

2025 DOWNTOWN PITTSBURGH SATISFACTION SURVEY



- **DOWNTOWN'S RECOVERY IS REAL AND STABILIZING.** After several years of disruption, the fundamentals, including clean streets, visible services, events, and activation, are in place and broadly acknowledged, signaling that Downtown has moved beyond recovery and into a period of stability.
- **SAFETY PERCEPTIONS, AND PUBLIC-SPACE BEHAVIOR REMAIN CHALLENGES.** Concerns are driven less by crime and more by public-space behavior, including homelessness, panhandling, loitering, and increasingly youth-related behavior. These everyday, street-level experiences now represent the primary barrier to sustaining momentum.
- **STRONG PUBLIC TRUST IN THE PDP'S VISION AND DOWNTOWN REVITALIZATION EFFORTS.** Awareness of PDP's vision, support for PDP's efforts, and trust in PDP's ability to deliver on its commitments are strong overall.

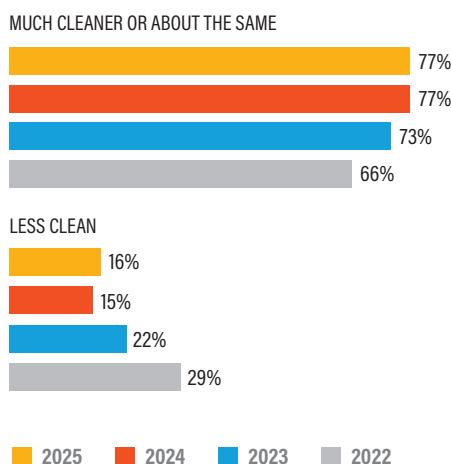
On-Street Efforts and Impacts

Progress & Trajectory

When asked what would most improve Downtown, respondents again prioritized improving safety, addressing homelessness, reducing panhandling and loitering, and increasing retail activity, with youth behavior emerging as a growing concern.

Confidence in Downtown's direction dipped slightly in 2025 and is now closely aligned with sentiment about the Pittsburgh region overall. Nearly half of respondents believe both Downtown and the region are headed in the right direction.

HOW WOULD YOU RATE THE CLEANLINESS OF THE GOLDEN TRIANGLE, IN COMPARISON TO OTHER AREAS IN PITTSBURGH?



Street Cleanliness

Perceptions of Downtown cleanliness remained stable in 2025. One-third of respondents rated Downtown as "much cleaner" than other city districts, while a relatively small share (16%) viewed it as less clean. Key factors detracting from the perception of cleanliness remain consistent with prior years, led by belongings or items associated with the unhoused population and the presence of biohazards such as human and animal waste.

Safety Downtown

Perceptions of safety softened in 2025. While most respondents report feeling safe always or most of the time, the share reporting they "often feel unsafe" increased. Concerns remain centered on confrontational individuals, people sleeping in doorways or on sidewalks, and groups loitering - reinforcing the role of anti-social behavior in shaping safety perceptions.

Staff Visibility

Daytime visibility of PDP and City on-street staff remains strong, though it declined slightly from 2024. Evening visibility decreased more noticeably, continuing to lag behind daytime levels and highlighting an ongoing opportunity to strengthen perceptions of after-hours presence (holding steady from 2023), and 39% during the evening (a 6% increase from 2023 and 14% increase from 2022).

PDP Efforts & Effectiveness

Respondents continue to recognize and value PDP's efforts. Events and programming, along with streetscape enhancements (dining platforms, planters, public art, etc.), received the highest positive impact ratings, followed closely by sidewalk cleaning and graffiti removal. While perceived impact declined modestly across most categories compared to 2024, overall sentiment remains strongly favorable.

As in previous years, homeless outreach continues to be viewed as the least impactful PDP effort, though a majority still report that it has a significant or modest impact.

Support for PDP's expanded recovery efforts remains strong, with over 70% of respondents reporting these efforts as effective, though this represents a slight decline from 2024.

About the Survey

The annual Downtown Pittsburgh Satisfaction Survey is designed to capture public perceptions of Downtown Pittsburgh and assess the effectiveness of the Pittsburgh Downtown Partnership's (PDP) efforts. Respondents are asked to evaluate cleanliness, safety, services, programs, and communications, as well as Downtown's future trajectory.

The 2025 survey received 1,177 responses, consistent with recent years and comparable to response totals in 2024 (1,310), 2023 (1,520), and 2022 (1,010).