

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



Clean + Safe + Friendly



CHICAGO
LOOP
ALLIANCE.

STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS
February 2023

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

3,859 lbs.

PREVIOUS MONTH:
January 2023

2,462

MONTH OVER MONTH

+6%

PREVIOUS YEAR:

December 2022

7,800

MONTH OVER MONTH

+4%

High Priority Cleaning Tasks by Percentage

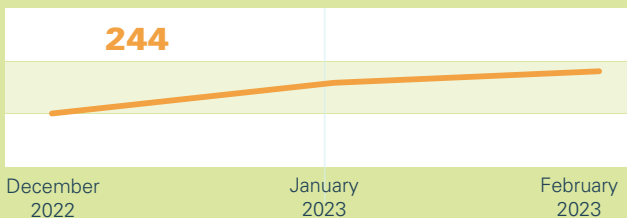
Pan & Broom Sweeps - Block Faces Completed

81%

Total cleaning tasks completed

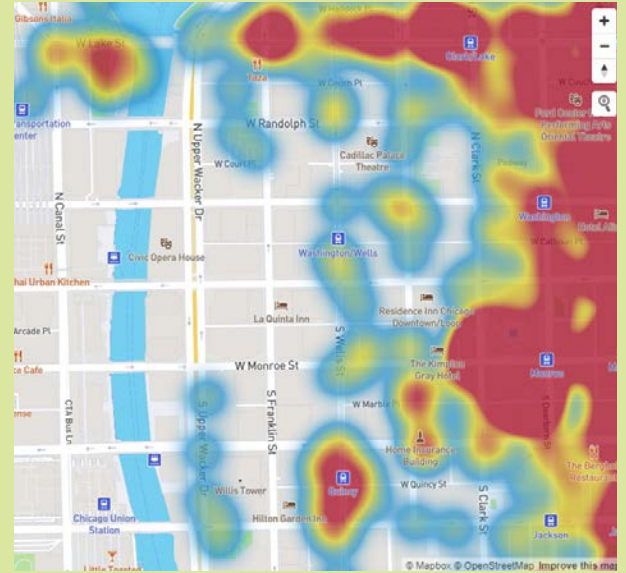
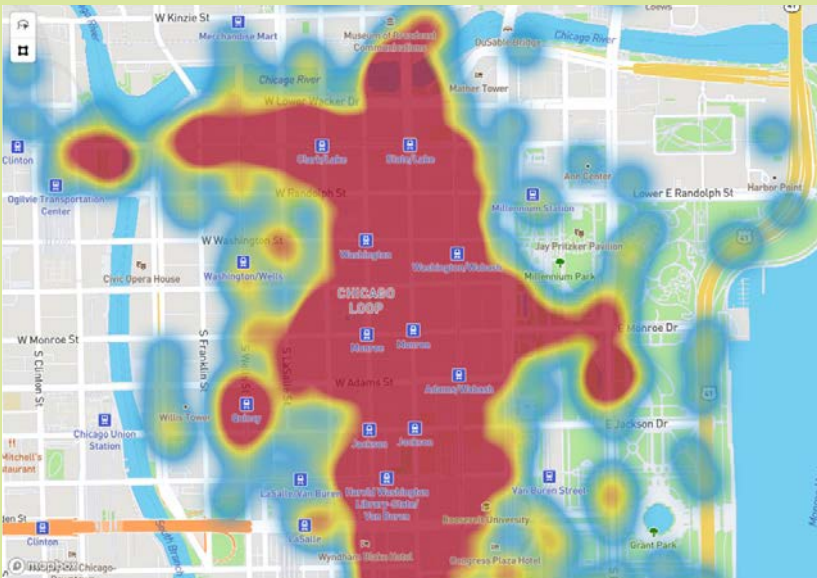
Cleaning Tasks	PREVIOUS MONTH: Dec	PREVIOUS MONTH: Jan	MONTH OVER MONTH Jan 2022 to Feb 2023	CURRENT MONTH: February 2023	PREVIOUS YEAR: February 2022	YEAR OVER YEAR February 2022 to February 2023	YTD
Directions	389	242	+1%	283	221	+5%	525
Pan & Broom Sweeps - Block Faces Completed	3,108	2,347	+6%	2,697	2,827	-4%	5,044
Graffiti Tags Abated	307	211	+2%	244	217	+6%	455
Trash bags Collected	312	204	+2%	277	289	-1%	481
Pounds of Trash	7,800	2,462	+6%	3,859	3,702	+4%	6,321

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.

