

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



Clean + Safe + Friendly



CHICAGO
LOOP
ALLIANCE.

STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS
March 2025

The following data and information is provided to the Chicago Loop Alliance for tracking purposes. The period covered is March 2025. 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 March, 2025**13,725 lbs.**PREVIOUS MONTH:
February 2025**15,100 lbs**

MONTH OVER MONTH

- 9%PREVIOUS YEAR:
March 2025**9,330**

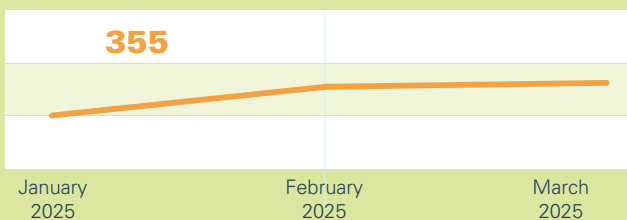
YEAR OVER YEAR

+47%High Priority Cleaning Tasks
by PercentagePan & Broom
Sweeps - Block
Faces Completed**94%**

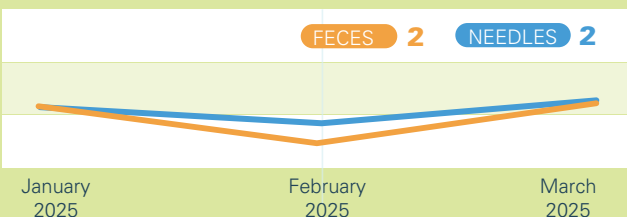
Total cleaning tasks completed

Cleaning Tasks	PREVIOUS MONTH: January	PREVIOUS MONTH: February	MONTH OVER MONTH February 2025 to March 2025	CURRENT MONTH: March 2025	PREVIOUS YEAR: March 2024	YEAR OVER YEAR March 2023 to March 2024	YTD
Directions	678	704	+ 3%	547	423	+29%	1,929
Pan & Broom Sweeps - Block Faces Completed	3,107	3,210	+ 3%	3,033	3,062	+ 1%	9,350
Graffiti Tags Abated	461	387	+ 16%	355	423	+ 16%	1,203
Trash bags Collected	559	604	+ 8%	549	372	+ 47%	1,712
Pounds of Trash	13,975	15,100	+ 8%	13,725	9,330	+ 492%	42,800

Graffiti Tags Abated



Hazardous Waste



Before/After



Before/After



Before/After





YEAR OVER YEAR DIRECTIONS

March 2024
to March 2025**+481%**

YEAR OVER YEAR INCIDENTS

March 2024
to March 2025**-26%**Quality of Life
Incidents
by PercentageAggressive
Panhandling**62%**of all quality of life
incidents.

Loitering

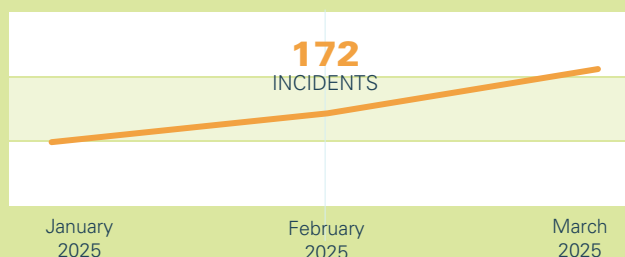
38%of all quality of life
incidents.

Vandalism

2%of all quality of life
incidents.Public
Intoxication**7%**of all quality of life
incidents.Safety &
Quality
of Life
Incidents

	PREVIOUS MONTH: January	PREVIOUS MONTH: February	MONTH OVER MONTH February 2025 to March 2025	CURRENT MONTH: March 2025	PREVIOUS YEAR: March 2024	YEAR OVER YEAR March 2024 to March 2025	YTD
Directions	2,741	2,903	+ 5%	2,800	723	+ 287%	8,444
Business Checks	1,081	1,241	+ 14%	1,167	562	+ 107%	3,489
Hospitality/ Interactions	1,842	1,955	+ 6%	1,452	612	+ 137%	5,249
Incidents	181	143	- 20%	172	248	+ 44%	496
Panhandling	207	163	- 21%	136	312	- 56%	506
Homeless Count	216	184	- 14%	148	189	- 21%	548
Social Service Referrals	355	294	- 17%	264	390	- 32%	941
Resource Guides	256	308	+ 20%	264	406	- 34%	828

