

Greetings Chicago! Say hello to our Loop Alliance Team.



Clean + Safe + Friendly



CHICAGO
LOOP
ALLIANCE

STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS
January 2023

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

2,462 lbs.

PREVIOUS MONTH:
December 2022

7,800

MONTH OVER MONTH

-10%

PREVIOUS YEAR:

November 2022

6,318

MONTH OVER MONTH

-3%

High Priority Cleaning Tasks by Percentage

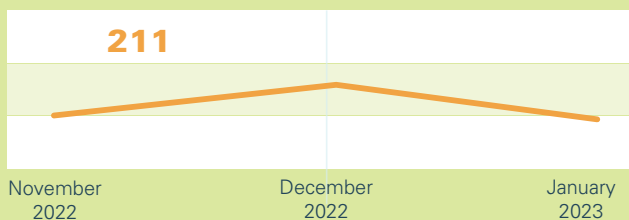
Pan & Broom Sweeps - Block Faces Completed

70%

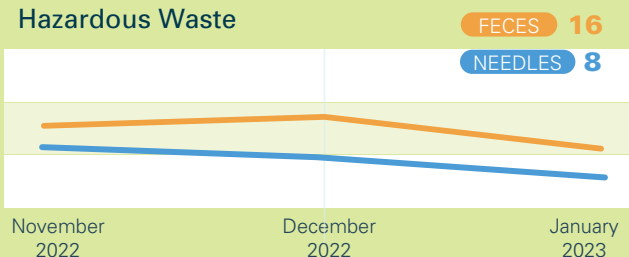
Total cleaning tasks completed

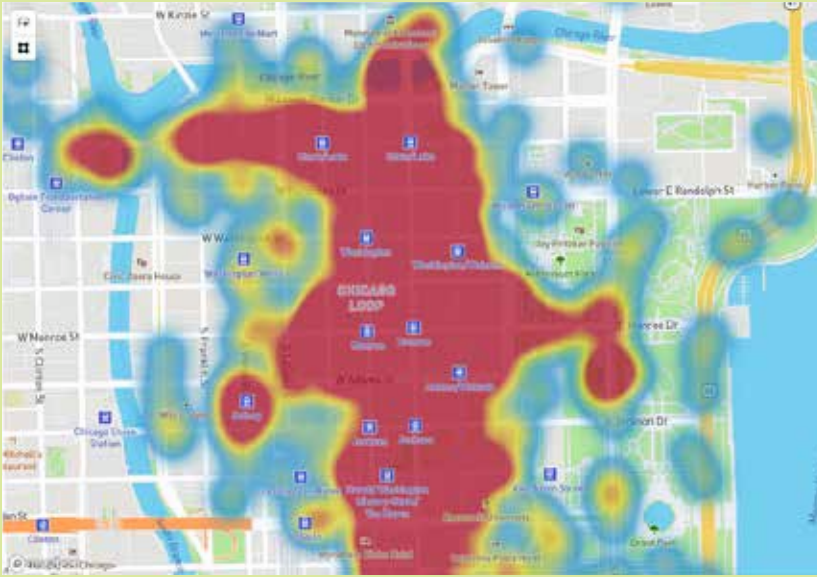
Cleaning Tasks	PREVIOUS MONTH: Nov	PREVIOUS MONTH: Dec	MONTH OVER MONTH Dec 2022 to Jan 2023	CURRENT MONTH: January 2023	PREVIOUS YEAR: January 2022	YEAR OVER YEAR January 2022 to January 2023	YTD
Directions	352	389	- 5%	242	294	- 4%	242
Pan & Broom Sweeps - Block Faces Completed	2,642	3,108	- 4%	2,347	6,264	- 10%	2,347
Graffiti Tags Abated	472	307	- 2%	211	101	+7%	211
Trash bags Collected	291	312	- 3%	204	178	+7%	204
Pounds of Trash	6,318	7,800	- 10%	2,462	4,721	- 12%	2,462

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
**December 2021
to December 2022**

+3%

YEAR OVER YEAR INCIDENTS
**November 2021
to December 2022**

-3%

Quality of Life Incidents by Percentage

Aggressive Panhandling

70%

of all quality of life incidents.

Vandalism

20%

of all quality of life incidents.

Loitering

5%

of all quality of life incidents.

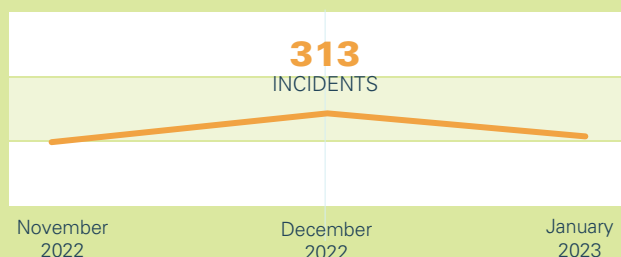
Public Intoxication

5%

of all quality of life incidents.

