

## Community Safety Ambassadors

### Survey Impact Summary Report – February 2026

#### 1. Purpose

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

#### 2. Survey Overview

- Time Period: 02/01/2026 – 02/28/2026
- Total Number of Responses: 1,303
  - Encounter Types
    - Dispatch<sup>1</sup>: 607
    - Field Encounter: 696
- Total Number of Interactions: 1,468

#### 3. Key Findings

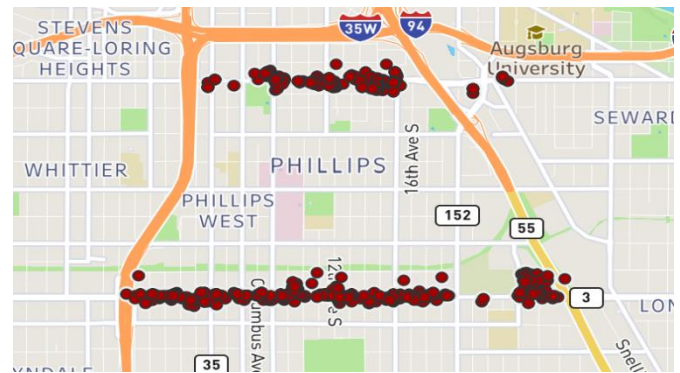
- Locations served:
  - *East Lake St. Cultural District*
    - 691 Incidents
  - *Franklin Ave Cultural District*
    - 612 Incidents
- Incident Types / Outcomes:
  - Neighborhood support was the most common incident type (1,299 out of 1,303 responses)
    - Within neighborhood support, the most frequent action taken is business checks (1,290 out of 1,299)
  - The next most common action taken was service referrals (14 out of 1,303)
  - The most common outcomes were associated with neighborhood support incidents.
    - Checking in with the neighborhood and engaging with merchants accounted for (1,296 out of 1,303 outcomes)
  - Other trends:
    - Referrals to shelter: 3
    - Wellness checks: 3
    - Information sharing: 16
    - Facilitating 311 reports: 3

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<sup>1</sup> Dispatch services active as of Jan 2026. February data includes supplemented records from dispatch logs due to incomplete source data, which may affect totals.

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

- February activity shows a continued transition in operations following the recent activation of dispatch services. A total of 1,303 responses were recorded, including 607 dispatch calls and 696 field encounters. The activity was relatively balanced across locations with 691 incidents in the East Lake St. District and 612 incidents in the Franklin Ave District. To provide additional context as an important note, data for this month should be interpreted with some caution, as source data for Franklin Ave District was partially unavailable and supplemented using dispatch logs. This likely contributed to the higher proportion of dispatch responses and a lower recorded number of interactions, since dispatch reporting does not capture the number of individuals engaged per incident. Within the responses, neighborhood support continued to account for nearly all responses (1,299 of 1,303) with business checks remaining the most common action taken (1,290). Outcomes were closely mirrored with 1,296 responses involving checking-in with businesses or engaging with merchants. Other trends included three shelter referrals, 16 instances of information sharing, three wellness checks, two safety escorts, and three 311 reports. Incident notes showed that most of the activity involved routine business check-ins, along with more hands-on support such as helping unload food donations and connecting individuals to shelter, food resources and transportation for intake. Ambassadors also assisted people in need by helping them reach their destinations and offering directions to visitors. In some cases, they addressed environmental concerns by reporting issues like drug paraphernalia through 311. While total incident counts remained lower than usual, there was a slight increase compared to January. Additionally, the count of information sharing decreased from last month but remained higher than what had been observed in prior months.



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

Actions Taken	
Count of Action(s) Taken	6
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	1,296
Count of Action(s) Taken - Safety and Wellness	1
<b>Grand Total</b>	<b>1,303</b>

Cultural District	Count of Incidences
East Lake St.	691
Franklin Ave.	612
<b>Grand Total</b>	<b>1,303</b>

	# of Interactions Recorded
February	1,468
<b>Grand Total</b>	<b>1,468</b>