

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



Clean + Safe + Friendly



CHICAGO
LOOP
ALLIANCE.

STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS
September 2023

The following data and information is provided to the Chicago Loop Alliance for tracking purposes. The period covered is September 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 September, 2023

5,641 lbs.

PREVIOUS MONTH:
August 2023
6,246 lbs
MONTH OVER MONTH
-5%

PREVIOUS YEAR:
August 2022
6,207
YEAR OVER YEAR
-2%

High Priority Cleaning Tasks by Percentage

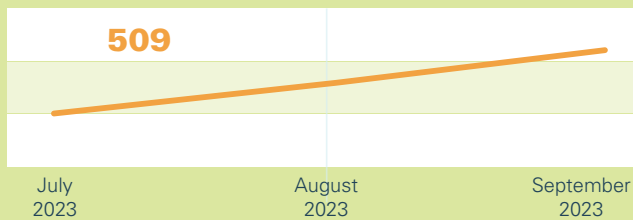
Pan & Broom Sweeps - Block Faces Completed

70%

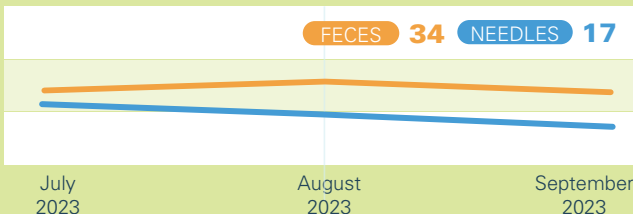
Total cleaning tasks completed

Cleaning Tasks	PREVIOUS MONTH: July	PREVIOUS MONTH: August	MONTH OVER MONTH July 2022 to August 2023	CURRENT MONTH: Sept 2023	PREVIOUS YEAR: Sept 2022	YEAR OVER YEAR Sept 2022 to Sept 2023	YTD
Directions	484	497	-1%	442	548	-1%	3,429
Pan & Broom Sweeps - Block Faces Completed	3,781	3,698	-2%	3,208	5,045	-1%	30,976
Graffiti Tags Abated	379	414	+3%	509	417	-2%	3,155
Trash bags Collected	401	501	-2%	484	505	-1%	3,750
Pounds of Trash	5,097	6,246	-5%	5,641	6,207	-2%	41,592

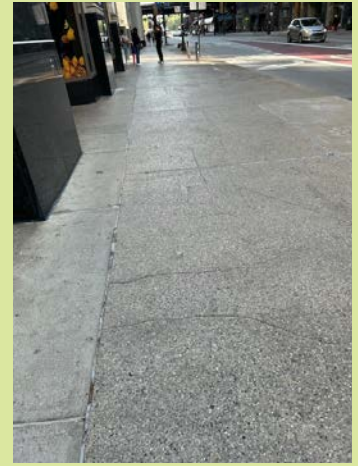
Graffiti Tags Abated



Hazardous Waste



Before/After



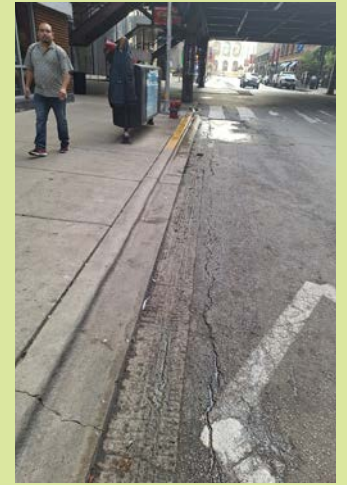
Before/After



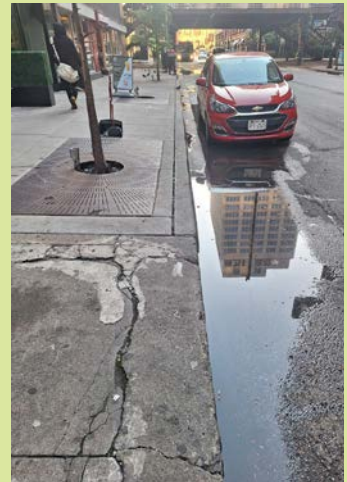
Before/After



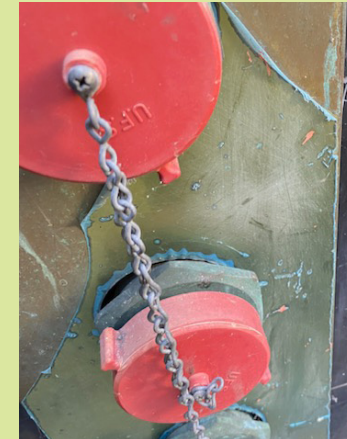
Before/After



Before/After



Before/After





YEAR OVER YEAR DIRECTIONS
**September 2022
to September 2023**

-1%

YEAR OVER YEAR INCIDENTS
**September 2022
to September 2023**

-5%

Quality of Life Incidents by Percentage

Aggressive Panhandling
40%
of all quality of life incidents.



Vandalism

15%

of all quality of life incidents.



