

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



Clean + Safe + Friendly



CHICAGO  
LOOP  
ALLIANCE.

# STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS  
February 2024

The following data and information is provided to the Chicago Loop Alliance for tracking purposes. The period covered is February 2024. 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 February, 2024

**2,550 lbs.**

PREVIOUS MONTH:  
**January 2024**  
**2,009 lbs**  
MONTH OVER MONTH  
**- 6%**

PREVIOUS YEAR:  
**January 2023**  
**2,462**  
YEAR OVER YEAR  
**+ 4%**

### High Priority Cleaning Tasks by Percentage

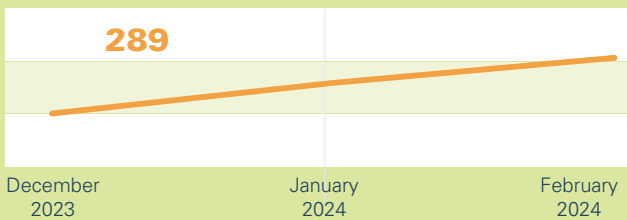
Pan & Broom Sweeps - Block Faces Completed

**72%**

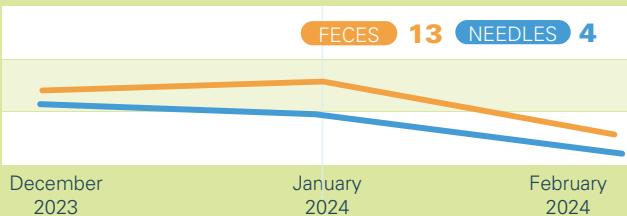
### Total cleaning tasks completed

Cleaning Tasks	PREVIOUS MONTH: December	PREVIOUS MONTH: January	MONTH OVER MONTH December 2023 to January 2024	CURRENT MONTH: February 2024	PREVIOUS YEAR: February 2023	YEAR OVER YEAR January 2022 to January 2023	YTD
Directions	372	231	+ 41%	388	283	+28%	619
Pan & Broom Sweeps - Block Faces Completed	2,831	2,023	+ 5%	2,115	2,347	- 10%	4,478
Graffiti Tags Abated	344	213	- 39%	289	244	+ 16%	502
Trash bags Collected	331	207	- 38%	102	277	- 64%	309
Pounds of Trash	3,197	2,009	- 38%	2,550	3,859	- 34%	4,559

### Graffiti Tags Abated



### Hazardous Waste





Before/After



Before/After



Before/After





## Before/After



## Before/After



## Before/After







YEAR OVER YEAR DIRECTIONS

**February 2023  
to February 2024**

**+33%**

YEAR OVER YEAR INCIDENTS

**February 2023  
to February 2024**

**-20%**

**Quality of Life  
Incidents  
by Percentage**

Aggressive  
Panhandling

**42%**

of all quality of life  
incidents.

Vandalism

**2%**

of all quality of life  
incidents.



Loitering

**48%**

of all quality of life  
incidents.



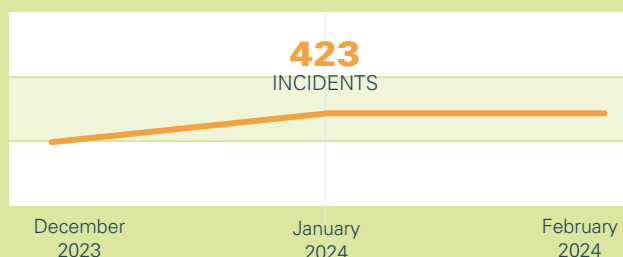
Public  
Intoxication

**16%**

of all quality of life  
incidents.

