms for the poor or sign-handling (known as "Flying a sign") complete with God Bless. Like Mister Kurtz⁵ arriving from a foreign land, I have joined the flock.

We are easy to detect with our semi-disheveled, tattered appearance lugging the ubiquitous backpack or two, maybe accompanied by various forms of luggage: Samsonite -plastic-tote -duffle all holding our sole possessions. And then there is the occasional stolen shopping cart burdened to bent wheel or two. Walking about is conducted in layered levels of clean and out right filthy. When people see us on the street or in the park there is a wide range of apprehension due to prejudice, mistrust or past confrontations suffered at the hands of a few street dwellers. Requesting assistance from the general public adds to the annoyance and disgust. Sometimes, just sometimes, I wonder if the squirrels receive better treatment than the "park people". More of our population is reserved and anonymous but we resemble the stereotype. We are a transient segment of our population: strange is rarely welcome. History has taught that lesson ad nauseam.

I must admit that there is an amount of freedom in this lifestyle. Some view this with a sense of disgust but there is a cost for that freedom: freezing his or her ass off because of snow storms, single digit temperatures, and facilities closing. Any corner won't do. I suppose that's what I deserve. However, on a late winter Sunday I awoke to a sun rise full of 'vim and vigor' with the streaking tangerine chill and 'I love Pink' across a canopy of remarkably blue, not a deep rich hue but a joyously baby blue cast over the city. I admired the view until it passed with stretched out dungareed legs under a grandfather cottonwood sprouting fresh hints of budding leaves. There were no internal desires, wishes to be elsewhere, I was content and free from harm and discomfort. I was far from the bored Alice prior to her discovery of the March Hare: no one was late and there was no place I'd rather be. That was until the wind picked up and a chill began to set in. That same wonderful sky rained on my picnic later.

⁴ "Point in Time" 2013 Survey Colorado Springs, Colorado

⁵ Mister Kurtz went into the deepest, darkest parts of Africa and deteriorated as a civilized man to put it mildly in the novella *Heart of Darkness* by Joseph Conrad.

Shelter is a relative term: to some underneath a cottonwood is paradise and that chill I felt was “nothin’”; others need mattresses, blankets and indoor facilities. The warming shelter has been a necessary and enjoyed respite. Men and women queue up nightly for the opportunity to lie upon a thin yoga type mat and curl up under a gray woolen blanket within a cavernous stark white bare store show room. Some appreciate, some complain, and most keep coming back. Wonderful, caring staff maintain order and safety even at the risk of his or her personal safety mingled with the scents of feet and bad gas with hints of stale tobacco and alcohol: all under the echo of raucous snoring. Unfortunately, it closes at 7:00 a.m., two hours before the library and ESM opens and several hours before the Marion House Soup Kitchen begins serving lunch. During the winter, warmth is an immediate concern at 20 degrees give or take. Hence, there is the flocking of homeless folk to businesses that cater to the early morning coffee and bakery patron. Among those of us who live on the services available many want more than the park or doorway or special cubby holes. Making it happen is a major challenge.

Jobs are not as easily obtained as some “Get a Job” challengers must assume they are. (Mostly men use the pejorative.) There are job seekers. Time is spent going through ESM or Goodwill or Craig’s List or just showing up at Labor Ready. The hindrances often outweigh the applicants’ positives. No permanent address,(even giving blood requires ‘living address), no car, other transportation difficulties, job history, cleanliness, drug testing, proper clothes, criminal record, storage for bags or showing up to work with baggage, literally and figuratively are all obstacles to gaining employment . Low paying jobs are not enough to get off the streets any time soon. Unfortunately, there are those who take advantage of our position and take on common labor with promises of payday and then tell us to scram. (Actually said more colorfully.) Without resources filing a complaint in court is difficult and confusing for most people out on the street. Even if one is working, saving money is not simple or safe. Banking is not one of our strong connections or supporters. Identification issues, child support, debt and affordability are all barriers to the banking system.

There are many residents who want to move the homeless out of downtown, move them out of the parks, move them out of sight. A day center will not accomplish that desire. The day center would need to have hot food, a computer center with Wi-Fi, showers, clothing, and various other services to attract visitors. Even then with warmer weather arriving people will enjoy being outside and close to downtown activities, services, and places to go. Use the money for more, clean, safe beds, maybe.

Springfield, Massachusetts has a day center⁶ complete with three computers, food, caseworkers, two televisions one in English, the other in Spanish, plastic seats with matching tables and walls of plaques. People come and go even in the hardest of winter weather. They continue to visit the local library, go to soup kitchens, sit in parks and hang out at his or her favorite spot to obtain ‘necessities’.

On April 16, 2015 the Warming Shelter closed and one hundred plus homeless will be without a place to sleep except outside. The 2010 Colorado Springs City Council’s passage of the ‘No

⁶ Friends of the Homeless, 755 Worthington Street, Springfield, MA also includes a shelter with beds available for men and women. The food shown on its website fohspringfield.org is not a fair representation of the food served.

Camping on Public Land' ordinance will not stop people from finding some spot that is hopefully safe from HOT as well as muggers and thieves, who may or may not be homeless.

I have not heard a viable solution to homelessness in the Springs that would appease all sides. I certainly do not have the answer. The course of action must identify as many current issues first, and then proceed from there. Passage of the "The Right to Rest Act" known as the "Homeless Bill of Rights" by the Colorado Legislature would be a beginning. Meanwhile, view us "park people" merely as alternative lifestyle visitors to the store or the sidewalk or the park, we just have more visible baggage.

A View from the Colorado Springs Library:
2 a.m. 11/29/2014

Cool cement with huddled comforts
stretch within stucco enclave: still
able to dream and catch a wink
through shivers and bright lights

To the distance, lamps blur, freckle
the squared towers with windows lit
while bare limbs spread and reach
for pinpoint stars unable to sleep

Amid a shadow of night, bronze
Orpheus lifts stringless lyre to an
artificial Mars blazing above dying
Fourth Estate advertisement black

on white. Chilling breeze rustles fallen
leaves along gritty walks and night
passes with cackling acrobatics. Here I
stir to leaning and wondering if anyone

else notices. Not the revelers away
upon that soaring laughter chased
to fade into the sparkling morn by
roaring chorus influenced by Bacchus.

Dull thunder of closing doors
Singed scents waft, linger, mingle
with fresh crisp gliding on pre-dawn.
Alert and stinging, I wait and listen.



July 8, 2015

Ryan Tefertiller, Planning Manager
City of Colorado Springs
Land Use Review Division
30 S. Nevada Ave.
Colorado Springs, CO 80903

Dear Mr. Tefertiller,

The purpose of this letter is to express an opinion by Downtown Partnership, regarding the Salvation Army's request for conditional use for a winter shelter human service use. The property, located at 505 S Weber St., is planned to be used as a winter shelter from October 1 through April 30.

Knowing that the city's homeless population is underserved, and the city is short on emergency shelter beds at present time, the Downtown Partnership expresses support for approval of the conditional use. That said, the Partnership is eager to see progress from the City and the Continuum of Care in securing a more permanent, year-round overnight shelter to meet the needs of unsheltered people. Such a shelter should be walkable from the downtown core and transit services yet sensitive to the growing commercial development of downtown.

We also strongly encourage Salvation Army to increase hours of operation to, at minimum, 5 p.m. to 9 a.m. In particular, the later morning hour is very important. The early release of visitors is disruptive to neighborhood residents; and, were the shelter to shut its doors any earlier than 9 a.m., shelter visitors will be left in the morning cold on the streets for a few hours until other service agencies open, which is not a tenable situation for those needing shelter, or nearby businesses.

The Partnership supports this request knowing that it is essential to serve our homeless population during the most vulnerable time of the year; however we are eager to see rapid progress toward a more permanent shelter solution.

