

Greeting's Chicago! Say Hello to our Chicago Loop Alliance Team



Clean + Safe + Friendly



CHICAGO  
LOOP  
ALLIANCE

# STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS  
May 2023

The following data and information is provided to the Chicago Loop Alliance for tracking purposes. The period covered is May 2023. The data and information is obtained from Ambassadors conducting counts and from work orders entered in Statview.



## Let's Talk Trash!



amount of trash removed in the month of May, 2023

**4,671 lbs.**

PREVIOUS MONTH:

**April 2023**

**4,351**

MONTH OVER MONTH

**-3%**

PREVIOUS YEAR:

**April 2022**

**5,675**

YEAR OVER YEAR

**-3%**

### High Priority Cleaning Tasks by Percentage

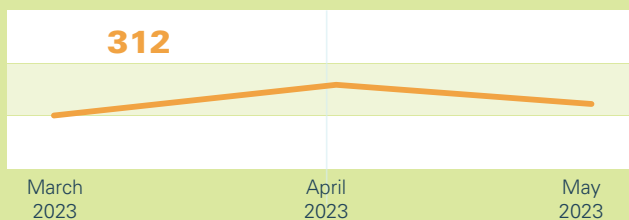
Pan & Broom Sweeps - Block Faces Completed

**80%**

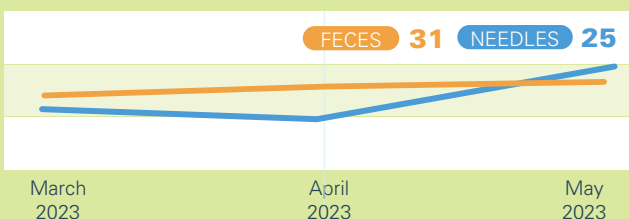
### Total cleaning tasks completed

Cleaning Tasks	PREVIOUS MONTH: March	PREVIOUS MONTH: April	MONTH OVER MONTH March 2022 to April 2023	CURRENT MONTH: May 2023	PREVIOUS YEAR: May 2022	YEAR OVER YEAR May 2022 to May 2023	YTD
Directions	272	303	+5%	444	270	+7%	1,544
Pan & Broom Sweeps - Block Faces Completed	4,892	3,275	+4%	3,484	2,999	+6%	16,695
Graffiti Tags Abated	384	360	-3%	312	372	+3%	1,511
Trash bags Collected	297	317	+3%	377	324	+4%	1,472
Pounds of Trash	4,521	4,671	+5%	4,671	6,587	-3%	19,724

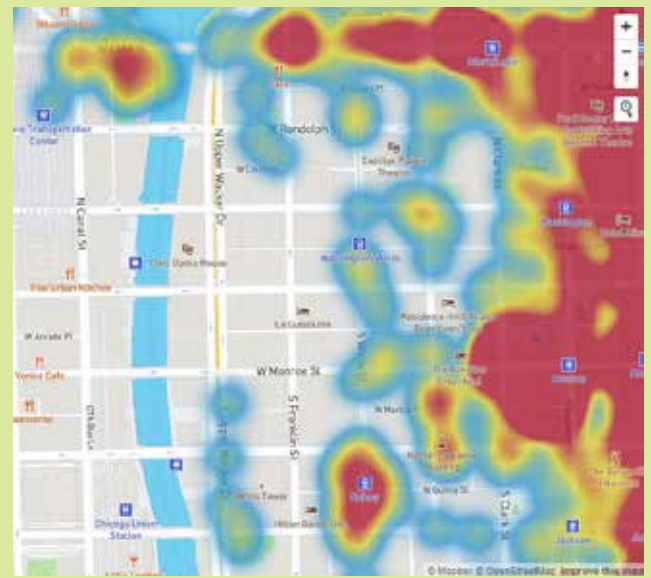
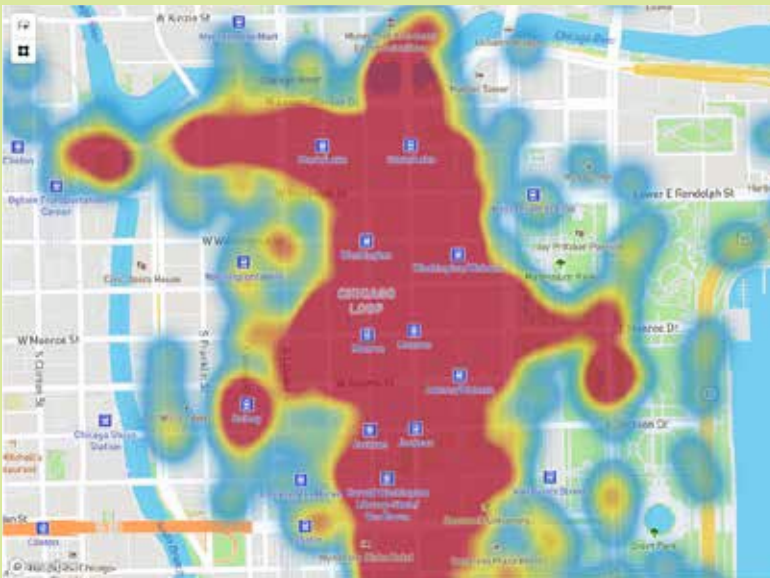
### Graffiti Tags Abated