Key

High-Low Concentration of Incidents



Expansion Patrol Heat Maps

The Ambassadors enjoyed the last and final month of the expansion patrol. In Chicago, there was finally a brief break from the Wintry cold weather which brought more pedestrians to the loop. Ambassador found that as a perfect opportunity engage the guests when they return to the loop.

Before/After



Before/After



Before/After



Before/After



Before/After



Before/After



Before/After



Before/After





YEAR OVER YEAR DIRECTIONS

January 2022
to January 2023

+1%

YEAR OVER YEAR INCIDENTS

December 2021
to January 2023

-1%

Quality of Life
Incidents
by Percentage

Aggressive
Panhandling
75%

of all quality of life
incidents.

Vandalism
8%

of all quality of life
incidents.

Loitering
12%

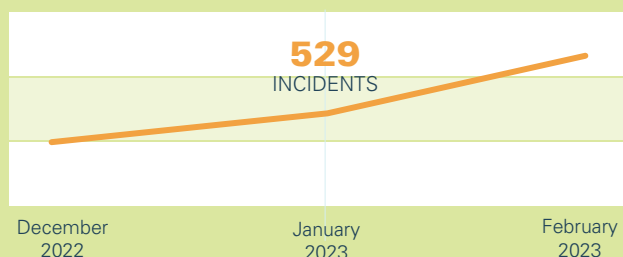
of all quality of life
incidents.

Public
Intoxication
5%

of all quality of life
incidents.

Safety & Quality of Life Incidents	PREVIOUS MONTH: December	PREVIOUS MONTH: January	MONTH OVER MONTH January 2022 to February 2023	CURRENT MONTH: Feb 2023	PREVIOUS YEAR: Feb 2022	YEAR OVER YEAR February 2022 to February 2023	YTD
Directions	389	277	+1%	311	295	+6%	588
Business Checks	424	316	+1%	377	281	+5%	693
Hospitality/ Interactions	342	297	+5%	414	373	+3%	721
Incidents	172	191	-3%	202	247	-6%	393
Panhandling	181	91	+2%	201	97	+6%	292
Homeless Count	202	77	+1%	141	107	+4%	295
Social Service Referrals	415	282	+7%	201	96	+8%	483
Resource Guides	224	294	+1%	197	153	+4%	491