Sincerely,

A handwritten signature in black ink, appearing to read "Sarah Harris".

Sarah Harris
Director of Business Development & Economic Vitality

Facts Behind the Faces: Data Regarding Homelessness in Colorado Springs/El Paso County

1. *What is the Point In Time (PIT) count?*

During the last days of January, organizations across the United States count and survey people in emergency shelters, transitional housing projects and those who are considered unsheltered. Locally, the Colorado Springs/El Paso County Continuum of Care conducts the count, and to ensure strong data all known agencies providing housing for people experiencing homelessness were asked how many beds they had on the night of January 26, 2014, and how many of those beds were occupied.

2. *How is homelessness defined?*

The U.S. Department of Housing and Urban Development (HUD) defines homelessness as: "an individual or family who lacks a fixed, regular, and adequate nighttime residence." For example, people sleeping in cars, parks, alleyways, abandoned buildings or regularly in a camp ground are considered homeless. Also included are people living in shelters and other programs on a temporary arrangement.

3. *Are there more homeless people in our community this year?*

Yes, when considering only HUD defined homeless data from the night of January 26, 2014, Point In Time.

- a. 1,219 total individuals were counted as homeless; that's an increase of 4% – 48 more people – compared with the previous year.
- b. 269 of them were unsheltered with only 20 emergency beds open across community.
- c. The 20 open emergency beds were all beds for females: 9 reserved for victims of family violence and 11 at the RJ Montgomery center; there were no open beds for men.
- d. 166 of the unsheltered are considered chronically homeless, an increase of 13% from 147 last year. This figure reflects the 13% decrease of emergency shelter and warming beds in our community from 2013 to 2014.
- e. 70% of unsheltered homeless people reported their last permanent address as in El Paso County.

4. *What are the demographics of people experiencing homelessness locally?*

- a. 397 people in the count were in households with children
- b. 254 of the individuals were children under the age of 18
- c. 116 were youth and young adults between ages 18 – 24
- d. 150 people were veterans (46 unsheltered)
- e. 64% of the people were male; 36% were female; but 82% of the unsheltered were male
- f. 1 person self-identified as transgender
- g. 74% self-identified as White
- h. 16% self-identified as Black/African American
- i. 10% self-identified in other racial categories

5. *How accurate is the PIT?*

The PIT is valuable when considered the minimum number of people in homelessness because it is a single night snapshot of homelessness. The PIT also has limitations. It counts those who are seen or who seek services on the day of the count. It does not include homeless persons who are doubled up with family/friends; these are considered "at risk." It also does not include people who do not seek services, are not found on the day of the count,

or who refuse to take the survey or do not identify as homeless. Families and youth most often are among the undercounted because they go to great efforts not to appear homeless. For this reason, our fact sheet also includes data from sources other than the PIT.

6. *What other data should be considered?*

Knowledge from the collaborative of many nonprofit agencies within the Continuum of Care, the City of Colorado Springs, El Paso County, the Pikes Peak United Way and state agencies provide a fuller spectrum of information about homelessness in our region. For example:

- Colorado Department of Education data show that in El Paso County there were 2,564 students – including 49 students in Academy District 20, 1,917 students in School District 11, and 113 students in District 2 – who were experiencing homelessness during the school year 2012-2013. (The CDE counts the number of public school K-12 students who are living in shelters or transitional housing, awaiting foster care, staying in hotels/motels, doubled up with other families and those who are unsheltered.)
- One of our community's leading transitional housing agencies, Partners in Housing, works to lift families out of homelessness into self-sufficiency. All housing units were occupied on the night of the count covering 66 adults and 105 children. During the 3 months prior to the PIT count, PIH received 187 applications for the 60 housing units that it operates for its homeless transitional housing program.
- The number of people contacted in 2013 by service agency street outreach teams includes: Aspen Pointe – 503; and Urban Peak Colorado Springs – 387.
- The CSPD Homeless Outreach Team made 2,465 contacts with homeless people in the 2013 calendar year and 1,208 referrals to service providers (this figure includes multiple contacts with individuals).
- The Colorado Springs Housing Authority's wait lists for affordable housing as of March 2014 were:
 - Section 8 – 2,583 people
 - Public Housing – 1,313 people
 - All other programs – 2,573

7. *What is the Housing Inventory Count (HIC)?*

The HIC determines the number of beds in our community available through emergency shelters, transitional housing, permanent supportive housing and rapid re-housing programs for people experiencing homelessness.

8. *Are there enough beds for people experiencing homelessness in our community?*

Nearly all of our beds for the homeless were occupied. Of the 1616 emergency, transitional and permanent supportive housing beds across programs, 1535 – or 95% – were filled on the night of January 26, 2014. Openings were due largely to turnover or staffing shortages.

There are only 16 affordable and available housing units for every 100 people who are categorized economically as very low income in our city. (City of Colorado Springs Affordable Housing Needs Assessment, 2014)

Colorado Springs/El Paso County Continuum of Care

2015 PIT/HIC Report

Annual Point In Time and Housing Inventory Count

Prepared by: Pikes Peak United Way

7/9/2015

FIGURE A

Executive Summary

The following pages present the results of the 2015 Colorado Springs / El Paso County Continuum of Care (CoC) annual Point In Time (PIT) count of people experiencing homelessness and the Housing Inventory Count (HIC) of dedicated beds available to serve them. There are a few noteworthy highlights and mitigating factors to mention before getting to the numbers. Additional details and explanations are provided in the rest of the report.

- This report covers the required HUD PIT count which encompasses people in emergency shelters and transitional housing as well as people who are unsheltered. It also covers additional categories in our Community PIT count, including permanent supportive housing, rapid re-housing, and homeless prevention. This provides a broader picture of the people served or needing to be served by the CoC.
- Outreach efforts were significantly expanded in 2015. This enabled us to survey many more people by meeting them where they were, in addition to the traditional survey-taking at service provider locations. The data suggests that the result was a more complete count of our unsheltered population than we have achieved in past years.
- The expansion of the low barrier winter shelter beds (from 42 to 187) provided an option for people who would otherwise have been outside. The report covers some of the results from this effort.
- We had a significant temporary decrease in transitional housing beds (see page 25) which impacted our count of sheltered people. At least 120 of these beds are either full again or will be before the 2016 PIT.
- Data collected through the paper surveys is entirely voluntary and self-declared (not verified). This can impact areas such as the determination of chronic homelessness (in particular disabling conditions), gender identity, age, and race and ethnicity. We mitigate this impact through training and having trusted outreach workers engage where needed.

By the numbers.....

- The HUD PIT count for 2015 is **1,073** compared to **1,219** in 2014. If adjusted for the temporarily closed transitional housing beds, the number would have been about flat with 2014.
- The Community PIT count for 2015 is **2,107** compared to **2,142** in 2014. If adjusted similarly, the number would be higher than 2014. It still accurately reflects the additional permanent housing resources that were made available.
- The number of unsheltered people **decreased from 269 to 243**.
- The percent of people who were **sheltered rose from 87.4% to 88.5%**, with a corresponding decrease in the percent of people who were unsheltered (from 12.6% to 11.5%).
- The percent of people in some form of permanent housing program **continues to rise**: from 35.7% in 2013, to 43.1% in 2014, **to 49.1% in 2015**.
- The number of chronically homeless people (unsheltered and in emergency shelters) **dropped from 327 to 291**.
- The number of unsheltered veterans **rose from 46 to 54**, but this reflects the concerted outreach effort.
- The number of veterans in some form of permanent housing program **rose by 66.7% from 285 to 475**.
- The **unsheltered population continues to be local**, with 72% from El Paso County and 83% from El Paso County or elsewhere in Colorado.
- The number of **beds available across categories continues to rise**, from 1,616 in 2014 to 1,719 in 2015, and **utilization of the beds remains high at 93.7%**. Most of the openings continue to be move-out/move-in timing or specific populations (women only, veterans only, domestic violence). However, some of the openings were instances of clients being qualified for vouchers but having difficulty finding places that will accept the vouchers. Refer to the City & County Affordable Housing Needs Assessment for a picture of the shortage of affordable housing: <https://coloradosprings.gov/resident-services/planning-development/housing/housing-community-initiatives>.
- 10 school districts reported their homeless school-aged children compared to 5 districts last year. Their definition of homelessness is broader (includes at risk/unstably housed) and they don't supply identifying information so we can't compare directly, but it is another piece of information. They reported 922 homeless children. Comparing the 5 districts that reported in 2014 and 2015, the number was nearly flat at 883 and 878 respectively.
- The winter shelters **served 188 people** on the night of the point in time. From 11/1/14 through 4/16/15, together they **served 1,582 unduplicated people** and **provided 29,479 nights of shelter**, serving an **average of 176 people each night**. Most stayed 1-7 nights (918 people or 58%), but 48 people (3%) stayed between 112 and 159 nights.