Safety & Quality of Life Incidents	PREVIOUS MONTH: November	PREVIOUS MONTH: December	MONTH OVER MONTH December 2022 to January 2023	CURRENT YEAR: Jan 2023	PREVIOUS YEAR: Jan 2022	YEAR OVER YEAR January 2022 to January 2023	YTD
Directions	371	389	- 4%	277	221	+3%	277
Business Checks	311	424	- 3%	316	213	+ 7%	316
Hospitality/ Interactions	342	342	- 5%	297	288	+1%	297
Incidents	261	172	+ 2%	191	237	- 3%	191
Panhandling	181	181	- 7%	91	44	+10%	91
Homeless Count	242	202	- 15%	77	13	+12%	77
Social Service Referrals	457	415	- 7%	282	310	- 5%	282
Resource Guides	344	224	- 4%	294	270	+ 4%	294

Total Quality of Life Incidents YTD

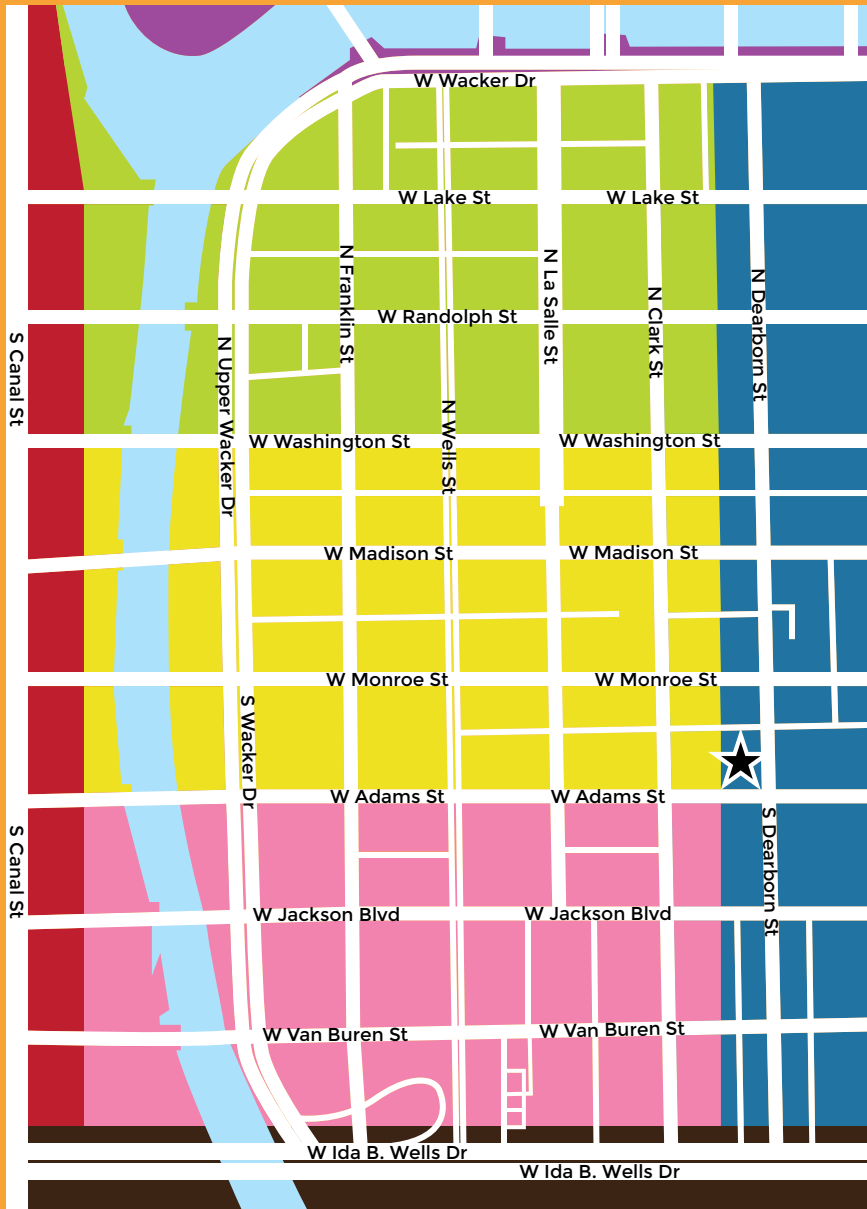


20 min

Response Time

STREET TEAM PROGRAM

ZONES 5-7



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

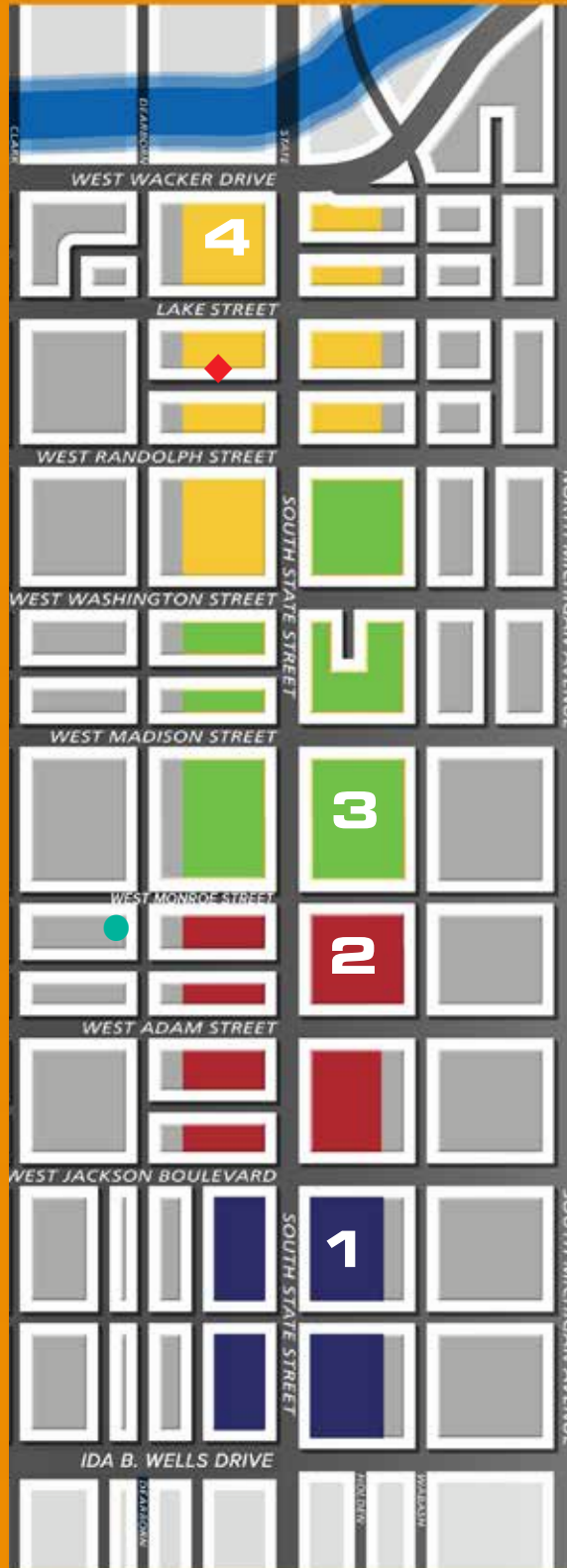
- Zone 5 Patrol:
East to West: Dearborn to Canal
North to South: Wacker Dr. To Washington
- Zone 6 Patrol:
East to West: Dearborn to Canal
North to South: Washington to Adams
- Zone 7 Patrol:
East to West: Dearborn to Canal
North to South: Adams to Ida B. Wells

- 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: **Harold Matthews**

Congratulations to Harold Matthews for being selected as Ambassador of the Month. Harold began the year on high note and his efforts increased throughout the month of January. Harold and the team endured sub-zero temperatures to ensure the State Street Guests could enjoy safe travels. Harold comes to work every day prepared to offer the best hospitality services available. His dedication to providing great customer service, safety, and hospitality for our State Street Guests has been a pleasure to watch.



Library Social Service Referrals

Employment	356
Housing	484
ID	212
HMIS	454
Other	297
Total	1,803

The social service program under the CPL Cares pilot program are continuing to see great progress in working with individuals experiencing homelessness, or thereby struggling with trauma and addiction matters. The wrap-around services offered throughout the week has given individuals a great pathway to help deal with their day to day trauma. Moreover, the program has also provided hygiene packets that includes soap, deodorant and other sanitation products as well as changing clothing and transit cards as a short term remedy while assisting individuals to help foster long term service solutions. During the course of the month, the social service outreach specialist has provided outreach and engaged with a number individuals sleeping on the streets within the downtown loop area. Many individuals were given a health and wellness assessment, and provided transit options to seek a nearby shelters.





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 **311**



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