### Hazardous Waste

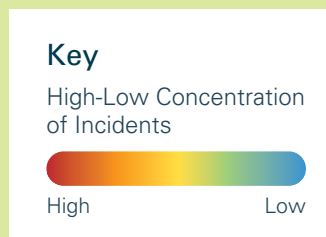






## Chicago Loop Heat Maps Graffiti

The maps above illustrate graffiti tags abated by Clean Team Ambassadors on private and public property within. Graffiti tags are removed within 24 hours of being reported. Clean Team Ambassadors may remove graffiti under 10ft high.



## Expansion Patrol Heat Maps

The Corridor ambassador program will begin on June 5, 2023. The map above displays the coverage area and what they encountered in summer 2022. During the summer and fall of 2023, the Chicago Loop Alliance and Streetplus will deploy 21 Safety Hospitality ambassadors to patrol the central business district of the loop, just west of the State Street SSA district. The ambassador shall provide safety and hospitality services during rush hour times for pedestrians, tourists, and business in the central loop. Please visit [loopchicago.com/in-the-loop/chicago-loop-ambassador-program-expands-through-loop-this-summer/](https://loopchicago.com/in-the-loop/chicago-loop-ambassador-program-expands-through-loop-this-summer/) for more details.

Before/After



Before/After



Before/After



Before/After



Before/After





Before/After



Before/After



Before/After





YEAR OVER YEAR DIRECTIONS  
**April 2022  
to April 2023**

**-3%**

YEAR OVER YEAR INCIDENTS  
**March 2021  
to April 2023**

**-8%**

### Quality of Life Incidents by Percentage

Aggressive Panhandling  
**75%**

of all quality of life incidents.

Vandalism  
**10%**

of all quality of life incidents.

Loitering  
**7%**

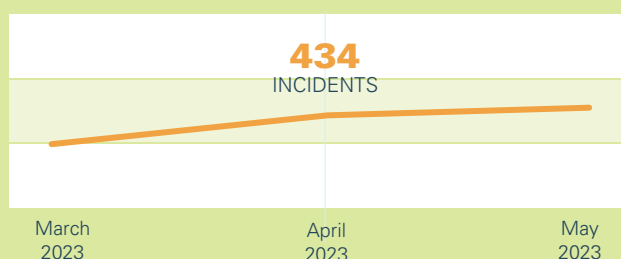
of all quality of life incidents.

Public Intoxication  
**8%**

of all quality of life incidents.