Many lives have been and continue to be improved through the efforts of all involved in the Continuum of Care!

What is a Continuum of Care?

Per HUD definition, the Continuum of Care (CoC) Program is designed to promote communitywide commitment to the goal of preventing and ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effective utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

The Colorado Springs/El Paso County Continuum of Care covers the geographic area of all of El Paso County. El Paso County lies in east central Colorado and encompasses more than 2,158 square miles - slightly more than twice the area of the state of Rhode Island. While the western portion of El Paso County is extremely mountainous, the eastern part is prairie land where dairy cows and beef cattle are the main source of ranchers' income. The altitude ranges from about 5,095 feet (1569 m) on the southern border at Black Squirrel Creek to 14,110 feet (4301 m) on the summit of Pikes Peak, near the western boundary. The county seat is located in Colorado Springs.

The homeless population is more concentrated in Colorado Springs where higher concentrations of agencies offering services to help are also located. The western, "live off the land" ideology is not uncommon, especially in the more rural or wild-land interfaces of the city, which allows a perception from some that they had shelter in a "home" on the night of the PIT when the perception of HUD is that a tent or shed with no electricity or running water is not a "home".

While in this report we discuss numbers, percentages, statistics, we fully embrace that these words represent people, citizens, neighbors. Our community.

Methodology

Annually, during the last 10 days of January, the Colorado Springs/El Paso County COC conducts a HUD Point In Time (PIT) count of all people in emergency shelters and transitional housing projects, plus those who are considered unsheltered. In addition, we expand our count to cover people in permanent supportive housing, rapid re-housing, and homeless prevention programs. This additional information is used to produce a "community" count which gives a broader picture of the needs and the people being served by the CoC. To complete the picture, this year we have included data from El Paso County school districts, our winter shelter programs, and community conversations we held with clients during the winter months. Sun-down on Sunday January 25th to sun-up on Monday January 26th was our official count night.

HUD's definition of Homeless:

"An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; OR (ii) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); OR (iii) an individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution."

HUD's definition of Chronic Homeless:

*(a) An individual who: (i) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; AND (ii) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; AND (iii) can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; OR
(b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition before entering that facility; OR
(c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.*

FIGURE A

The process this year began with a cooperative effort by outreach staff to map known camping and day-time hang-out spots throughout the area. The group also indicated which locations could safely be visited by volunteers and which would be better suited to trained outreach and/or law enforcement staff, as well as best times of day to survey. The information was used to determine how many volunteers were needed in order to assure good coverage.

In order to collect the data, PIT forms were distributed to trained provider staff and volunteers. Interviews with sheltered and unsheltered homeless people were conducted. All surveys required the same information to be filled out and submitted. The survey form contained the same information collected in our Client Management System (CMS) which is our local system meeting HUD's standard for a Homeless Management Information System (HMIS). The interviews were done at service provider locations and the places identified through the mapping process. These were conducted mostly on the day following the designated night (so Monday January 26th), but extended throughout the week for the outreach crews (always asking where people stayed on the night of the 25th/26th). Data for sheltered persons enrolled in programs using CMS was pulled from the system. We have a few housing providers who do not enter data into CMS. They provided paper forms with the necessary information. To remove duplicate clients between surveys and CMS data, a comparison of personally identifying information (PII), such as name, date of birth, and Social Security Number was used. There was no statistical adjustment or extrapolation to account for the CoC's entire geography; only actual data collected was used for reporting.

The steps taken to obtain the highest quality count of the sheltered and unsheltered homeless population included: a review of HUD guidance and/or trainings on conducting a PIT count; written instructions to providers; written instructions to interviewers; pilot testing of the data collection forms and process prior to the PIT count; training of interviewers on the data collection requirements/forms; training of providers on the data collection requirements/forms; reminders to and follow-up with providers about the count to maximize participation; comparison of the counts to other internal data sources and resolution of inconsistencies; and comparison of the counts to last year's counts and analysis of the changes.

In conjunction with the PIT the Colorado Springs/El Paso County CoC also conducts a Housing Inventory Count (HIC) of all beds available for people experiencing homelessness in our community. This also examines bed usage and informs the assessment of unmet need. The HIC includes beds in Permanent Housing projects in addition to Emergency Shelters and Transitional Housing projects so the universe for the HUD HIC is different from the universe for the HUD PIT. However, the additional HIC data does inform our community PIT. To ensure the strongest data available was captured, contact was made with all known agencies providing housing for homeless people and the agencies were asked how many beds they had on the night of January 25th and how many of those beds were occupied. The number of occupied beds was cross referenced with the CMS database for those agencies participating in CMS.

Acknowledgements

This report would not be possible without the collaborative efforts of a large group of people. Our sincerest thanks go to all of the following:

- The team who put together the map of locations
- Marian House Soup Kitchen and Penrose Library for accommodating the new Vulnerability Index surveying
- All outreach staff who reached the hard to reach: HOT, RMHS, Urban Peak, Homeward Pikes Peak, AspenPointe
- All organizations who participated
- All organizations who enter data into our Client Management System
- Over 100 volunteers who gave generously of their time and compassion
- Donors who provided socks, candy, gift cards, and outdoor heaters
- Pikes Peak United Way staff and interns for their love of data
- The community for their continued support of this effort

Thank you for making people count!

General Census Information

Colorado Springs and El Paso County have very similar demographic breakdowns. The demographic breakdown is also similar between the HUD PIT count and the Community PIT count. For purposes of this section we will compare our Community PIT data to the 2010 census data for El Paso County.

- El Paso County gender breakdown shows 49.8% males and 50.2% females. The people represented in our 2015 Community PIT population look very different with 65.2% males, 34.6% female and .2% transgender.
- El Paso County ethnicity breakdown shows 15.1% Hispanic/Latino and 84.9% non-Hispanic/non-Latino. The Community PIT shows 17.7% Hispanic/Latino and 82.3% non-Hispanic/non-Latino.
- The race breakdown shows a higher proportion of homeless minorities than the general population.

	El Paso County	Community PIT
White	79.8%	70.7%
Black/African American	6.2%	20.9%
American Indian / Alaska Native	1.0%	2.8%
Asian	2.7%	0.7%
Native Hawaiian / Other Pacific Islander	0.4%	0.05%
Other	4.9%	--
Multiple Races	5.1%	4.8%

Acronyms

Throughout the rest of this document, we may use common acronyms from time to time. Here's what they mean.

CoC = Continuum of Care

ES = Emergency Shelter

HIC = Housing Inventory Count

HP = Homeless Prevention

HUD = Housing and Urban Development (US Department of....)

