

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



Clean + Safe + Friendly



CHICAGO  
LOOP  
ALLIANCE

# STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS  
May 2024

The following data and information is provided to the Chicago Loop Alliance for tracking purposes. The period covered is May 2024. 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 May, 2024

# 10,450 lbs.

PREVIOUS MONTH:

**April 2024**

# 9,900 lbs

MONTH OVER MONTH

# +5.5%

PREVIOUS YEAR:

**April 2023**

# 4,671

YEAR OVER YEAR

# +123%

### High Priority Cleaning Tasks by Percentage

Pan & Broom Sweeps - Block Faces Completed

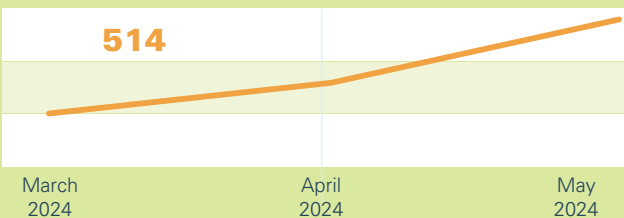
# 84%

### Total cleaning tasks completed

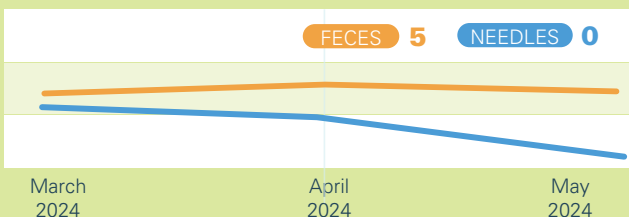
Cleaning Tasks	PREVIOUS MONTH: March	PREVIOUS MONTH: April	MONTH OVER MONTH March 2024 to April 2024	CURRENT MONTH: May 2024	PREVIOUS YEAR: May 2023	YEAR OVER YEAR May 2023 to May 2024	YTD
Directions	423	562	+ 32%	691	444	+55%	2,295
Pan & Broom Sweeps - Block Faces Completed	3,062	3,105	+ 1.4%	2,995	2,999	- .13%	13,640
Graffiti Tags Abated	423	485	+ 14%	514	372	+ 38%	1,924
Trash bags Collected	372	396	+ 6.4%	418	324	+ 29%	1,492
Pounds of Trash	9,330	9,900	+ 6%	10,450	4,671	+ 123%	30,376

### Graffiti Tags Abated

# 514



### Hazardous Waste



Before/After



Before/After



Before/After





YEAR OVER YEAR DIRECTIONS

**May 2023  
to May 2024**

**+185%**

YEAR OVER YEAR INCIDENTS

**May 2023  
to May 2024**

**-38%**

**Quality of Life  
Incidents  
by Percentage**

Aggressive  
Panhandling

**28%**

of all quality of life  
incidents.



Vandalism

**18%**

of all quality of life  
incidents.



Loitering

**44%**

of all quality of life  
incidents.



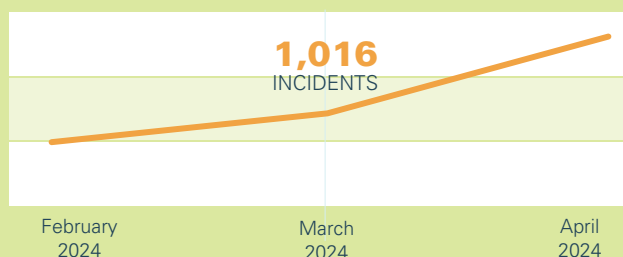
Public  
Intoxication

**2%**

of all quality of life  
incidents.

Safety & Quality of Life Incidents	PREVIOUS MONTH: March	PREVIOUS MONTH: April	MONTH OVER MONTH April 2023 to May 2024	CURRENT MONTH: May 2024	PREVIOUS YEAR: May 2023	YEAR OVER YEAR May 2023 to May 2024	YTD
Directions	723	947	+ 30%	1,123	394	+ 185%	3,523
Business Checks	562	618	+ 9.9%	685	344	+ 99%	2,596
Hospitality/ Interactions	612	749	+ 22%	816	504	+ 61%	2,995
Incidents	248	137	- 44%	208	337	- 38%	1,016
Panhandling	312	221	- 29%	294	272	+ 8%	1,304
Homeless Count	189	208	+ 10%	247	211	+ 17%	1,197
Social Service Referrals	390	277	+ 40%	351	304	+ 15%	1,694
Resource Guides	406	392	- 3%	318	271	+ 17%	1,766

