

## *Community Safety Ambassadors*

### *Survey Impact Summary Report – April 2026*

#### **1. Purpose**

- This report summarizes the findings from the Community Safety Ambassadors from the month of April as part of ongoing efforts to track community needs, service utilization, and violence prevention trends over time.

#### **2. Survey Overview**

- Time Period: 04/01/2026 – 04/30/2026
- Total Number of Responses: 1,945
  - Encounter Types
    - Dispatch<sup>1</sup>: 6
    - Field Encounter: 1,939
- Total Number of Interactions: 3,222

#### **3. Key Findings**

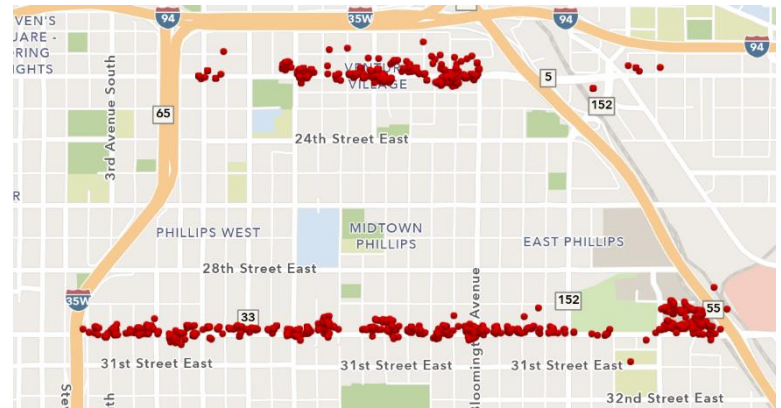
- Locations served:
  - *East Lake St. Cultural District*
    - 932 Incidents
  - *Franklin Ave Cultural District*
    - 1,013 Incidents
- Incident Types / Outcomes:
  - Neighborhood support was the most common incident type (1,919 out of 1,945 responses)
    - Within neighborhood support, the most frequent action taken is business checks (1,791 out of 1,919)
  - The next most common action was wellness checks (23 out of 1,945)
  - The most common outcomes were associated with neighborhood support incidents.
    - Checking in with the neighborhood and engaging with merchants accounted for (1,805 out of 1,945 outcomes)
  - Other trends:
    - Referrals to shelter: 26
    - Number of safety escorts: 4
    - Facilitating 911 calls: 2
    - Facilitating 311 calls: 8

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<sup>1</sup> Dispatch services active as of Jan 2026

#### 4. Insights [Written Key Findings]

- April recorded 1,945 total responses, including six dispatch-initiated calls and 1,939 field encounters, resulting in 3,222 community interactions overall. Activity levels increased compared to previous months, with 932 incidents documented in East Lake St and 1,013 in Franklin Ave. Like March, Franklin Ave recorded a slightly higher number of incidents than East Lake St. This is a continuation of the shift from earlier reporting periods where East Lake St typically accounted for more activity. Throughout the month of April, neighborhood support remained the primary incident type accounting for 1,919 of 1,945 responses. Within these incidents, business checks continued to be the most frequent action taken (1,791), followed by wellness checks (23). Outcomes also reflected similar patterns with approximately 1,805 responses involving check-ins with neighborhood or engaging with merchants. Other trends included 26 shelter referrals, four safety escorts, 66 instances of sharing outreach materials, two calls to 911 and eight calls to 311. Beyond the quantitative trends, incident notes helped to provide a clearer picture of the types of support and engagement ambassadors carried out during the month. Ambassadors conducted wellness checks on individuals in need of support and shared resources such as shelter and food bank information, along with other outreach materials. Notes also describe ambassadors helping de-escalate tense situations and responding to requests related to drug paraphernalia removal near childcare centers. Other frequently documented activities include introducing the Community Safety Ambassadors program to community members who are interested in learning more and assisting individuals with directions to their destinations.



Map of reported incidents by approximate location, based on dispatch data.

Actions Taken	
Count of Action(s) Taken	66
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	1,879
Count of Action(s) Taken - Safety and Wellness	0
<b>Grand Total</b>	<b>1,945</b>

Cultural District	Count of Incidences
East Lake St.	932
Franklin Ave.	1,013
<b>Grand Total</b>	<b>1,945</b>

	# of Interactions Recorded
April	3,222
<b>Grand Total</b>	<b>3,222</b>