PIT = Point In Time

PSH = Permanent Supportive Housing

RRH = Rapid Re-Housing

TH = Transitional Housing

Other acronyms will be explained where used.

Tefertiller, Ryan

From: Cox, Aimee
Sent: Wednesday, July 15, 2015 8:04 PM
To: Tefertiller, Ryan; Richard Larson (richard.larson@usw.salvationarmy.org)
Cc: Paul Bauer (Paul.Bauer@usw.salvationarmy.org); Gene Morris (gene.morris@usw.salvationarmy.org)
Subject: FW: Neighborhood Meeting for Emergency Cold Weather Shelter

Gentlemen,
Attached please find the emergency calls made to 505 S. Weber during the 2014-2015 shelter period.

Best, Aimee

From: WISLER, Scott D.
Sent: Thursday, July 09, 2015 4:15 PM
To: Cox, Aimee
Subject: Neighborhood Meeting for Emergency Cold Weather Shelter

Hi Amy,

OK, here are the numbers between Nov. 1, 2014 and April 15, 2015.

CSPD calls----137
CSFD calls---68
Total city emergency service calls—205

This is not a perfect number but is actually very close the best I can tell. I hope this helps.

The types of CSPD calls we responded to the shelter on varied greatly but Disturbances, suspicious persons, wanted persons, and trespassing seemed to top the list.

Brett Iverson should be responding to your question regarding the HOT input.

I will be on vacation next week out of state but will forward this message to Lt. Jensen who will probably try and get someone to represent us at the meeting. He is on vacation this week or I would have a definite answer for you.

Take care,

Scott

Sergeant Scott Wisler
Colorado Springs Police Department
Gold Hill Division
Peak Station
H.O.T./D.A.R.T.
719-385-2109

From: Cox, Aimee
Sent: Thursday, July 09, 2015 2:47 PM

To: WISLER, Scott D.

Subject: Neighborhood Meeting for Emergency Cold Weather Shelter

Scott,

Were you able to pull a report on the calls for service to 505 S. Weber for the period of November 1, 2014 to April 15, 2015 and did HOT have any input? We have a neighborhood meeting scheduled for July 15 and I'm trying to put together the presentation.

The meeting is July 15 at 5:30pm in City Admin Building Room 102. It would be great to have someone from PD in the room.

Best,

Aimee Cox

Manager, Housing and Community Initiatives

City of Colorado Springs

30 S. Nevada Ave., Suite 604

Colorado Springs, CO 80903

www.springsgov.com

Office: 719.385.6609

“We must never accept homelessness as a part of American life.”

- Secretary Julian Castro, U.S. Department of Housing and Urban Development

Tefertiller, Ryan

From: Helen Gryboski (R) <HGryboski@ColoradoCollege.edu>
Sent: Monday, August 10, 2015 9:22 AM
To: Tefertiller, Ryan
Subject: Housing for the poor.

Follow Up Flag: Follow up
Flag Status: Flagged

You must give your approval to this housing for the homeless. How can we sleep knowing that some people are out doors freezing to death?? May God Bless You, Helen

Sent from my iPad

To the Downtown Review Board,

18 Aug 2015

I am Gilda Price, a homeowner at the Poet Lofts Condominium. I'm afraid I could not be there at this meeting but I thank you so much for taking the time to listen and read my concerns regarding the Salvation Army's cold weather homeless shelter on Weber.

My family and I have lived here for over 10 years and selected this area for all of the diverse opportunities that our great city can offer us. We have seen Colorado Springs grow and welcome that growth but also understand the economic concerns that have been forced upon us in the past several years. We have seen our property values decrease but we are hopeful that our city will come out of this downturn and become a very thriving community. We want that community.

However, with the influx of the homeless and transients in our community, our dream of living in this community is dampened. We understand the plight of the homeless and the unfortunate. We have been one of the more fortunate citizens because we still have our homes. If we continue to see our neighborhood deteriorate because of the neglect of the homeless shelter to manage and care for their facility, we will be forced out of our homes.

I noticed the statement made by Jeane Turner, spokeswoman for the Salvation Army in the Aug 6, 2015 edition of the Gazette. She said, "These are people's lives – these are not just numbers, these are people."

I would like to reiterate that "WE, the homeowners" are people too. We have poured our life savings into our homes so that we can live here in the manner that was promised to us. We are the "TAX Base" for the city. We are doing our share if not more than our share. We have not neglected the homeless and unfortunate. We give you the means to take care of them but are asking that you do not force us to leave. Please do not forget. We live here too.

Thank you,

Gilda Price

The Law Office of Dianna L. Harris, P.C.
Attorney at Law
532 South Weber Street
Colorado Springs, Colorado 80903

Phone (719) 635-5991
Fax (719) 442-2087

August 25, 2015

Re: Warming Shelter at 505 South Weber Street (update to August 11, 2015 letter)

To Whom It May Concern:

I am writing concerning the proposed warming shelter at 505 South Weber Street. I am writing because I am concerned about the warming shelter based on the previous year's difficulties that resulted from the individuals being at the warming shelter.

My greatest concern about this particular shelter is there is no limit on the drugs or alcohol or the use of drugs or alcohol with the individuals at the shelter. In fact, it appears there is no oversight of these individuals at all. Who is responsible for their behavior and their destruction? All other shelters, that I am aware of, have a zero tolerance on drug and alcohol use and therefore if you choose to use drugs and alcohol you don't get to choose to sleep in their shelter. There have been suggestions to remedy this, however, no detailed plan from the Salvation Army has been suggested.

I would also note that this is supposedly a "warming shelter" (this suggests it only opens if temperatures get below a certain level) however it appears to be a hangout. Everyone seems to hangout all day long up and down the street and sidewalk where they set up their chairs and panhandle, particularly directly across the street from the shelter right in front of the Water Works Car Wash. They block the sidewalk so that I can't even walk down the sidewalk during my lunch break to take a walk. I find it problematic that they continue this behavior as police cars drive up and down the street right by them. No one ever stops to do anything about their aggressive panhandling or blocking of the sidewalk. It is clear that the city doesn't view this as an issue, however, as a property owner who pays taxes, I find it disturbing. We have been told security will be added. We have not been told where that money is budgeted.

Since the shelter has been in place, the amount of vandalism on my building has increased. Specifically, my shed has been broken into. Someone moves my gate (it is electronic and cannot be opened without an opener) or jumps over my gate and gets in the parking area adjacent to my building that is my property and uses it as a place to hang out and drink beers and hard liquor and smoke cigarettes and whatever else they are doing. I have also had an instance where we have come to work and someone was behind the shed. This is a pretty scary situation when there are three women working here and we get out of our cars and believe we have

entered what we thought was a locked parking lot only to find individuals living in our parking lot.

I would also note that I have found an increase in the debris that's strewn around my property as well as almost daily coming to work to find broken beer bottles on the walkway in front of my building. I have had numerous clients complain about the people hanging out and, particularly the women, are scared. This is destructive to my business because if I am losing business due to these individuals loitering in front of my building and loitering in front of all the other businesses in this neighborhood, I won't be able to keep the building and pay the taxes on it. This would negatively impact the city.

I would also note that it is a health hazard. These people use the restroom wherever they want to and that is not always inside a building in a proper restroom. That is a health issue.

We have come to work to have people, after they have closed the shelter, come over to my building and sleep on the front porch. I have had an increased number of no-show appointments during the time that the shelter was open. No-show appointments are when people make appointments to come and meet with me, they confirm their appointment, and then they do not show up. I can't help but wonder if a part of that is that when they drive up it looks like I have a building in a very poor part of town that is unsafe. It is unfair to me and my clients to have to be afraid to go outside because of who is wondering around and what state of intoxication that they are in. I now understand that the shelter inhabitants are searched and these items are removed and then their drugs and alcohol and weapons are returned to them. This is a serious safety issue that was not previously present.