Safety & Quality of Life Incidents	PREVIOUS MONTH: December	PREVIOUS MONTH: January	MONTH OVER MONTH December 2022 to January 2023	CURRENT MONTH: February 2024	PREVIOUS YEAR: February 2023	YEAR OVER YEAR February 2023 to February 2024	YTD
Directions	418	269	- 36%	461	311	+ 36%	730
Business Checks	431	354	- 18%	423	377	+ 11%	731
Hospitality/ Interactions	505	355	- 30%	423	377	+ 11%	778
Incidents	302	221	- 17%	162	202	- 20%	423
Panhandling	393	232	- 41%	245	201	- 18%	477
Homeless Count	464	287	- 39%	266	141	+ 47%	553
Social Service Referrals	412	364	- 12%	312	201	+ 36%	676
Resource Guides	224	271	+ 18%	379	197	+ 49%	650

**Total Quality of Life Incidents YTD**



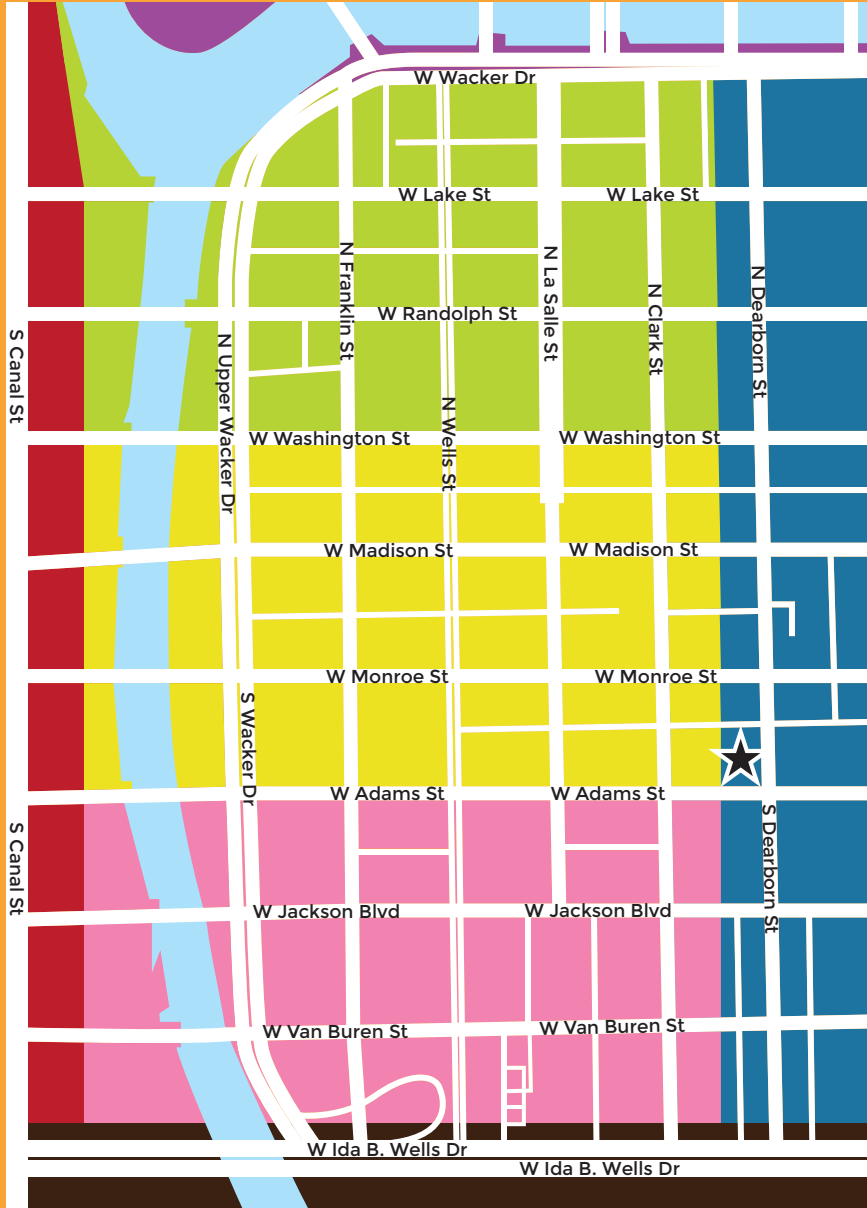
**17 min**

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

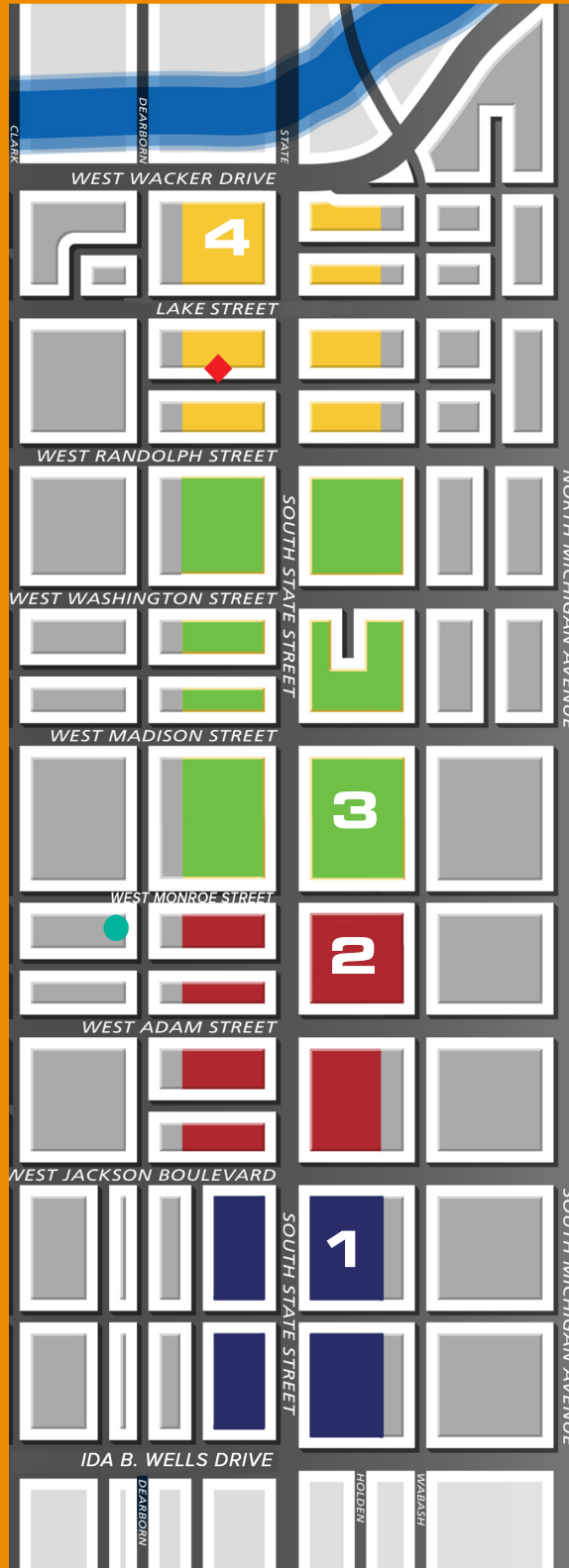
- Wacker Dr. North Boundary
- Canal West Boundary
- Ida B. Wells South Boundary
- Dearborn East Boundary
- Home Office  
(CLA Headquarters)












## STREET TEAM PROGRAM

## ZONES 1-4



### LEGEND

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

STREETPLUS



# Increased CPD Patrol



# Ambassador of the Month



## Congratulations!

Ambassador of the Month: **Alex Scott**

Congratulations to Alex Scott – For the month of February we’d like to recognize Alexander Scott as the Ambassador of the Month. Alex started in 2022 with our seasonal corridor ambassador program. Through his hard work and dedication Alex earned a full time position with our State Street Program and he continues to excel in his duties daily. Alex’s passion for helping others in need and sense of urgency when completing tasks is key to the overall success of this team and program. Congratulations Alex on A job well done!





## Library Social Service Referrals

Employment	283
Housing	336
ID	248
HMIS	287
Other	323
<b>Total</b>	<b>1,477</b>

The winter weather took a very interesting turn throughout the month of February. We saw a tremendous rise in temperatures with record highs in the 70's recently. The weather allowed our social service teams to engage more of those in need of assistance as the spring and summer rapidly approaches. Warming centers and shelters remained open throughout the city giving those in need a safe and warm place to rest. There are plans to improve conditions in local shelters and provide more care and services to those in need. Stay tuned for more updates as they develop.











## 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:

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

