

Community Safety Ambassadors

Survey Impact Summary Report – August 2025

1. Purpose

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

2. Survey Overview

- Time Period: 8/01/2025 – 8/31/2025
- Total Number of Responses: 1,213
 - Encounter Types
 - Dispatch¹: 7 responses
 - Field Encounter: 1,206 responses
- Total Number of Interactions: 2,388

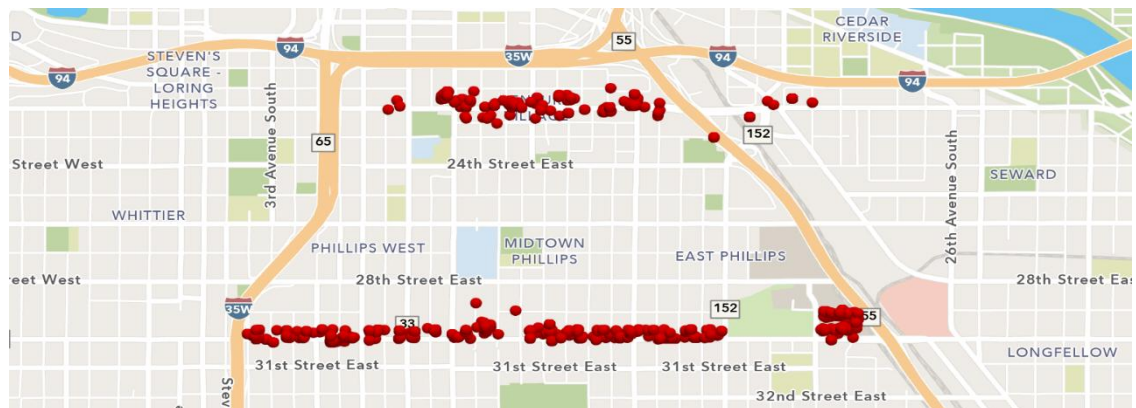
3. Key Findings

- Locations served:
 - *East Lake St. Cultural District*
 - 732 Incidents
 - *Franklin Ave Cultural District*
 - 481 Incidents
- Incident Types / Outcomes:
 - Neighborhood support was the most common incident type (1,177 out of 1,213 responses)
 - Within neighborhood support, the most frequent action taken is business checks (1,167 out of 1,177)
 - The next most common action taken was wellness checks (13 of 1,213 responses)
 - The most common outcomes were associated with neighborhood support incidents.
 - Checking in with the neighborhood and engaging with merchants accounted for 1,166 of 1,177 outcomes.
 - Other trends:
 - Referrals to shelter: 2
 - Number of safety escorts: 1
 - Facilitating a 311 call: 5
 - Facilitating a 911 call: 2

¹ Dispatch services are currently inactive; reported responses may reflect survey entry errors.

4. Insights [Written Key Findings]

- In the month of August, a total of 1,213 survey responses were recorded, representing 2,388 different interactions with community residents, almost all of which were field encounters. There were 7 interactions marked as dispatch though this is likely due to survey entry error as no dispatch services were active yet during this reporting period. Activity was more concentrated in East Lake St. Cultural district compared to Franklin Ave, consistent with the previous months and likely reflective of East Lake St.'s larger geographic size and heavier business traffic.
- The overwhelming majority of incidents fell under neighborhood support (1,177 responses) with business checks (1,167) driving most of that activity. Other actions and outcome trends included 13 wellness checks, 2 referrals to shelter, 5 calls to 311, 2 calls to 911 and 1 safety escort. The outcomes mirrored these efforts with ambassadors primarily engaging merchants and checking in with residents. Additionally incident notes provided further insight into the day-to-day realities of ambassador work. Ambassadors reported offering supplies in support to residents sleeping outside, following up with individuals they had previously connected to resources, supplying Narcan to community members that requested it, and stepping in to help de-escalate conflicts. Ambassadors also noted a continuous pattern of sharing information about their work and services with residents, reinforcing their visibility in the neighborhood and building trust.



Map of reported incidents by location, based on survey data

Actions Taken	
Count of Action(s) Taken	35
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	1177
Count of Action(s) Taken - Safety and Wellness	1
Grand Total	1213

Cultural District	Count of Incidences
East Lake St.	732
Franklin Ave.	481
Grand Total	1213

	# of Interactions Recorded
August	2388
Grand Total	2388