I oppose re-opening the shelter, period. However, if it going to be re-opened, I certainly oppose extending the months it is open. I think it would make sense for there to be a no drug and alcohol policy. While I have empathy for the homeless, I also think that it is a choice on their part to use drugs and alcohol, which is why they are not able to go to the other shelters. I am curious what type of authority the "security" guards the city mentioned will have?

Therefore, for the reasons outlined above, I am opposing the increased months for the warming shelter and I am opposing the shelter itself unless there is going to be some sort of limitation on the alcohol use and abuse that occurs there. This includes releasing individuals on to the community with their drugs, alcohol, and weapons.

Thank you for your time and attention in this matter.

Sincerely,



Dianna L. Harris

Tefertiller, Ryan

From: Lisa Penhaven <penhavenl@gmail.com>
Sent: Tuesday, August 25, 2015 4:56 PM
To: Tefertiller, Ryan
Subject: In reference to the conditional use permit for the Salvation Army warming shelter

Gentlemen,

As one of the two local residents who volunteered to work with the Salvation Army and the city to help shape a plan for this year, I must confess my disappointment. Though other humanitarian aid providers in other cities throughout the United States have been able to make - and keep - agreements that foster accountability, the Salvation Army has shown an iron-willed resistance to accountability both for the homeless individuals they are assisting and for their own facility.

It is worth remembering that as this is the only low-barrier shelter in the region, the majority of the homeless population who leverage this facility are not allowed within the other shelters. They are rejected - in the Salvation Army's own words - because they are "disruptive and cause trouble". I would in no way advocate disrupting the efforts of shelters like RJ Montgomery, which takes in families with children, but at the same time it must be acknowledged that the portion of the homeless population we are expected to accommodate is the "disruptive" segment.

There is only one consequence the Salvation Army allows for negative behavior: denial of entry into the shelter. This is reasonable, but they are unwilling to take the step necessary to bring this to bear. The residents and business owners in the area have asked for one security person to be on site during the day. That's it - just one person. He or she can have the same qualifications as the security person they are planning to hire for the evening. This person is **critical** for the following reasons:

1. If he comes on shift 30 minutes before the homeless are released in the morning (roughly 9am), he will have some familiarity with who is in the area, wearing what, etc
2. He can enforce the Salvation Army's commitment to keep the grounds free of loitering, trash and trouble, partly by engaging with the homeless who stay during the day in spite of the requirement not to, and partly by documenting which individuals are causing the problems. This is the "red card" system we have been told about, but which only works at RJ Montgomery because there is a person there to do it.
3. He can be contacted by the security patrol the city has agreed to extend, and by local residents and business owners, with the descriptions of people who are causing trouble in the neighborhood off the Salvation Army facility's grounds.
3. If he stays through the check-in process (roughly 8pm), he can ensure that the individuals who got "red carded" are not allowed into the shelter.

If the Salvation Army does not provide this person, there is literally no other mechanism to hold individuals accountable for their actions during the day, which is when they cause problems for the neighborhood. There would need to be two people, one to work four days and one to work three, but this provides off time and flexibility.

The first year of the shelter's operation was a success for the homeless, but a disaster for the local residents and business owners. The Salvation Army has said this was due to being overwhelmed by a far greater need than anticipated, in spite of the assertion aid workers so often make that the homeless population in

this area has remained remarkably static for over a decade. Though greater thought and planning is going into this year's effort, members of the neighborhood are concerned: what happens if the unexpected happens again?

Whether this is increased numbers of homeless, or some other factor that cannot be anticipated at this time, if the result is the same as last year - the Salvation Army being unable to manage the facility in a way that prevents undue harm to the area - what is the community's recourse? We have made it clear that we intend to work with them and the city if things change, and will continue to try to find solutions to evolving situations. However, in other communities across the US, the option of last resort in Good Neighbor Agreements has been if the operator of the facility fails egregiously, then the shelter will close. We have been told that is simply not an option here.

Our question is, "Why?" How is it that everyone from children attending school, to adults going to work, must abide by rules and accept consequences, but the Salvation Army is able to stand up operations and not provide a single mechanism for accountability that is backed up by process? They are unwilling to both hire a security person to be on shift during the day and to back up their assertion that they will manage things well this year, by agreeing that if they fail (and it would have to be a horrific failure, the nature and number of infractions to be determined) they will close.

The need for personal accountability is greater than the need for it at the organizational level, but the bottom line is that all we have to go on, just like last year, is the Salvation Army's promise that they will take care of things. They failed at that for the community last year, and this year, they have resisted any accountability mechanism. We fear we will face exactly the same situation because of it.

V/r,

Lisa Penhaven
239 E. Fountain Blvd

Tefertiller, Ryan

From: Noreen Landis-Tyson <nlandistyson@cpcd.org>
Sent: Tuesday, August 25, 2015 5:28 PM
To: Tefertiller, Ryan
Cc: Noreen Landis-Tyson
Subject: Winter Shelter

Mr. Tefertiller,

I am following up with additional comments to the initial letter that I wrote concerning the Winter Shelter on Weber Street. I have been a part of the meetings that have taken place among some of the residents of the Lowell Neighborhood and we have discussed several issues, including safety, sanitation, and the negative impact on our community of having one of the two main entrances to the neighborhood necessitating a drive past a shelter where folks are "camping out" all day without access to facilities.

I would like to ask for the following assurances as part of the conditional use permit:

1. This should be the last year that the shelter is located in this building. I would like to ask that the city and the Salvation Army work with others to find a more permanent solution to this issue and not repeatedly impact one neighborhood. As I offered earlier, I would be happy to serve on a task force to develop such a plan.
2. At the last DRB meeting, the Salvation Army was charged with developing a detailed plan of how the shelter was to be administered that addresses the issues raised by the neighborhood and the surrounding businesses. Before approving this conditional use permit, I would like to ask that the DRB insist on seeing this plan and allow the plan to be open for comment from those affected by the shelter.
3. Finally, I feel that most of the issues can be resolved if three things are included in the above plan: 1) limit entrance and exit to the shelter to the east side of the building only. That will keep people from lining up on the west side along the street and will lessen the impact on the neighborhood; 2) provide security during the day to insure that anyone who does stay near the building, behaves properly and is held accountable for improper behavior; and 3) either do not allow loitering around the building during the day or provide access to facilities that keeps people from defecating on the sidewalk, etc.

These are some of the same complaints that we have all heard from downtown businesses as a result of loitering, and efforts have been made to mitigate these concerns out of respect for downtown businesses. I think that the Lowell neighborhood and the surrounding businesses deserve the same respect.

None of us in the Lowell neighborhood wants people suffering from homeless to freeze. As a city, we need a comprehensive solution to this problem, which takes time and money. We all know that. But the first year was not a good experience, and we would like assurances that the second (and final year) will have much less impact on our neighborhood. Lowell neighborhood homeowners pay a special assessment to the neighborhood association to ensure that our neighborhood is well maintained, welcoming, and maintains the investment that we made in our homes. I don't believe that these suggestions are unreasonable and it won't take much to implement them.

Thank you for your consideration.

Noreen Landis-Tyson
236 Writers Way
Prestwick II homeowner, Lowell Neighborhood

Tefertiller, Ryan

From: Diana Buckler <diana.buckler@gmail.com>
Sent: Tuesday, August 25, 2015 8:52 PM
To: Tefertiller, Ryan
Subject: Warming Shelter - S. Weber Street 2015/2016 Season

Mr. Tefertiller,

Please include this email into the packet given to the DRB prior to the mtg scheduled for 9/2/15.

As a member of the Lowell Neighborhood I am writing again to share my concerns as it relates to a second year approval of the warming shelter proposed at 505 S. Weber Street.