Safety & Quality of Life Incidents	PREVIOUS MONTH: March	PREVIOUS MONTH: April	MONTH OVER MONTH March 2022 to April 2023	CURRENT MONTH: May 2023	PREVIOUS YEAR: May 2022	YEAR OVER YEAR May 2022 to May 2023	YTD
Directions	311	337	+2%	394	298	-3%	1,678
Business Checks	434	413	-2%	344	248	-7%	1,884
Hospitality/ Interactions	545	549	-1%	504	470	-5%	2,319
Incidents	254	222	+8%	337	453	-4%	1,209
Panhandling	212	244	+3%	272	164	-8%	1,020
Homeless Count	124	197	+2%	211	142	+2%	827
Social Service Referrals	287	292	+1%	304	347	+3%	1,366
Resource Guides	241	303	-3%	271	444	-8%	1,306

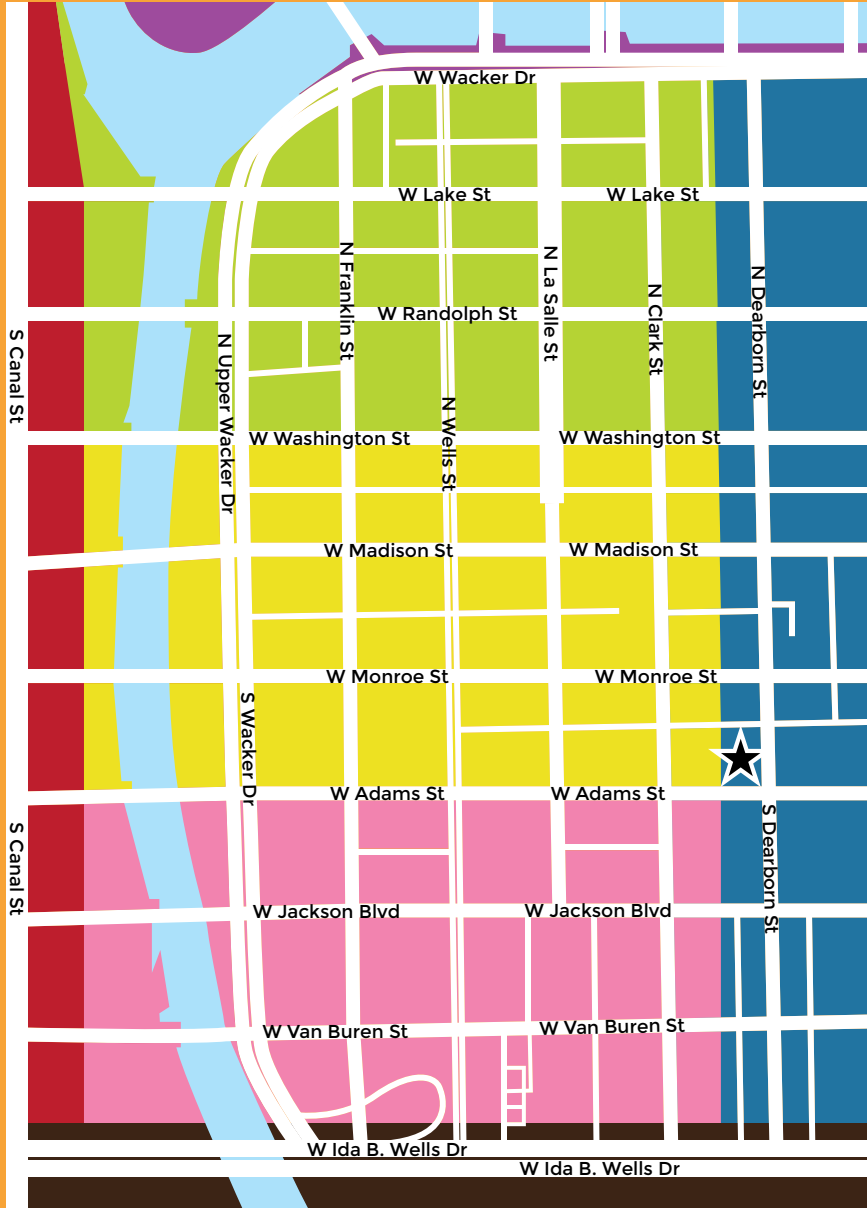
### Total Quality of Life Incidents YTD



**20 min**  
Response Time

## STREET TEAM PROGRAM

ZONES 5-7



Do not conduct patrols beyond Dearborn Street, Canal Street, Wacker Drive, Ida B. Wells

