

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



Clean + Safe + Friendly

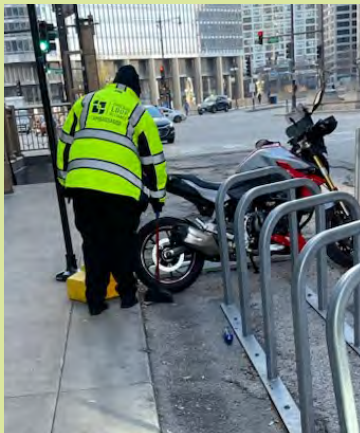


CHICAGO  
LOOP  
ALLIANCE.

# STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS  
November 2023

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

### 4,364 lbs.

PREVIOUS MONTH:  
**November 2023**

### 5,721 lbs

MONTH OVER MONTH

### +2%

PREVIOUS YEAR:

**November 2022**

### 5,357

YEAR OVER YEAR

### -3%

### High Priority Cleaning Tasks by Percentage

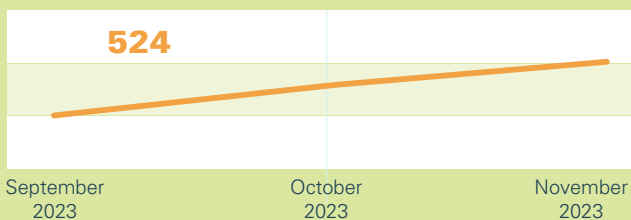
Pan & Broom Sweeps - Block Faces Completed

## 70%

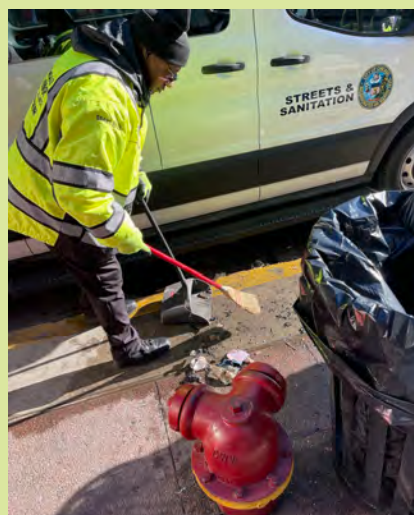
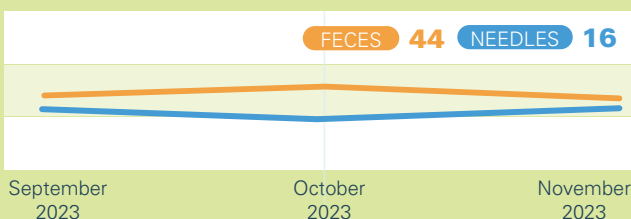
### Total cleaning tasks completed

Cleaning Tasks	PREVIOUS MONTH: Sept	PREVIOUS MONTH: October	MONTH OVER MONTH: October 2022 to November 2023	CURRENT MONTH: November 2023	PREVIOUS YEAR: November 2022	YEAR OVER YEAR: November 2022 to November 2023	YTD
Directions	442	498	- 1%	467	558	+1%	4,394
Pan & Broom Sweeps - Block Faces Completed	3,208	3,294	- 1%	3,123	5,413	+1%	37,393
Graffiti Tags Abated	509	554	- 1%	524	579	+3%	4,233
Trash bags Collected	484	497	- 2%	407	477	+1%	4,654
Pounds of Trash	5,641	5,701	- 4%	4,364	5,357	- 2%	51,657