As part of a Lowell Neighborhood Mtg, we were provided an outline of "possible" specific tactical approaches to address critical issues impacting the Lowell Neighborhood and surrounding businesses and residences. It is my understanding that this outline was prepared by Aimee Cox, but is not presented as a definitive plan provided by the Salvation Army. This is a real and genuine concern for myself and our neighborhood.

The Salvation Army's approach has been a lot of possibilities with little or no follow thru. The Salvation Army is very clear about what they will not do, but very vague about the steps that are actually in place to mitigate any potential and real negative impact the presence of the proposed warming shelter has and will have on our neighborhood.

There is no disagreement as to the need to keep homeless individuals from freezing during Colorado winters. However there needs to be accountability on all sides of this issue. I do not feel, based on past performance, that the Salvation Army is accountable in that they provide minimal staff and support to provide services to some at the expense and safety of those living in the neighborhood where they provide those services.

The S. Weber Street Shelter is a "low barrier" shelter, providing service to individuals that the RJ Montgomery's protocol will not allow to be sheltered.

Mentally impaired (off their meds) alcohol and drug impaired (mainly men), these individuals cannot be part of RJ Montgomery's sheltered community. The protocol for this is understandable, RJ Montgomery houses women and children; and their safety is primary. The safety of our community must be considered as well and the Salvation Army has not been willing to provide the security and the staff necessary to make sure the children in our neighborhood or the senior citizens living in two senior citizen complexes in close proximity to the shelter are safe as well.

Security is a must if this shelter is to be approved. Not only for the safety of those in the neighborhood, but for the homeless being served. Not some lip service "proposed plan" but a definitive plan that spells out specific assignments by staff and specific hours of those assignments.

I have addressed my concerns reference the intersection of Weber and Cimarron, and the wandering and blatant jaywalking by residents of the shelter. With the ongoing construction of the Cimarron Exit off I25, the heavy traffic (construction trucks and equipment) is a genuine concern. Fountain, to Wahsatch, to Cimarron is the main route to I25 from the East; 150+ people leaving the shelter site with no security or supervising outside staff---- this is a tragedy in the making.

In closing, I am both prayerful and hopeful that if the shelter is approved for ONE MORE YEAR ONLY, that the board do so only after the Salvation Army provides a definitive plan to address the needs for the homeless and the Lowell Neighborhood and its surrounding community. If the mission of the Salvation Army is to provide dignified shelter to homeless people, their concern should not stop at the entrance/exit to the shelter between the proposed 7:00 p.m. to 9:00 a.m. hours. I would hope that the Salvation Army's mission is to provide service to vulnerable individuals as well as respecting and being accountable to the neighborhood in which they operate.

Very truly yours,

Diana M. Buckler
Resident Prestwick II
Lowell Neighborhood

Tefertiller, Ryan

From: Eric Gnoske <eric@helium.com>
Sent: Tuesday, August 25, 2015 10:50 PM
To: Tefertiller, Ryan
Cc: jeannefrey; Kim Neuhaus; chriscipoletti@msn.com
Subject: Salvation Army Cold Weather Shelter Objection

Dear Mr. Tefertiller,

The abundance of homeless people in Colorado Springs makes the city and my neighborhood less safe, less appealing, more dirty and more dangerous. I'll get right to the main points.

1. Safety:

My wife and I own both commercial and residential property downtown - Our home at our condo at the Poet Lofts and a business and commercial property at 802 S. Tejon St. and my company leases office space at 720 W. Monument St. At our condo I frequently find homeless folks sleeping on the premises or rummaging through the dumpsters. I consider this a safety risk as the entry to the garage is immediately adjacent to the dumpsters. If a homeless person gained entry to the garage they could accost someone with little chance of anyone helping as it is out of sight and underground.

At our business location homeless folks have often walked right in and, frankly, demanded to use our bathroom facilities. This happens during the daytime hours and often early in the morning when there might only be one lady manning the office - Alone.

Also at our business property we have had homeless people sleeping and, most disturbing, using the property as a bathroom. Can you imagine someone using your property as a latrine? Not only is it disgusting and awful to have to clean up after these people but there is a legitimate health concern as you might imagine.

At our condo they have scaled the fire escape fences and wandered around the fire escape. Police have been frequently called - This is all on record.

2. Financial:

Our business property has suffered several thefts and destruction. Not only is there a repair cost but to prevent future vandalism we have had to erect fences, gates and lighting systems around the property. Still, nothing stops the homeless from sleeping on our property or abusing it and us.

You might also imagine the impact of homeless folks wandering around when we have attempted to sell the property. If you can't imagine, I can tell you that I feel certain it has prevented a sale.

3. The Salvation Army:

I want to know what this group is doing in my neighborhood. Last year the public notice posted was on an 8.5x11" piece of paper on a placard in the weeds - Literally 6 inches off the ground. I did not see it until the public notice period was over...

Now that we have a little notice I want to know what the detailed plan is that the Salvation Army proposes. For example, if it is in fact a cold weather shelter, why in the world are the people standing in a long line waiting entry IN THE COLD? Why not let them in the backdoor and let them sit in the hallways? - Obviously I have questions so I want to see the detailed plans so that I can, at a minimum, understand what is going on and the process by which they operate.

If the Salvation Army is allowed to operate this winter, I want this to be the very last winter. Furthermore, I understand that the operation period is, essentially, 7 months long. What kind of insanity is this? Winter, at least the last 55 for me, have not lasted 7 months.

Finally, some parting thoughts - My wife and I are both entrepreneurs we both bring business, jobs and money into our community. We work long, hard hours. My company's HQ is now located in San Francisco and I travel there frequently. If you have not been to San Francisco recently you'll find the downtown area a hell hole due to the pervasive population of perpetually homeless people. Colorado Springs downtown is well on its way to becoming a mini San Francisco and that is no compliment. I also spend time in a lot of other front range cities; Boulder, Denver, Golden, Ft. Collins, to name a few - none of their downtown areas are filled with the homeless folks we have and it shows. Frankly, I would rather be in any one of the front range cities I named above. Since my wife and I create our own opportunities and businesses we can consider escaping downtown Colorado Springs and take with us the business, opportunity and jobs we have created here.

Sincerely,

Eric & Fadia Gnoske
201 E. Las Animas St.
Unit 313
Colorado Springs, CO 80903

Tefertiller, Ryan

From: Tim Patrick <tim.patrick@timpatrick.com>
Sent: Wednesday, August 26, 2015 1:09 AM
To: Tefertiller, Ryan
Subject: Lowell Neighborhood and Homeless Shelter

Downtown Review Board,

I once again write to share my displeasure and disapproval of the placement of the shelter on Weber street. Last year we gathered and worked hard to show our dissatisfaction in a productive and constructive manner despite not being consulted "as neighbors". This year, you have surely noticed our collective increase in dissatisfaction by our numbers and our timber of comment. We ask that you honor your commitments from last year and instead of increasing the numbers of homeless, and instead of extending the hours of operation, and instead of extending the months the facility is open you act with the integrity you asked us to believe you represented last year. Last year all was speculation and we agreed to be tolerant despite not being heard and despite the imposition on our neighborhoods. Now we return in greater numbers with proof the damage loitering and public urination and defecation and theft have done to businesses in the area; you can see the police reports related public drunkenness and fighting; and you can hear the frustration in our voices from how this center undermines our quality of life.

-Tim Patrick

August 25, 2015

Dear Downtown Review Board Members,

A year ago, residents from the Lowell Neighborhood came before you and expressed concerns about the operation of a low-barrier winter shelter in a residential area. Those concerns quickly turned to reality once the shelter opened. Our only hope at the time was for the Salvation Army to follow through on its promises to the community. At the admission of the Salvation Army, choices were made that negatively effected the community and promises were broken.