Loitering

35%

of all quality of life incidents.



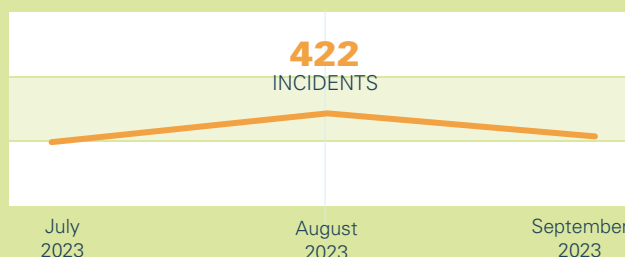
Public Intoxication

10%

of all quality of life incidents.

Safety & Quality of Life Incidents	PREVIOUS MONTH: July	PREVIOUS MONTH: August	MONTH OVER MONTH July 2022 to August 2023	CURRENT MONTH: Sept 2023	PREVIOUS YEAR: Sept 2022	YEAR OVER YEAR Sept 2022 to Sept 2023	YTD
Directions	512	591	+1%	607	636	-1%	3,862
Business Checks	424	541	+1%	554	581	-3%	3,855
Hospitality/ Interactions	627	656	+1%	676	589	+4%	5,009
Incidents	372	412	-2%	399	493	-5%	2,954
Panhandling	412	585	-1%	549	585	-2%	2,954
Homeless Count	424	657	-2%	606	521	+4%	2,856
Social Service Referrals	502	615	+1%	627	505	+2%	3,521
Resource Guides	431	575	+2%	603	557	+3%	3,303