### Graffiti Tags Abated



### Hazardous Waste



Before/After



Before/After



Before/After



Before/After



Before/After



Before/After





YEAR OVER YEAR DIRECTIONS  
**November 2022  
to November 2023**

**+2%**

YEAR OVER YEAR INCIDENTS  
**November 2022  
to November 2023**

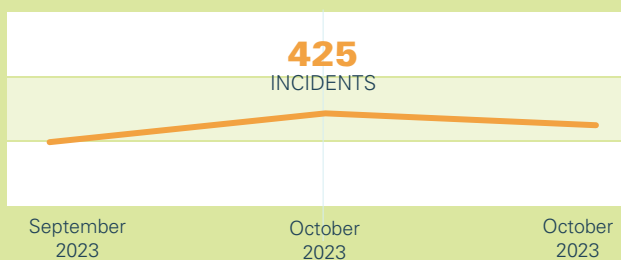
**-1%**

### Quality of Life Incidents by Percentage



Safety & Quality of Life Incidents	PREVIOUS MONTH: Sept	PREVIOUS MONTH: October	MONTH OVER MONTH October 2022 to November 2023	CURRENT MONTH: Nov 2023	PREVIOUS YEAR: Nov 2022	YEAR OVER YEAR November 2022 to November 2023	YTD
Directions	607	502	+2%	542	571	+2%	4,906
Business Checks	554	471	+1%	501	487	+2%	4,827
Hospitality/ Interactions	676	606	+2%	637	626	+4%	6,252
Incidents	399	411	-2%	383	404	-1%	3,748
Panhandling	549	491	-3%	311	508	+4%	3,756
Homeless Count	606	525	-5%	421	479	+1%	3,802
Social Service Referrals	627	565	-7%	474	432	-1%	4,560
Resource Guides	603	477	-6%	318	464	+2%	4,098