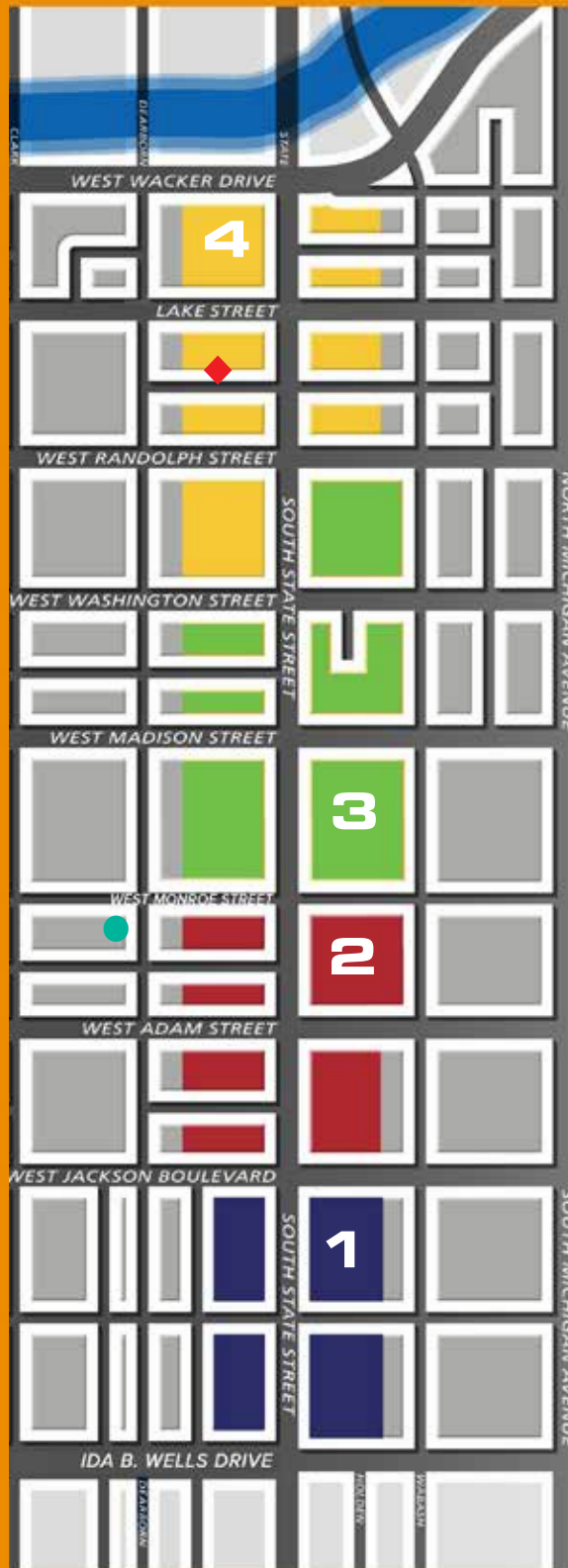
- Zone 5 Patrol:  
East to West: Dearborn to Canal  
North to South: Wacker Dr. To Washington
- Zone 6 Patrol:  
East to West: Dearborn to Canal  
North to South: Washington to Adams
- Zone 7 Patrol:  
East to West: Dearborn to Canal  
North to South: Adams to Ida B. Wells

- Wacker Dr. North Boundary
- Canal West Boundary
- Ida B. Wells South Boundary
- Dearborn East Boundary
- Home Office  
(CLA Headquarters)










## STREET TEAM PROGRAM

## ZONES 1-4



### LEGEND

-  OPERATION CENTER
-  CLA OFFICE
-  ZONE START
-  ZONE END
-  MILESTONES
-  ZONE ROUTE
-  ROUTE OUT/IN

STREETPLUS





## Congratulations!

Ambassador of the Month: **Nicolas Roa**

Congratulations to Nicolas Roa for being selected as Ambassador of the Month. Nicolas has been an ambassador for over three years and continues to do a great job. He had perfect attendance this month and is always prompt and thorough in his work on the streets. He does a great job engaging the public in such a positive manner, and is very knowledgeable of the downtown loop area - which is one of the most decorative roles as an ambassador. On behalf of The Chicago Loop Alliance and Streetplus we like to congratulate and thank Nicolas for being an awesome member of the team!