With the second year of the conditional use permit up for approval, I ask for the following items:

1. Detailed Procedures & Processes:

Require the Salvation Army to provide a detailed plan with procedures for employees and specific situations that have been identified with community members. The Shelter Management document is a start to mitigate some problems in the community. However, it lacks a fundamental piece in order for it to be effective for the winter season: Process.

The Salvation Army is running the facility and has been been unwilling to put together an actual plan that details the processes and procedures of its operation, the mitigation of problems in the community, and recourse for shelter individuals negatively impacting the surrounding area. The purpose of having procedures is to provide step-by-step processes which provide clear guidelines to employees about the day-to-day operation of an organization. Having a detailed process for each outlined issue guarantees that it will be integrated in an appropriate way and that when problems arise, the resolution is handled correctly and in the same manner each time. Without procedures in place, there is an unacceptable risk of failing to meet commitments and expectations between the neighborhood community and the Salvation Army this second season.

2. Delay Opening

I ask that you delay the opening of the facility until a clear, detailed plan with procedures has been defined and unresolved items, settled. Once the Salvation Army receives approval there is no mechanism to enforce adequate follow-through on promises. If the first year is any indication, then these plans are a must to protect the community and ensure that the Salvation Army is a good neighbor.

3. City Requirements

I ask that you require City representatives to begin the process of finding a new location for the 2016-2017 season. We've all heard the plan for the Springs Rescue Mission expansion and accommodation of additional unsheltered persons. However, the approval process is not over and the building phase is to occur after fundraising goals have been met. While everyone is hopeful, there is no guarantee that it will be up and ready for the 2016-2017 winter season. Putting hopes into one location and using it as a carrot and distraction is poor planning for the future and a disservice to our community. By requiring the city to put together tentative plans for a new location (should it be necessary) allows them to be proactive rather than reactive to a situation that is likely to occur.

The items for which I am asking are not unreasonable. Though time is of the essence, requiring the Salvation Army to develop clear procedures and resolve unsettled items would allow for greater success for each stakeholder. Please do not give approval until these requirements have been met.

Sincerely,

Carmen Sanchez

Tefertiller, Ryan

From: kathryn davidson <kathslp@yahoo.com>
Sent: Wednesday, August 26, 2015 6:55 AM
To: Tefertiller, Ryan
Subject: The Salvation Army Emergency Shelter

Dear Mr. Tefertiller:

Thank you for giving residence of downtown an opportunity to express our concerns about the Salvation Army Emergency Shelter. Most of us in this community moved here because of the beauty of this neighborhood and because of all that downtown Colorado Springs has to offer. We consider the downtown area as the heart of the city. We have invested in the city and care deeply how our city appears to visitors and potential investors. We want the Lowell Neighborhood to continue to be occupied by owner/residents. We wish the homeless/vagrant population to be treated in a humane way, but within set boundaries. Without boundaries I would estimate that one could foresee problems in the following area:

1. Health. Sanitary facilities are extremely limited at this facility. Human excrement was found in the alley of the facility last year. Because of the proximity of this population with one another in such a shelter spread of contaminants is inevitable under such conditions.
2. Crime. Thieves have attempted to break into my cars two times this year over a weekend and in the early evening hours while my cars were parked in front of my building. An intruder has checked the window of my bedroom one weekend. This is interesting since access to the backside of the building is very difficult, which is a very bad sign
3. Decreased property value. I have observed cars filled with young men parked in the park area near the Wyndham Senior Residence for extended periods of times. I cannot help but wonder if they are there to make drug deals with the vagrant population that passes through the Lowell Neighborhood. Lowell is a vibrant neighborhood with persons of all ages. It is in everyone's best interest to attract potential buyers of all ages to this area because it is beautiful and well maintained. If this were to become increasingly rentor-occupied, the banks would be less likely to mortgage these units.

I would appreciate it if you would consider these points when you make your decisions.

Kathryn Davidson
201 East Las Animas Street, #201

Tefertiller, Ryan

From: Jim Young <jryoung3epr@gmail.com>
Sent: Wednesday, August 26, 2015 7:30 AM
To: Tefertiller, Ryan
Subject: RE: Salvation Army Winter Shelter on Weber Street

Ryan,

My wife and I were the first residents of the Poet Lofts development in the Lowell School neighborhood. We have seen this area transformed into a better and better part of the downtown over the 13 years that we have lived here. We commend the city for their support of the improvements up to this point. I can and do walk to work downtown usually on Tejon Street or Cascade Avenue north to my work in the Wells Fargo Tower and do not feel like I am walking through a "bad part of town". Even today, when I tell people where we live, they very often question the safety of this neighborhood which tells me that our image is still very fragile.

Put bluntly, the winter shelter goes against everything that has been done to turn this neighborhood around. I would not walk north on Weber with the same confidence that I have on Tejon or Cascade because the shelter has been poorly managed since it was "created". While my wife and I are monetary supporters of the Salvation Army and believe that they are a great service to humanity, the fact is that they did not manage this project very well at all and question why this location was chosen in the first place. This neighborhood is on the mend and is primarily residential which is very different than the shelters along Sierra Madre.

I think that this winter should be, at best, a probation period for the shelter. No increase in the size or length that it stays open. We can see how they do this year to determine whether it should exist at all in the future. Rest assured that residents of our community will be watching very closely and will be prepared to share our findings with the city on a routine basis.

As for the proponents for this project I think that this is a classic case of the following: **Group A gets together to do something for Group B and they get Group C (us) to shoulder the burden.** I submit that a proponents comments be deeply discounted unless they actually live in our neighborhood. Further, they should be fighting to put the shelter in their neighborhood.

Thank you in advance for hearing our concerns.

Best regards,

--

Jim Young
Poet Lofts Unit 207

Tefertiller, Ryan

From: Lynette Sabin <lyn.sabinchiro@gmail.com>
Sent: Wednesday, August 26, 2015 8:16 AM
To: Tefertiller, Ryan
Subject: Salvation Army

August 26, 2015

Dear Ryan,

I am writing again to express concerns about the Salvation Army Winter Warming shelter being discussed for the Salvation Army building on S. Weber.

I understand the importance of protecting the health and safety of the homeless population. And I do understand that it is not safe to spend the nights outside during the Colorado winter. However, I feel that the safety of those in the surrounding community is also vital.

The Salvation Army was given the chance last year to show that they could run this shelter with minimal impact on the surrounding homes and businesses and they failed miserably.

As I see it, there is a complete lack of accountability. The Salvation Army makes promises of how they will run things....but there is no follow up. There is no way to hold them to those commitments. I feel that if this shelter is indeed vital for the survival of the homeless, that those running it would have bent over backwards to truly make it a success. And, that those relying on it would have shown respect for the community they were being a part of.

I also noted that concern was expressed that very few business owners showed up at the last meeting before the board (on Aug. 5). It is very difficult for a business owner--particularly a small business owner--to close their business at 8:30 on a weekday morning. Lack of attendance doesn't indicate a lack of interest.

Thank you for considering my comments.

Lynette Sabin
Sabin Chiropractic
611 S. Nevada Ave

August 25th, 2015

Mr Ryan Terwillter & the Downtown Review Board:

My name is Jeanne Frey, I am a Registered Nurse, a widow, a mother of nine children and grandmother to 10 grandchildren. I own a condominium at Poet Loft which has been negatively impacted by the homeless population since the Salvation Army has opened it's doors to provide a borderless shelter to approximately 120 to 150 homeless men and women in Colorado Springs last year.