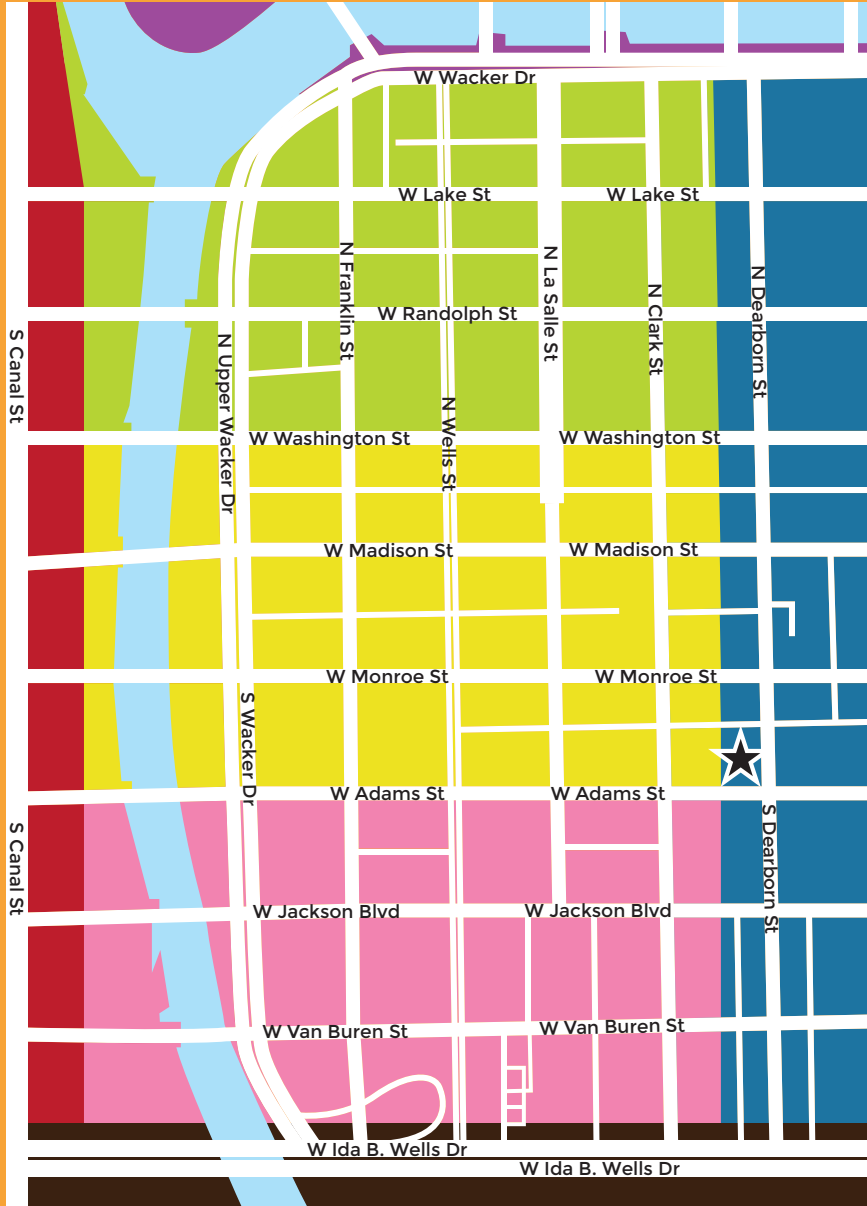
### Total Quality of Life Incidents YTD



**20 min**  
Response Time

## STREET TEAM PROGRAM

ZONES 5-7



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

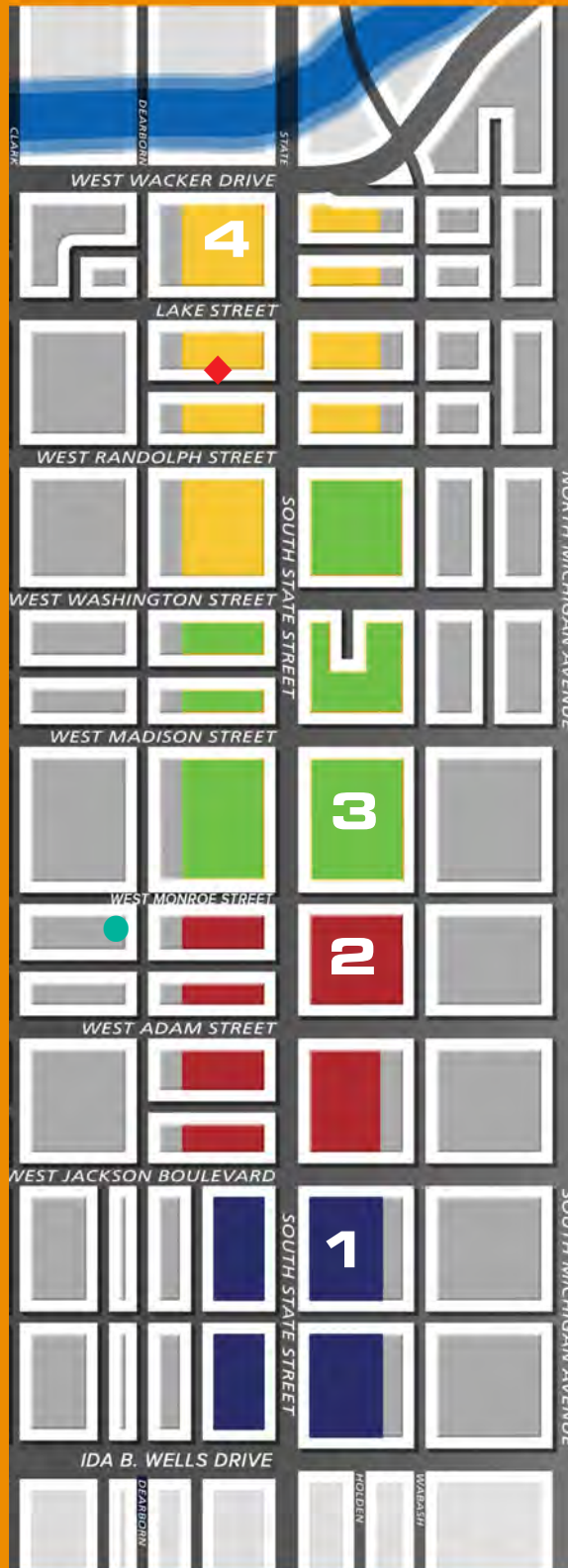
- Zone 5 Patrol:  
East to West: Dearborn to Canal  
North to South: Wacker Dr. To Washington
- Zone 6 Patrol:  
East to West: Dearborn to Canal  
North to South: Washington to Adams
- Zone 7 Patrol:  
East to West: Dearborn to Canal  
North to South: Adams to Ida B. Wells