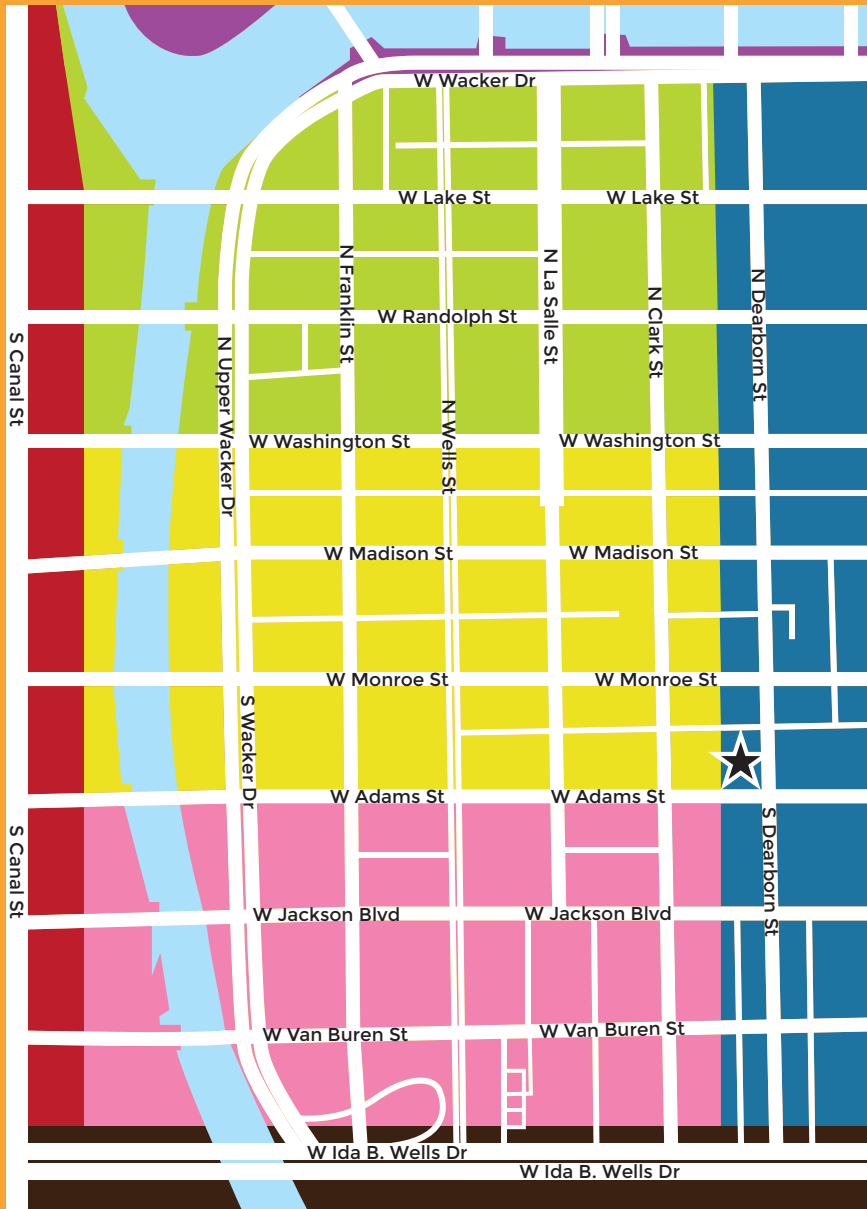
Total Quality of Life Incidents YTD



20 min
Response Time

STREET TEAM PROGRAM

ZONES 5-7



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

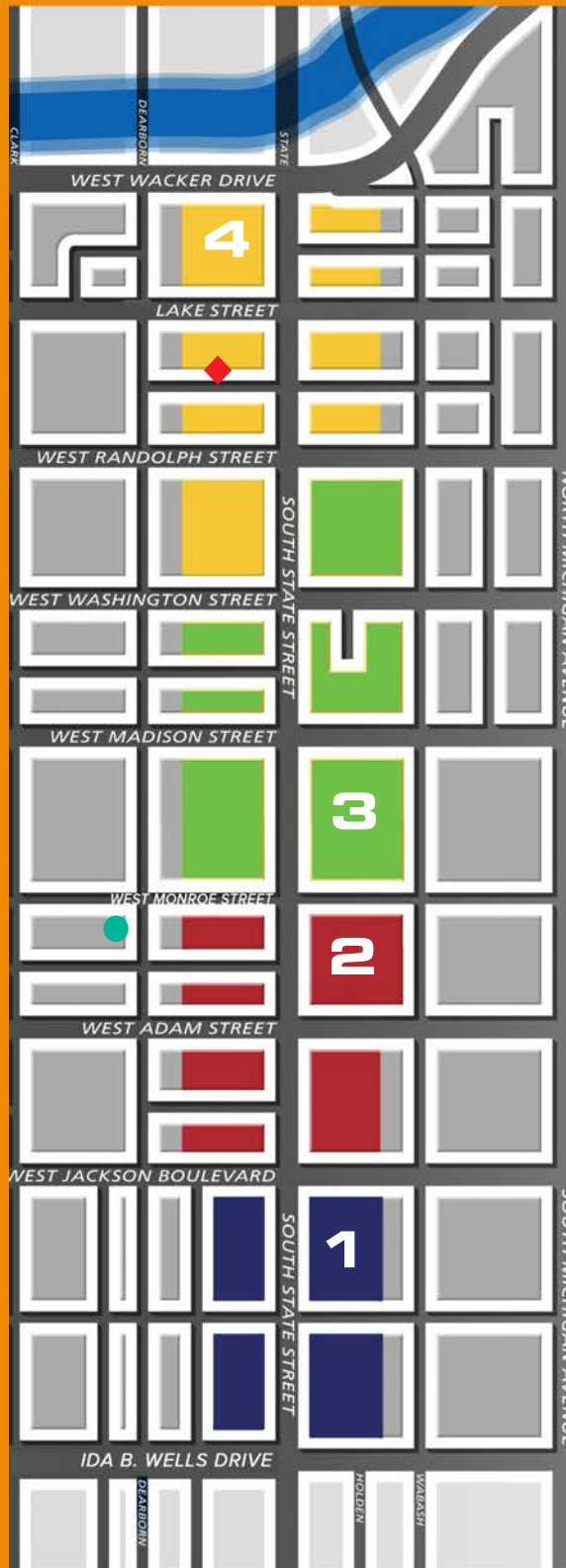
- Zone 5 Patrol:
East to West: Dearborn to Canal
North to South: Wacker Dr. To Washington
- Zone 6 Patrol:
East to West: Dearborn to Canal
North to South: Washington to Adams
- Zone 7 Patrol:
East to West: Dearborn to Canal
North to South: Adams to Ida B. Wells

