

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



Clean + Safe + Friendly



CHICAGO
LOOP
ALLIANCE.

STREET REPORT

HOSPITALITY & ENVIRONMENTAL CONDITIONS
November 2024

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

15,125 lbs.

PREVIOUS MONTH:
October 2024
14,950 lbs
MONTH OVER MONTH
+4%

PREVIOUS YEAR:
November 2023
10,175
YEAR OVER YEAR
+48%

High Priority Cleaning Tasks by Percentage

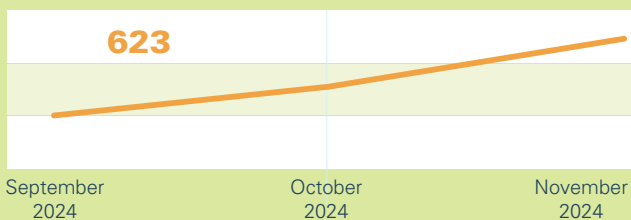
Pan & Broom Sweeps - Block Faces Completed

96%

Total cleaning tasks completed

Cleaning Tasks	PREVIOUS MONTH: September	PREVIOUS MONTH: October	MONTH OVER MONTH October 2024 to November 2024	CURRENT MONTH: November 2024	PREVIOUS YEAR: November 2023	YEAR OVER YEAR November 2023 to November 2024	YTD
Directions	754	694	+ 4%	721	467	+54%	6,489
Pan & Broom Sweeps - Block Faces Completed	3,147	3,623	- 1%	3,589	3,123	+ 14%	34,285
Graffiti Tags Abated	614	599	+ 4%	623	524	+ 18%	5,238
Trash bags Collected	668	598	+ 1%	605	407	+ 48%	5,106
Pounds of Trash	16,700	14,950	+ 1%	15,125	10,175	+ 48%	118,176

Graffiti Tags Abated



Hazardous Waste



Before/After



Before/After



Before/After





YEAR OVER YEAR DIRECTIONS
November 2023
to November 2024

+310%

YEAR OVER YEAR INCIDENTS
November 2023
to November 2024

-27%

Quality of Life Incidents by Percentage

Aggressive Panhandling

58%

of all quality of life incidents.

Loitering

55%

of all quality of life incidents.

Vandalism

3%

of all quality of life incidents.

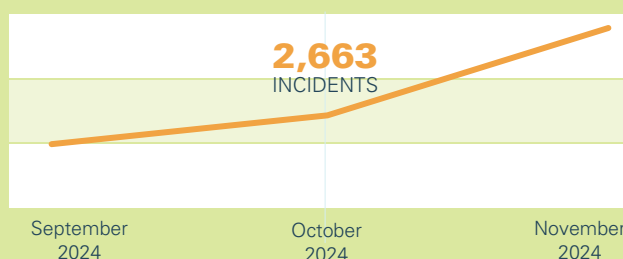
Public Intoxication

6%

of all quality of life incidents.

Safety & Quality of Life Incidents	PREVIOUS MONTH: September	PREVIOUS MONTH: October	MONTH OVER MONTH October 2024 to November 2024	CURRENT MONTH: November 2024	PREVIOUS YEAR: November 2023	YEAR OVER YEAR November 2023 to November 2024	YTD
Directions	1,942	2,408	- 7%	2,223	542	+ 310%	14,736
Business Checks	843	901	+ 4%	942	501	+ 88%	8,279
Hospitality/ Interactions	1,147	1,442	+ 29%	1,873	637	+ 194%	11,037
Incidents	241	356	- 21%	279	383	- 27%	2,663
Panhandling	394	443	- 12%	388	311	+ 24%	3,524
Homeless Count	442	407	- 3%	394	421	- 6%	3,553
Social Service Referrals	361	407	- 19%	328	474	- 30%	3,810
Resource Guides	257	289	- 46%	154	318	- 51%	3,281