- 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: **Tawone Keith**

Last month, The International Downtown Association and Chicago Loop Alliance hosted the 69th annual conference in the Chicago Loop business district. Over 1,000 business leaders convened and discussed emerging trends happening across the globe and how such business commerce. Street Team Ambassadors helped usher many attendees throughout the area safely, providing a welcoming hospitality experience while visiting downtown. Tawone Keith stood out as very helpful and impactful in his role as providing top notch customer service to our visitors. Tawone was complemented by two returning visitors. The visitors' reminisced on last month's event, while giving gratitude to Tawone for his hospitality grace during the walking tour. We would like to thank to thank Tawone Keith for providing good service during the showcase of the downtown conference.





## Library Social Service Referrals

Employment	327
Housing	477
ID	223
HMIS	172
Other	264
<b>Total</b>	<b>1,463</b>

The Chicago Department of Public Health has equipped five Chicago Public libraries across the city with public health vending machines, one being at the Harold Washington library here in the downtown loop business district. The free public health vending machines are stocked with Narcan, fentanyl test strips, general hygiene kits, socks and underwear, and other essentials for individuals in need of care products. These stationary machines is part of a new initiative to help keep residents safe, and the overall goal is to provide Harm Reduction resources to people who wouldn't otherwise have access to health supplies.







## 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.



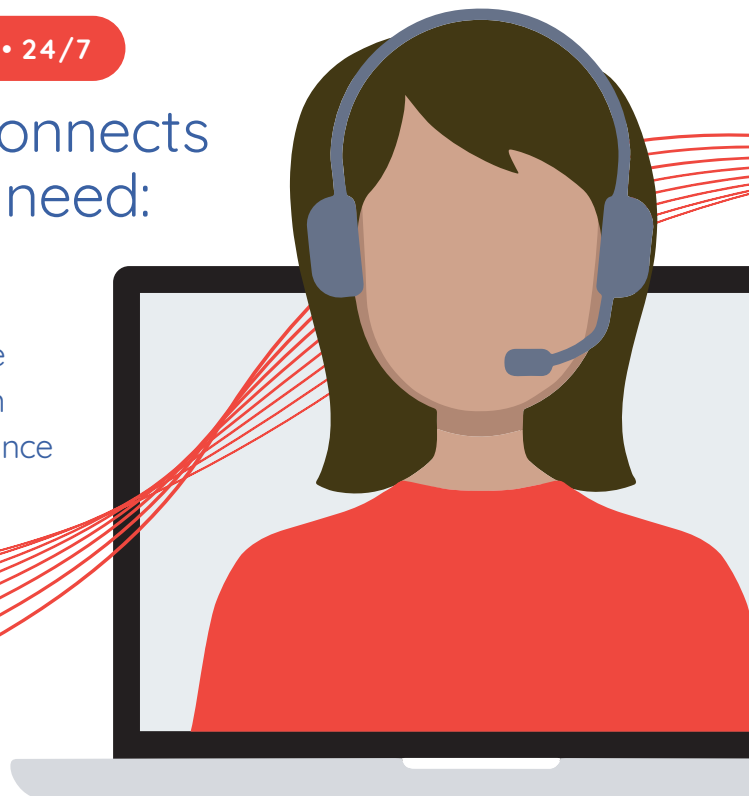
# Need help and don't know where to turn?

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)