- 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

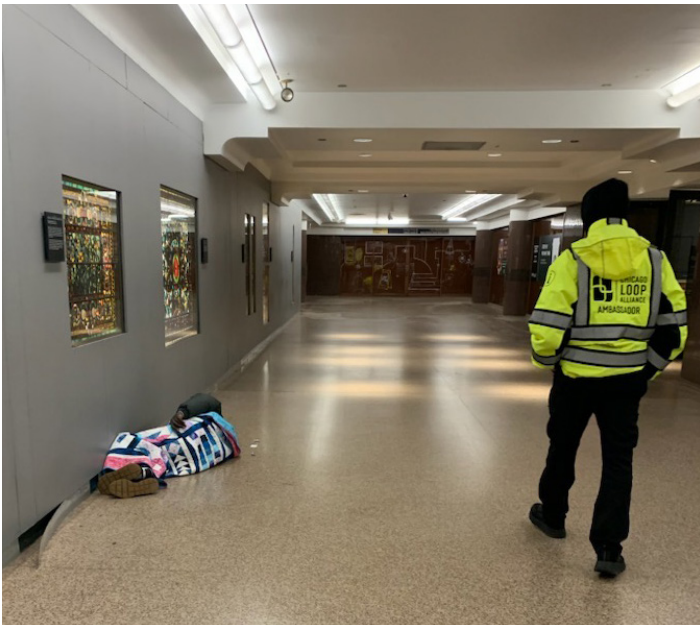
STREETPLUS



Congratulations!

Ambassador of the Month: **Keywon Yates**

Congratulations to Keywon Yates for being selected as Ambassador of the Month. Keywon began working as a Corridor Ambassador in the summer and fall of 2022. Once the program ended, Keywon worked as a Safety Ambassador during CLA's Holiday Markey on State Street. Keywon was such a pleasure to have, he was promoted to the Clean Team as a full time Ambassador on State Street. Keywon has shown the ability to provide great customer service skills and prides himself in creating a clean and safe environment for all those that visit State Street. On behalf of The Chicago Loop Alliance and Streetplus we like to congratulate and thank Keywon for being a awesome member of the team!