## Library Social Service Referrals

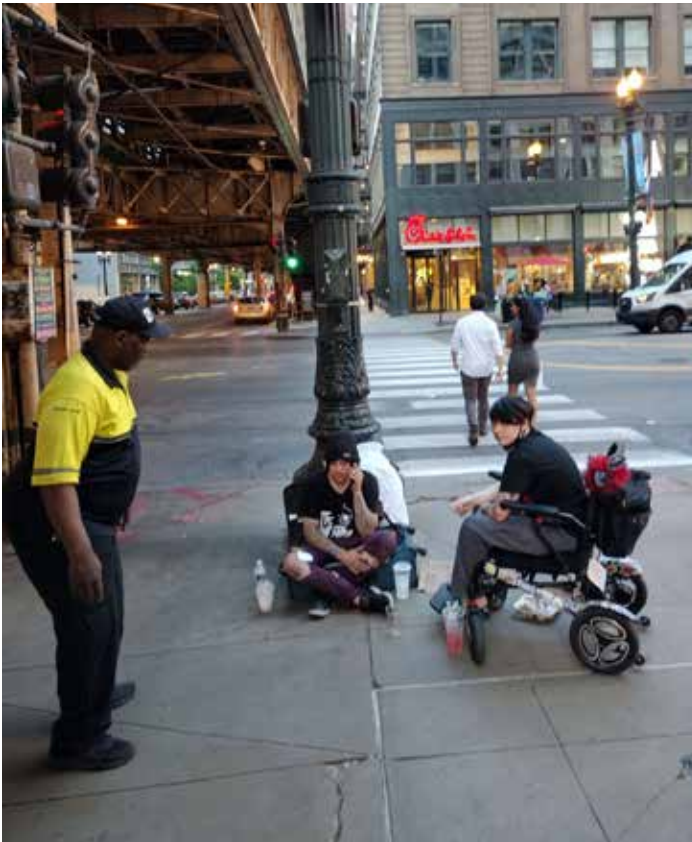
Employment	282
Housing	312
ID	98
HMIS	203
Other	257
<b>Total</b>	<b>1,152</b>



Social Service outreach specialist has continued to work alongside partnered agencies in the Harold Washington library center to provide supportive services to individuals in need of resources. During this month, the Cares team has seen an uptick in an amount of individuals in need of cell phones and other mobile devices, which helps to be contacted in advance such if housing or other resources becomes available. In response, the Cares team was successful in partnering with two mobile device phone service companies, which provided the opportunity to help distribute over 60 free mobile phones to individuals unable to afford a device. With these new mobile devices, includes free unlimited talk and text, and internet access.







## Chicago Loop Social Services Heat Map

Homeless population in the pedway





## CPL CARES

**“A network of connections to social services at the library”**

### Harold Washington Library Center

CPL Cares @ HWLC

Case Managers, Legal Assistance, Social Workers and Veterans Services

Harold Washington Library Center | 400 S. State Street, 3rd Floor, Chicago, IL 60605

#### Mondays

##### 10 A.M. – 1 P.M.

Legal services for people with disabilities provided in partnership with:



##### 12 P.M. – 3 P.M.

Housing, health care and human connection for those who struggle with homelessness and poverty provided in partnership with:



#### Wednesdays

##### 10 A.M. – 12:30 P.M.

Housing and mental health services provided in partnership with:



##### 12 P.M. – 3 P.M.

Legal assistance in getting and keeping food, medical and financial help from the Dept. of Human Services provided in partnership with:



#### Thursdays

##### 10 A.M. – 2 P.M.

Housing and employment services provided in partnership with:



##### 10:30 A.M. – 2:30 P.M.

Connections to mental, dental, primary health care, medication access and housing linkage provided in partnership with:



#### Fridays

##### 10 A.M. – 2 P.M.

Supports veterans experiencing homelessness, and assists with employment services for veterans and non-veterans provided in partnership with:



Ask your librarian for more information.