Total Quality of Life Incidents YTD

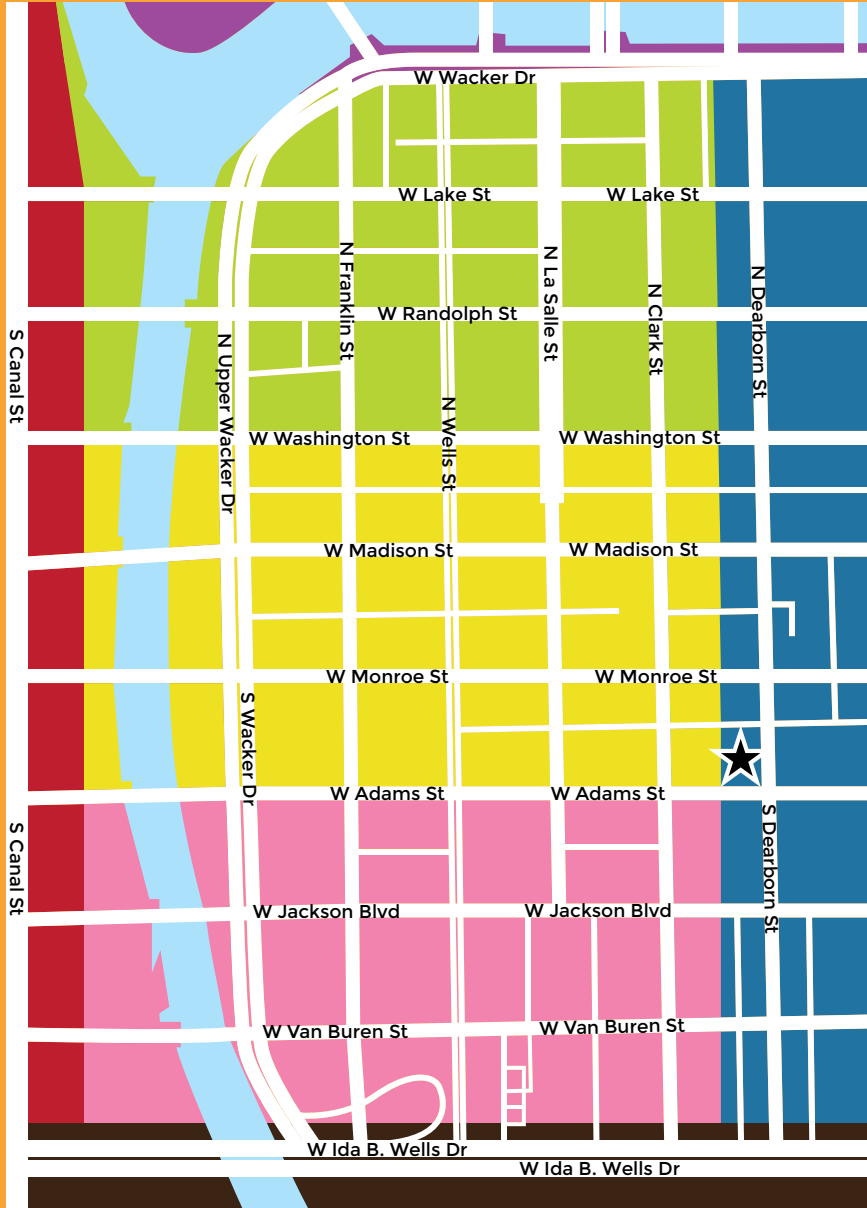


**9 min**

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



# Social Services Outreach Ambassadors

The summer's Corridor Ambassador Program added Social Services Outreach ambassadors to the Safety and Hospitality Ambassadors. Under the direction of Social Services Coordinator, Octavion Thomas, 3 Ambassadors will patrol the loop identifying, connecting, and assisting those in need of with social services. the group of ambassadors will undergo On-the-Job and Classroom style training to equip them with the skills needed for the task. We are proud the entire Corridor Ambassador Team and will continue to monitor their success throughout the summer.