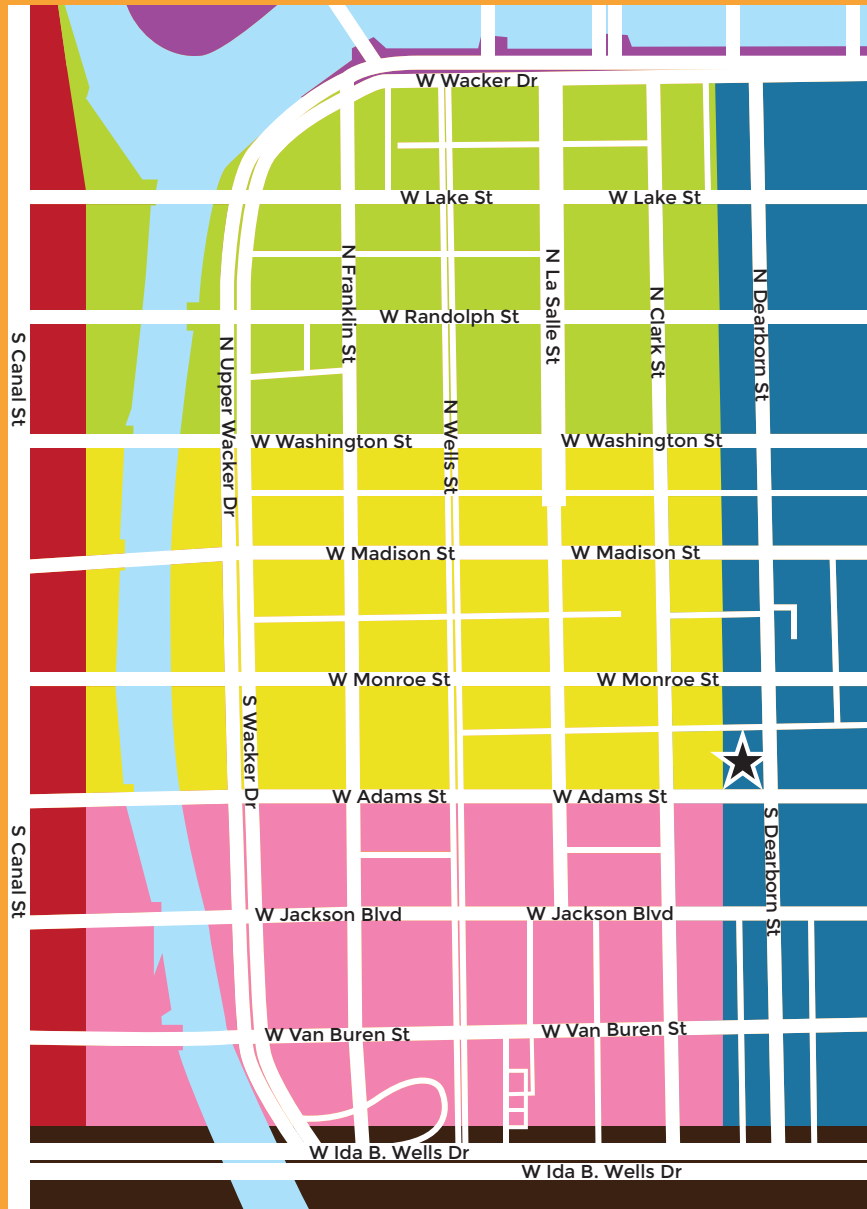
Total Quality of Life Incidents YTD

**6 min**




Response Time






STREET TEAM PROGRAM

ZONES 5-7



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

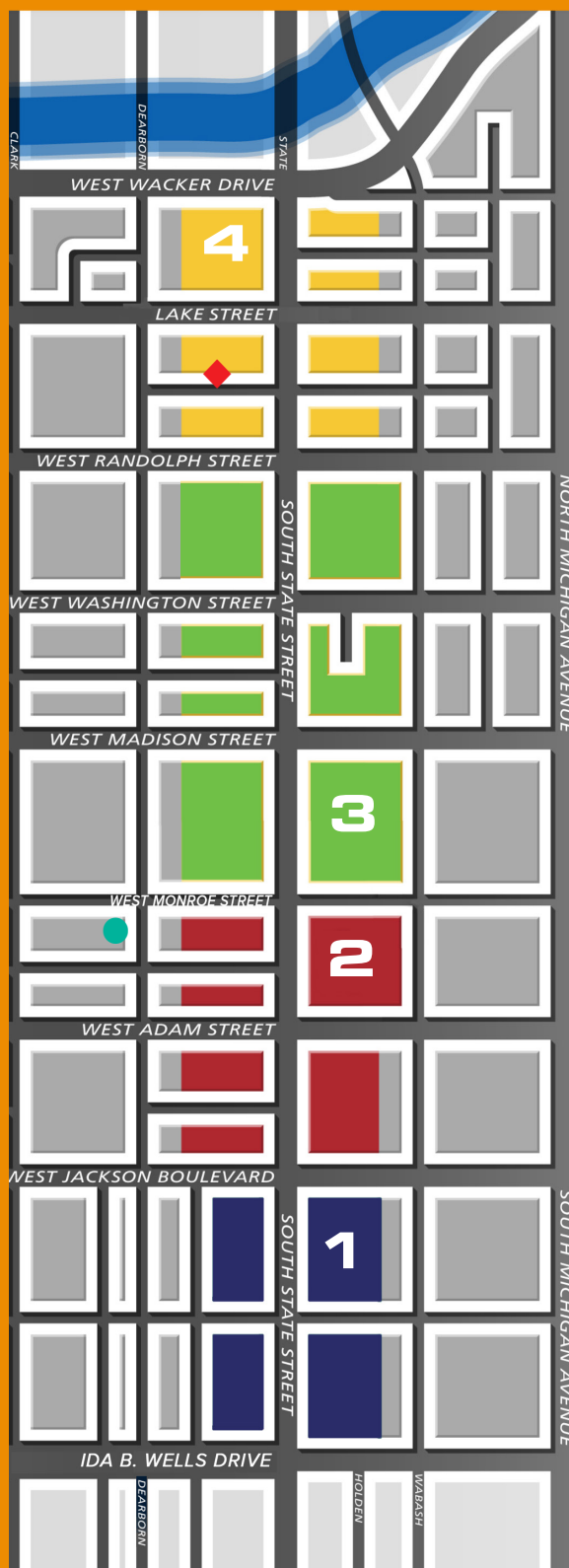
-  Zone 5 Patrol:
East to West: Dearborn to Canal
North to South: Wacker Dr. To Washington
-  Zone 6 Patrol:
East to West: Dearborn to Canal
North to South: Washington to Adams
-  Zone 7 Patrol:
East to West: Dearborn to Canal
North to South: Adams to Ida B. Wells

