

Community Safety Ambassadors

Survey Impact Summary Report – July 2025

1. Purpose

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

2. Survey Overview

- Time Period: 7/1/2025 – 7/31/2025
- Total Number of Responses: 1,266
 - o Encounter Types
 - Dispatch¹: 6 responses
 - Field Encounter: 1260 responses
- Total Number of Interactions: 2,448

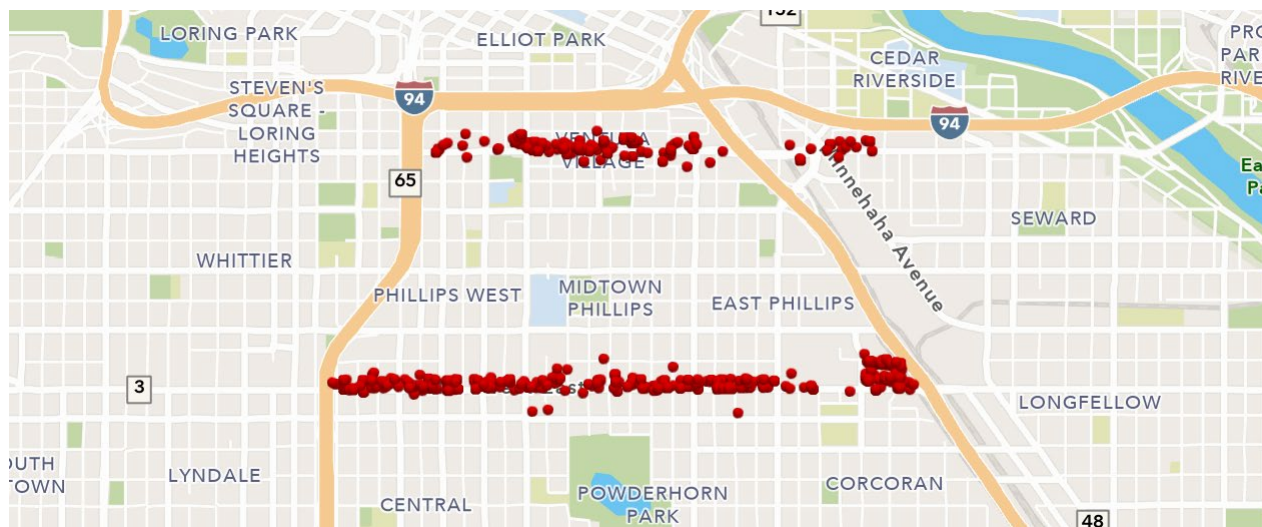
3. Key Findings

- Locations served:
 - o *East Lake St. Cultural District*
 - 783 Incidents
 - o *Franklin Ave Cultural District*
 - 483 Incidents
- Incident Types / Outcomes:
 - o Most common incident type is Neighborhood Support (1,212 of 1,266 responses)
 - Within Neighborhood Support, the most frequent action taken is business checks (1,186 of 1,212)
 - o Less frequent actions taken include:
 - 23 instances of directions & wayfinding (assisting residents with navigation)
 - 11 service referrals
 - o Most common outcomes are associated with neighborhood support incidents
 - Business check-ins accounted for 1,184 of 1,212 outcomes.
 - o Other outcome trends:
 - Referrals to shelter: 4
 - Number of safety escorts: 1
 - Facilitating a 311 report: 1
 - Facilitating a 911 report: 2

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

4. Insights [Written Key Findings]

- In the program's second month, a total of 1,266 responses were recorded, representing 2,448 different interactions with community residents. Activity was found to be more concentrated in East Lake St Cultural District (783 incidents) which saw more incidents than Franklin Ave Cultural District (483 incidents), this is consistent with its larger geographic size, business density, and heavier foot traffic.
- Neighborhood support made up nearly all reported incidents, with 1,212 of the 1,266 responses. Within that category, business checks are the most frequent actions taken, with 1,186 recorded. Notes included within the incident reports show the ambassadors routines consisted of checking in with businesses, greeting community members and sharing information about their role as safety ambassadors.
- In addition to business check-ins, ambassadors also reported a variety of other activities, including provided directions and wayfinding (23 cases), service referrals (11), and basic first aid (3). Incident report notes described situations such as calming conflicts in hostile environments, assisting the elderly cross the street by navigating traffic, and guiding residents to their destinations. A smaller number of urgent responses were also documented with four referrals to shelter, one safety escort, one 311 report, and two 911 reports, including an instance where an ambassador found someone sleeping and unresponsive at a bus stop, and contacted emergency services.



Map of reported incidents by location, based on survey data

Cultural District Location	Count of Incidences
East Lake St.	783
Franklin Ave.	483
Grand Total	1266

	# of Interactions Recorded
July	2448
Grand Total	2448

Actions Taken	
Count of Action(s) Taken	53
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	1212
Count of Action(s) Taken - Safety and Wellness	1
Grand Total	1266