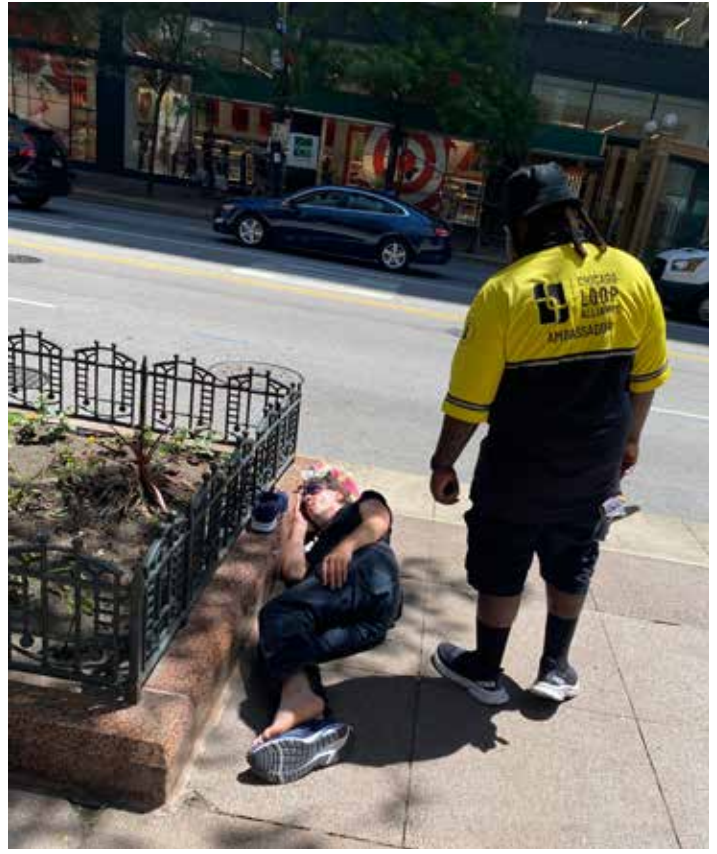
## Library Social Service Referrals

Employment	189
Housing	287
ID	142
HMIS	328
Other	220
<b>Total</b>	<b>1,166</b>

This summer presents its challenges for those seeking shelter from high heat and storms expected in the months ahead. The City of Chicago will open Libraries and Schools for those in need of a cool place while the temperatures exceed 90 + degrees daily, during the summer months. As shelters fill there will be placement for those in need as local private schools are now offering shelter for those in need.









## 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.



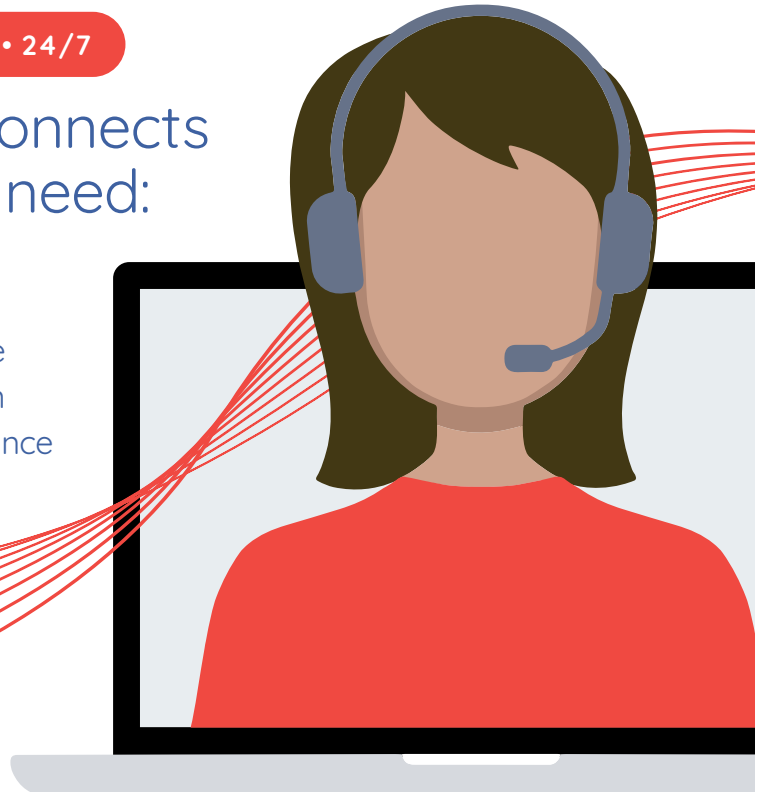
# Need help and don't know where to turn?

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)



### Operation:

10:30 pm Daily



## Be In The Know!

Sign up for our e-newsletter at  
[LoopChicago.com](http://LoopChicago.com)