-  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












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LEGEND

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

STREETPLUS



Congratulations Nicholas!

Ambassador of the Month: Congratulations to Nicholas Roa for being selected as Ambassador of the Month for March 2025. As we head towards the Spring and Summer months, there will be increased activity in the Chicago Loop area. Nicholas and the Ambassador team have a tall task ahead of them to ensure the streets are clean and safe for all guests and pedestrians. Nico, as his co-workers call him, has shown tremendous leadership ability by taking on tasks with minimal supervision. He takes great care of his cleaning details, completes thorough and frequent business checks, and is very attentive to those in need. Nico is also bilingual, which bridges the gap in communication with the Spanish speaking guests who need directions. Nico is a great pleasure to have onboard and it's wonderful to see his progression since began here in 2022. Congrats Nico on a job well done!



Library Social Service Referrals

Employment	118
Housing	159
ID	112
HMIS	208
Other	147
Total	744

Social Services Coordinator and the team has continued to work alongside partnered agencies in the Harold Washington library center to provide supportive social services to individuals in need of resources. The team has seen a slight increase in an amount of individuals needing help with housing, or legal aid assistance. In addition to services, much outreach was conducted specifically to individuals sleeping and panhandling throughout the business district area. Further, much attention was given to the pedway, and other areas identified by customers as “hot-spots. Many individuals were identified as chronic homeless, and in need of intensive treatment. Over 200 individuals were engaged by the team in conjunction with other partner agencies to help provide food and transportation to shelters, including to the Harold Washington library for a further counseling assessment.





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:



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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.



CHICAGO
PUBLIC
LIBRARY

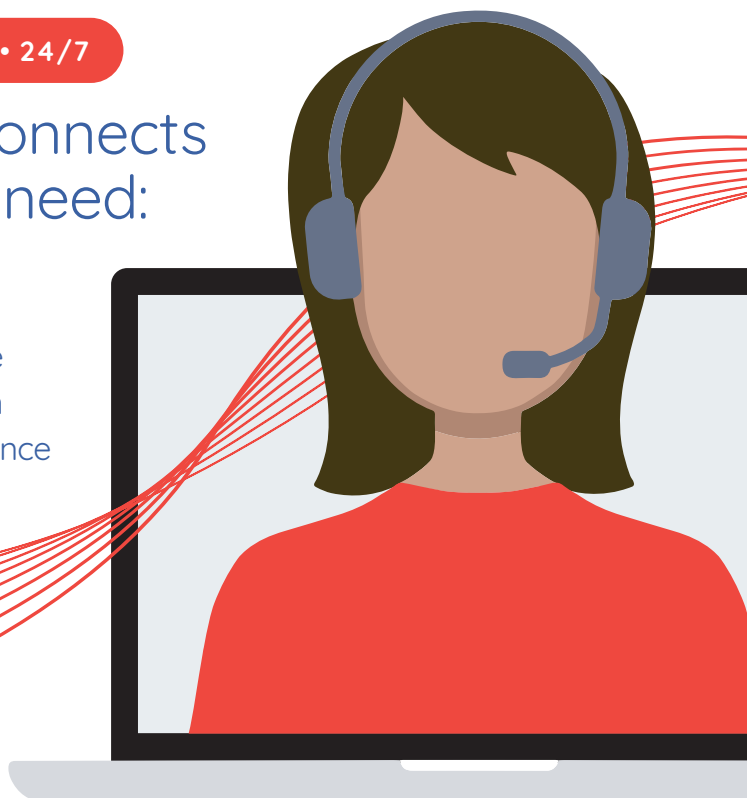
Need help and don't know where to turn?

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

**Hours of Operation:**

7 am to 10:30 pm Daily



Be In The Know!

Sign up for our e-newsletter at
LoopChicago.com