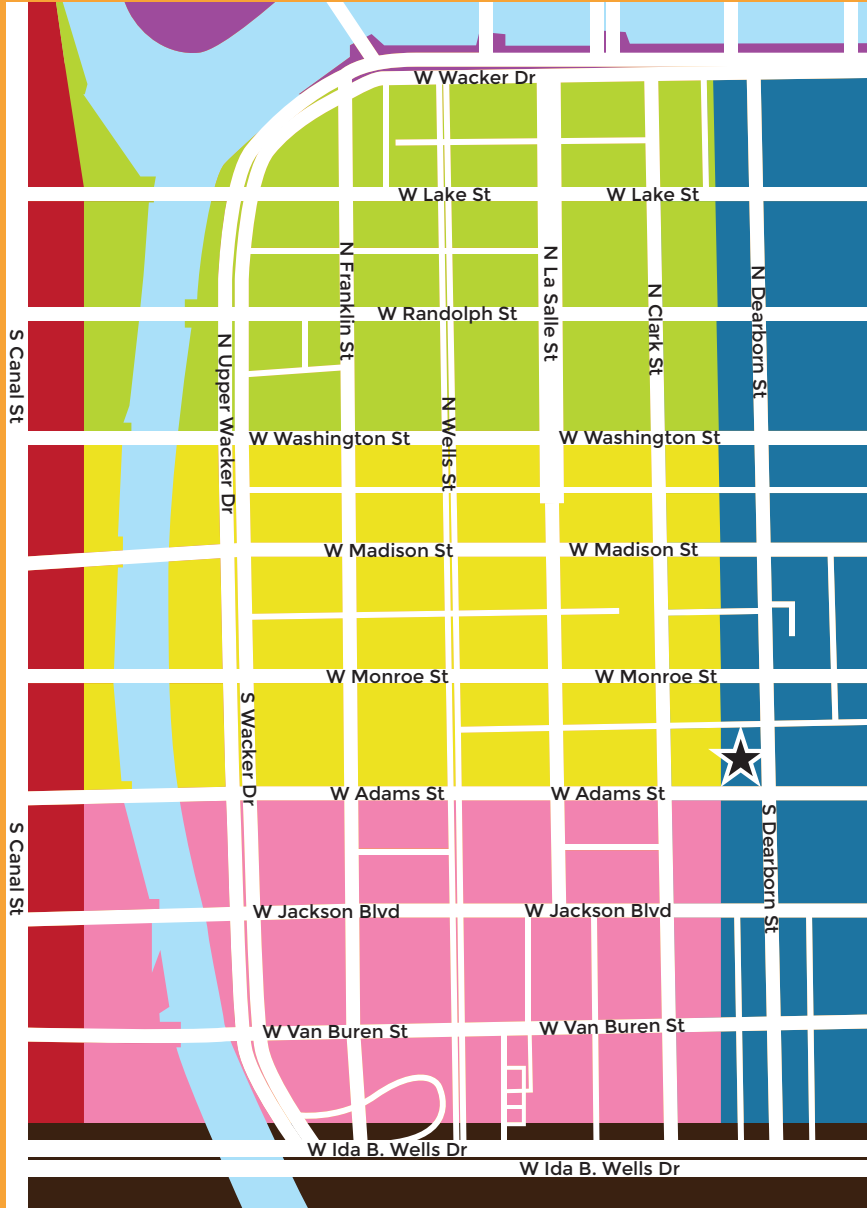
Total Quality of Life Incidents YTD



20 min
Response Time

STREET TEAM PROGRAM

ZONES 5-7



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

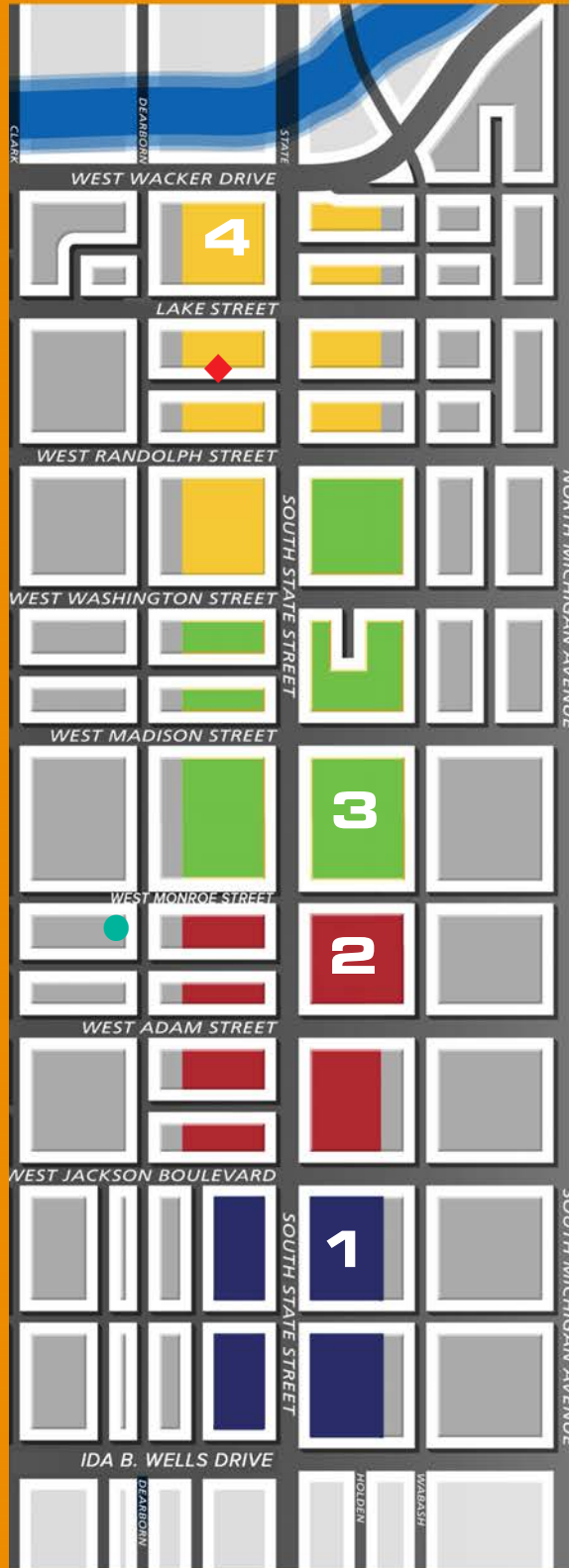
- Zone 5 Patrol:
East to West: Dearborn to Canal
North to South: Wacker Dr. To Washington
- Zone 6 Patrol:
East to West: Dearborn to Canal
North to South: Washington to Adams
- Zone 7 Patrol:
East to West: Dearborn to Canal
North to South: Adams to Ida B. Wells

- 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: **Alfonso**

Alfonso has over nine years of experience and he's continuing to allow his knowledge and expertise in the field model as an example to other ambassadors on the team. Alfonso takes great pride in his work as an ambassador, which he still maintains perfect attendance. In addition, he is always willing to go above and beyond his role in service, by working extra hours when needed and also helping to maintain shift coverage when called upon to do so. On behalf of the Chicago Loop Alliance and StreetPlus we like to congratulate and thank Alfonso for being a marvelous member of the team!



Library Social Service Referrals

Employment	301
Housing	412
ID	193
HMIS	131
Other	277
Total	1,273

During the course of the month, street ambassadors referred a total of 412 individuals to shelters and treatment centers. In addition to the referrals given, Heartland Alliance’s outreach team was able to conduct a well-being patrol of the business district alongside our street team ambassadors. The well-being patrols were conducted every Thursday of the week. Heartland Alliance was taken to many of the area’s focus points or “hot spots” that have seen a slight increase in aggressive panhandling, and loitering which also includes the areas along southern areas of State Street, primarily around Pritzker Park boundaries, which has seen an influx of migrants and asylum seekers. Street Ambassadors and Heartland Alliance’s outreach team were able to engage and place 131 individuals on a housing “waiting list”. Street ambassadors will make the necessary follow-up with those, should they be called and/ or matched for

housing. This outreach effort of both teams in collaboration further advances the quality of the services rendered, giving individuals the opportunity to be placed and matched for housing more efficiently on-site.







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



Hours of Operation:

7 am to 10:30 pm Daily



Be In The Know!

Sign up for our e-newsletter at
LoopChicago.com