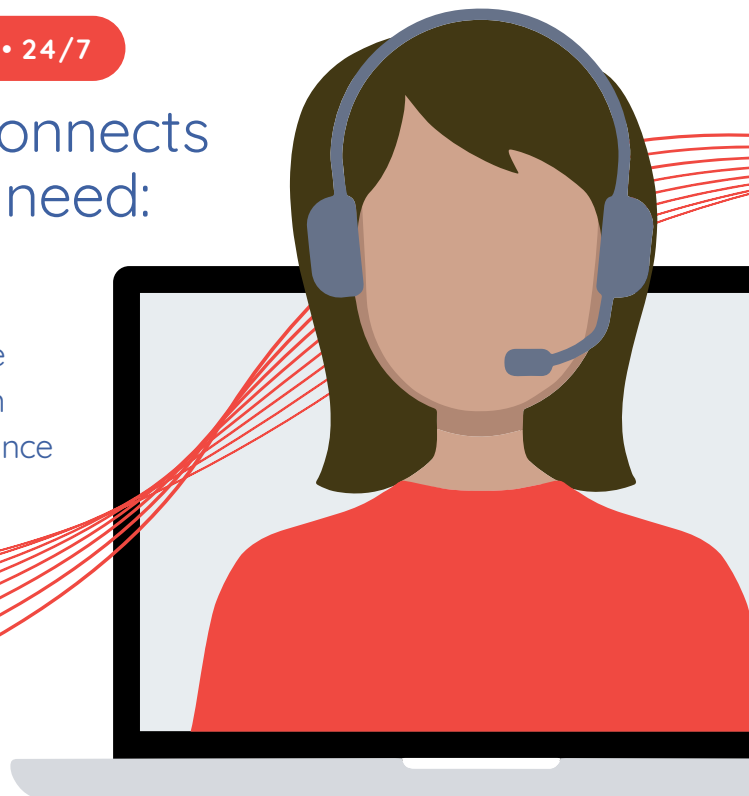
# Need help and don't know where to turn?

FREE • FAST • LOCAL • CONFIDENTIAL • 24/7

211 Metro Chicago connects you to the help you need:

- ✓ Childcare
- ✓ Employment
- ✓ Food Assistance
- ✓ Health Care
- ✓ Housing
- ✓ Legal and Immigration
- ✓ Substance Use
- ✓ Transportation
- ✓ Utilities Assistance

**AND MUCH MORE!**



- Call **2-1-1** to talk to a local navigator\*
- Text your zip code to **898211**
- Visit **211MetroChicago.org** to search or chat

\*Residents may dial 2-1-1 or (773) 362-4401 to get connected to a local Resource Navigator.



**Pounds of garbage**

weight of trash accumulated by ambassadors. Total weight is determined by multiplying number of bags used by storage capacity (1 bag=25 lbs)

**Graffiti – removed**

graffiti abated by any means including pressure washing, painting and using abatement solutions

**Needles found & disposed of**

number of single hypodermic needles found and disposed of at an appropriate medical waste disposal site

**Power washing block faces**

number of block faces pressure washed

**Merchant checks**

ambassadors visit a business for the purpose of customer service outreach or to assist with a request

**911 calls**

emergency calls placed

**Illegal Dumping**

number of occurrences of dumping large or electronic items (e.g. computers, furniture, mattresses, suitcases, etc)

**Homeless Outreach**

any contact with a homeless individual that includes the offering of services, or a request for information about services or service providers

**311 Requests**

requests placed to 311 for Public Works related issues

**Directions**

number of times ambassadors provide directions to the public





## Did You Know?

There's 4 ways to request cleaning and safety services.



### Call: Dispatch 211

2-1-1 is a free, 24/7/365 service that connects to essential health and social service support and information during times of non-emergency crisis and for everyday needs.



### Email:

[Jzolicoffer@streetplus.net](mailto:Jzolicoffer@streetplus.net)



### Hours of Operation:

7 am to 10:30 pm Daily



## Be In The Know!

Sign up for our e-newsletter at  
[LoopChicago.com](http://LoopChicago.com)