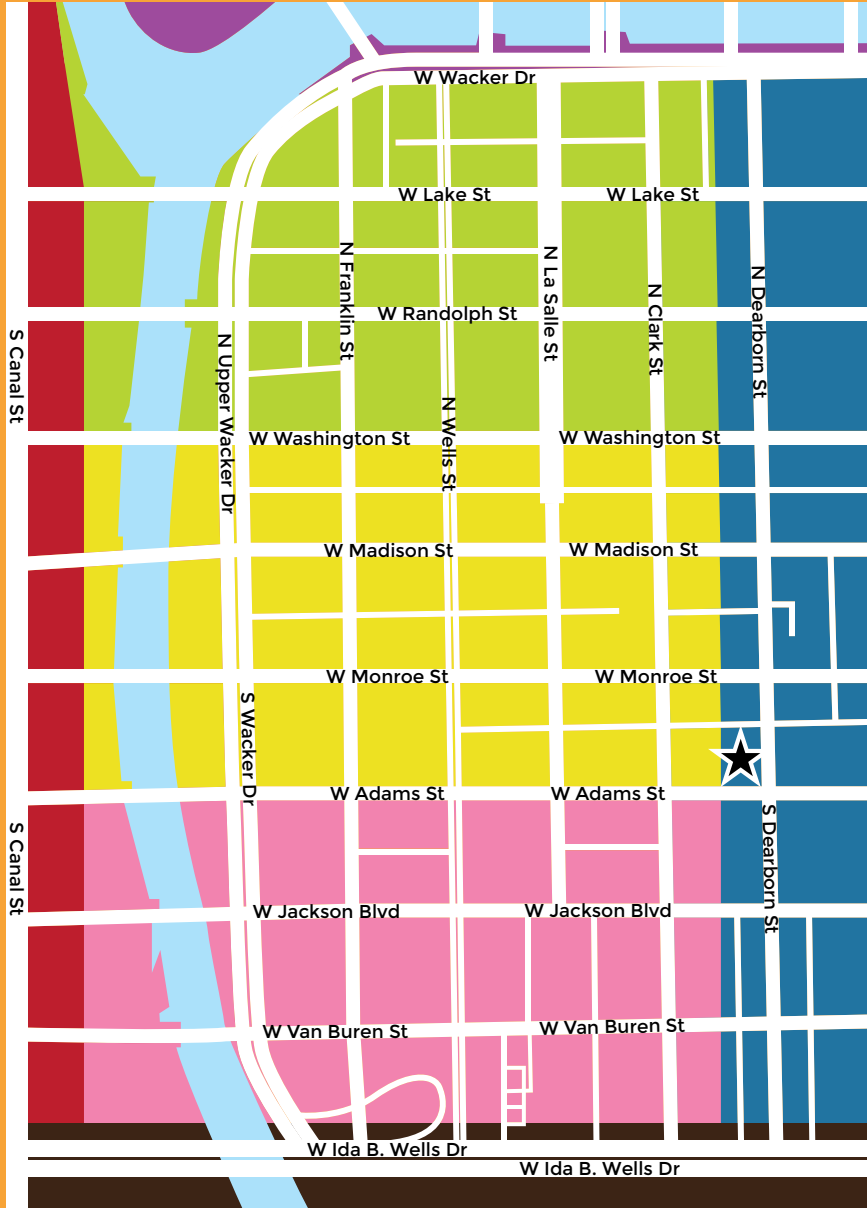
Total Quality of Life Incidents YTD



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



LEGEND

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

STREETPLUS



Congratulations Keontrae!

Ambassador of the Month: During November 2024, Keontrae's talents were on full display with the high pedestrian traffic we received during the holiday shopping & events. Tre' as he is called by the ambassador team shows enthusiasm when he arrives to work. He is always ready and 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. Congrats Trae and keep up the good work!



Library Social Service Referrals

Employment	137
Housing	162
ID	118
HMIS	316
Other	305
Total	1,038

The social service program under the CPL Cares pilot program is 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, our social service specialist has help to arrange for an outreach team to patrol the area between the hours of 6:00pm-8:00pm on Mondays & Wednesdays to engage 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.







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.



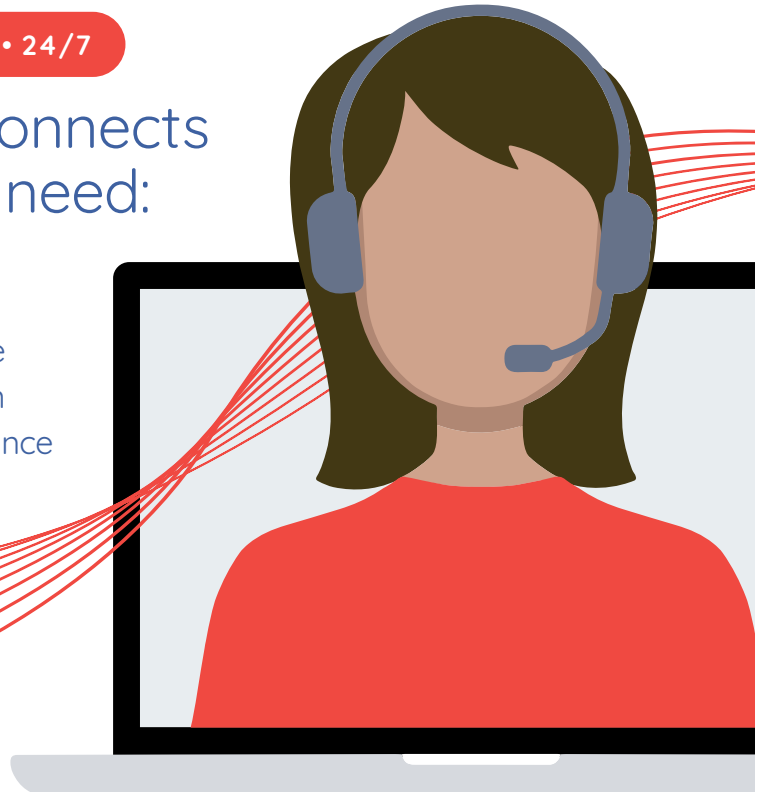
Need help and don't know where to turn?

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:

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