When I purchased the condominium in 2007, there were three reason's why I chose the Poet Loft. I worked shift work at Evan's Army Hospital, the safety of my last two daughters was a priority, I felt the building and my neighbors provided that safety. Also the fact that I would only have to drive a short distance after 12 to 14 hr shifts at the hospital, that was a safety priority for me. The other reason was because I am originally from Pittsburgh and over the past 45 years I have witnessed the city of Pittsburgh progress beyond my wildest imagination. Pittsburgh was a steel mill town, known for it's hard workers, Iron City Beer, and smog. Yet it was recently voted the # 1 Most Liveable City in America. This outstanding recognition from Forbes can only be attributed to Pittsburgh's "downtown city planners". These men are truly "men of vision" who "formulated a plan", made the "right decisions", then they changed the mindset of the people who thought that they would never want to live Downtown. I witnessed the transformation of Pittsburgh as a dirty industrial steel mill city into a vibrant cultural city, hosting high tech companies, top universities, top ranking hospitals, gourmet restaurants, theater, the arts, home of the Steeler's, and a river walk to be enjoyed not only by tourists but a vibrant community of young professionals and retiree's who chose to invest in their city.

Pittsburgh Pa. is a success story. Colorado Springs can be an even GREATER success story "if" our "Downtown Review Board Members" have a vision and are willing to work with the people who already have been willing to take the risk to invest in downtown Colorado Springs. The area where Lowell Neighborhood is located was considered a blight to downtown Colorado Springs. The mismanagement of the Salvation Army's borderless shelter on S. Weber last year has reintroduced blight into our community. It has had a negative impact on Lowell Community as evidenced by our property values dropping. Our property is also being used as an outdoor bathroom. We have observed men openly urinate on our property, sleep in our trash area, and hide in our bushes in the early morning hours. I had to call for an ambulance one Sunday morning when I found a man asleep on our sidewalk, unresponsive to my voice, his skin color bright red, knowing that if he had been drinking and was now asleep in the sun he was at great risk for severe dehydration. We have found human feces and vomit on our property. Empty liquor bottles continuously line our property as people make their way to the shelter after the bars on S. Nevada close. We have found cigarette butts, too numerous to count, in the

FIGURE B

back of our property which presents a fire hazard to our building. Clean up of the above mentioned has all been at the expense of the homeowners. A couple months back one of my neighbors found a man on the back of our fire escape looking in her bedroom window in the morning. I have felt the need to have additional locks put on my back door and feel less safe in my home since the opening of the Salvation Army's shelter on S. Weber.

Our community is surrounded by organizations that serve people in need and the homeless. There is the Springs Rescue Mission, Ecumenical Social Ministries, Crawford House, the Homeless Clinic on Rio Grande, Catholic Charities, and Peak Vista. Yet we the people of the Lowell Community were willing to invest in our city believing that our city planners would make the right decisions to continue to improve downtown Colorado Springs. It is time for the Review Board to make some hard decisions for the good of downtown Colorado Springs. I believe we have some creative and compassionate minds that can come up with an alternative solution to housing for the ever increasing number of homeless people in our town. I and many of the people in the Lowell Community want to be a part of the solution, we are not the problem. We believe in this city and it's people. I believe that Colorado Springs can be voted by Forbes as the # 1 Most Livable City in America in the not too distant future. Let's also become a model for other cities in how we manage and care for our homeless. We can do this together.

Sincerely,

Jeanne Frey

Emergency Cold Weather Shelter

505 S. Weber Street

Management Agreements

August 20, 2015

The City convened two meetings - August 11 and August 20, 2015 – with representatives from CSPD, Salvation Army, Pikes Peak United Way and South Weber Street residents and businesses to discuss impacts from the emergency cold weather shelter located at 505 S. Weber Street and to propose management improvements. The spirit of the discussion and specific tactical approaches to address critical issues are outlined below.

OVERARCHING PRINCIPLES

- Emergency cold weather shelter is needed to protect the health and safety of unsheltered residents during periods of inclement weather.
- The emergency cold weather shelter is proposed at a site located in a neighborhood. There are impacts associated with providing temporary shelter for up to 150 people in the neighborhood. In providing the shelter, the qualities of the neighborhood should also be protected.
- 505 S. Weber Street is a temporary emergency cold weather shelter. The Salvation Army committed to operate an emergency cold weather shelter at this site for up to two years. The Salvation Army does not intend to operate an emergency cold weather shelter at 505 S. Weber after this season. Community resources are being directed to opening permanent beds at Springs Rescue Mission in November 2016.
- On-going communication between the neighborhood, Salvation Army, City and Continuum of Care will be critical to resolving issues as they arise and ensuring a safe and welcoming environment for residents, businesses and shelter guests.

OPERATING IMPROVEMENTS

Action	Notes
Hours of Operation	
Start: October 19, 2015	Previously proposed as October 1, 2015. Start date serves Veteran Stand Down
End: April 17, 2016	Previously proposed as April 30, 2016. End on Monday morning, not Friday. Investigate other locations for late April severe weather. Develop a security plan for the first two days following closure. Neighborhood experienced and uptick in crime immediately following closure last year
7:00pm open; 6:00pm line up	Previously proposed as 5:00 p.m. Severe weather (high temp. 20 degrees or less)will open at 6:00 p.m.
9:00am close; 9:30am clear area	Same as previously proposed. Staff will ensure area is clear before leaving in the morning
Staffing	
<ul style="list-style-type: none"> • One manager • Four staff members • One security guard • One Salvation Army case manager (Mon-Fri from 6:00am-9:00am) 	Doubles the number of staff from last year. Staff will be provided additional training and higher wages to reduce turnover. Volunteers will be utilized to provide extra eyes, ears and support

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Security	
One on staff during operating hours	
Security driving patrol during the day	# of patrols and area TBD; intensity of security will be adjusted to meet need throughout shelter season
Lock parking lot gate	Salvation Army making request to headquarters. Would require relocation of donation bin. Caretaker will monitor grounds and prevent access to site during day; no queuing permitted
Exterior Security cameras	Number TBD. Monitored by staff at RJ Montgomery Center. Salvation Army to develop protocol for response at the site
Install gate on south side of building to prevent access to alley	Must still allow for emergency access; must coordinate with adjacent business owner
Neighborhood Awareness	
Provide neighborhood residents and businesses contact information (email and phone): <ul style="list-style-type: none"> • Emergencies – CSPD • Urgent/non-emergency – RJ Montgomery during day; cold weather shelter at night. • On-going issues – Submit via City Footprints 	
Police provide CPTED to businesses; host crime prevention meeting for neighborhood	
City host at least two meetings over season	3 rd Week in November and 3 rd week of January. January meeting will include review of status of Springs Rescue Mission – goal is to provide permanent beds at SRM in 2016
Program Changes	
Eliminate soup run at the Weber location – no meals provided at Weber Street	Meals will not be moved from America the Beautiful Park; meals also available at Rescue Mission; granola bars will be available at shelter
Daily orientation/announcements	Before lights out (9:30 p.m.) and after lights on (6:00 a.m.); reinforce good neighbor messages and shelter rules and resources
Enhance red card program for infractions	Penalties will be given to those breaking the rules up to and including expulsion from the program; update policies
Add resource area	Bulletin board and resource area will be provided for program information and announcements
Case management provided on site; direct to Springs Rescue Mission in the morning	SRM providing daytime Resource Advocate Program services; services will be available all day this season (were not available all day last year)

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Queuing	
Queuing not permitted before 6:00pm	Monitored by security cameras and security patrols. Violators issued "red card" – lose shelter privileges
Additional exterior signage with basic rules, no trespassing	Reinforce messages that site is closed during the day
Salvation Army sign Trespass Letter	Allows PD to enforce trespassing on Salvation Army property
Trash	
Add three trashcans outside	
Signage "Do not leave donations"	Trash issues made worse by people leaving donations of clothing for folks lining up at shelter
Staff and volunteers regularly check outside area and pick up trash	
Draft policy regarding abandoned items - delivered to PD or disposed of	This will discourage people leaving items