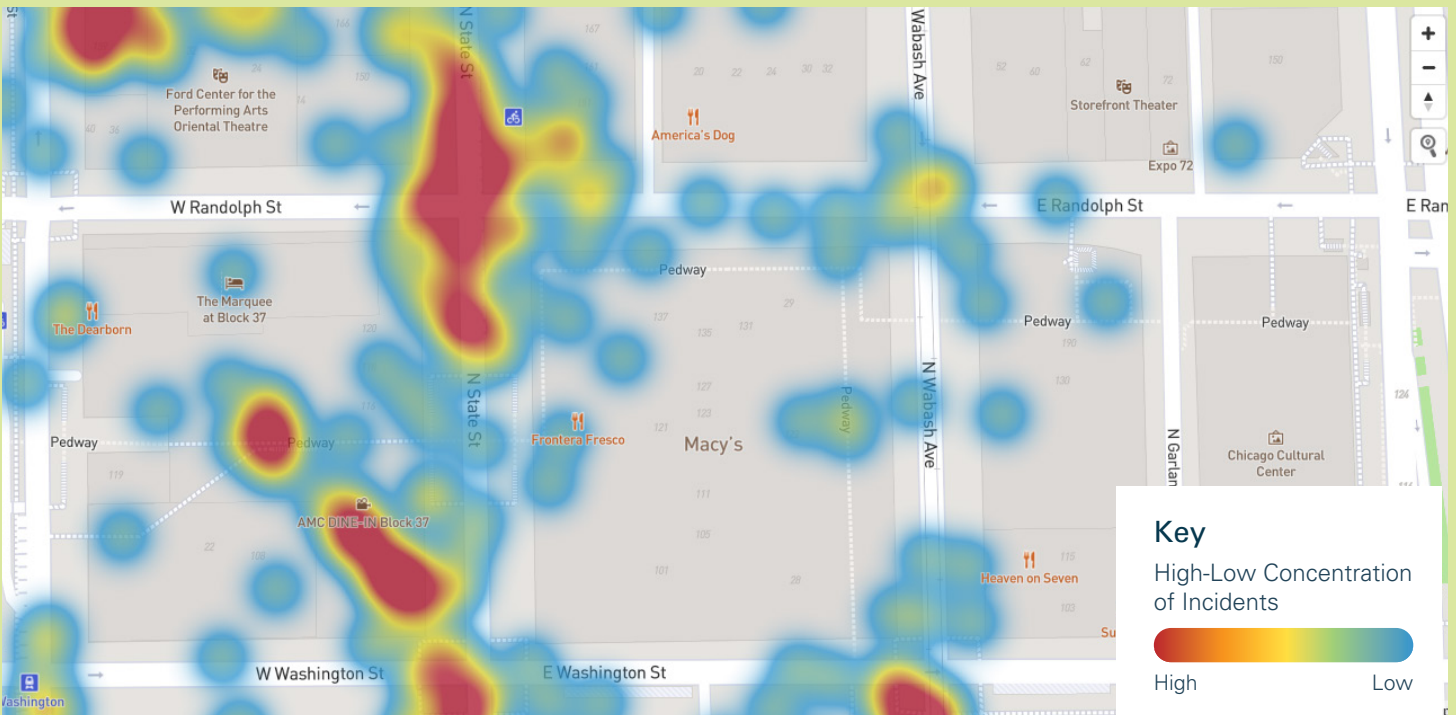
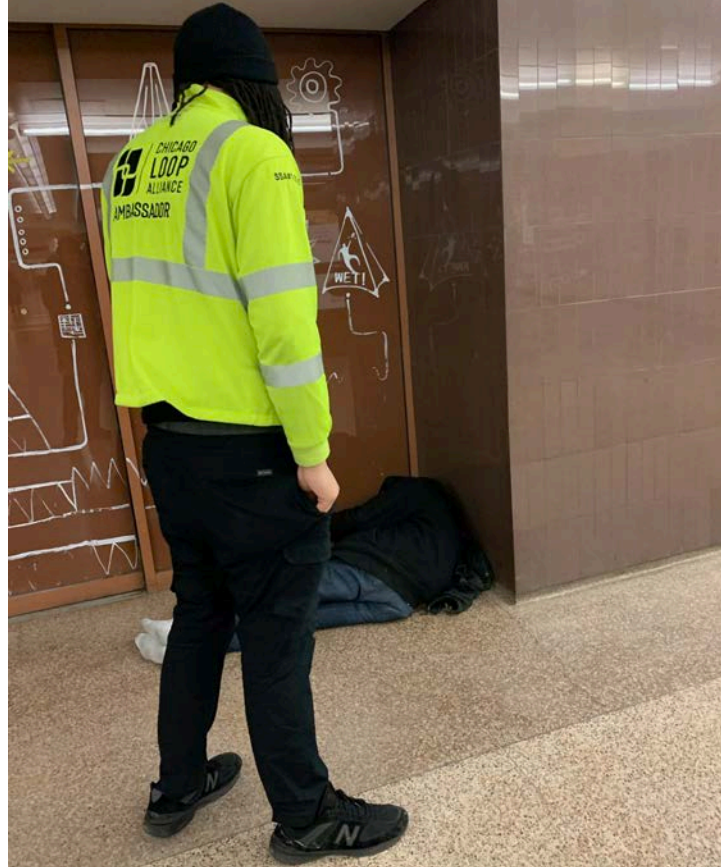


Library Social Service Referrals

Employment	242
Housing	253
ID	107
HMIS	277
Other	181
Total	1,060

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. The Cares team has seen an uptick in an amount of individuals needing help with affordable housing, legal aid assistance, etc. Many individuals were engaged by outreach specialist in conjunction with other partner agencies, seeking resources from a variety of service providers, in which individuals were thereby referred and directed to the proper agency well suited to address the individual's needs. On every Thursday of the month, with the assistance of Heartland Alliance, many individuals referred are thereby, matched for housing, as the teams provided the necessary assessment and case management to move clients and participants to the next phase of the assessment process.





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.



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

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.



Hours of Operation:

7 am to 10:30 pm Daily



Be In The Know!

Sign up for our e-newsletter at LoopChicago.com

