

Community Safety Ambassadors

Survey Impact Summary Report – June 2025

1. Purpose

- This report summarizes the findings from the Community Safety Ambassadors between May 28th and June 30th as part of ongoing efforts to track community needs, service utilization, and violence prevention trends over time.

2. Survey Overview

- Time Period: 5/28/2025 – 6/30/2025
- Total Number of Responses: 973
 - Encounter Types
 - Dispatch¹: 7 responses
 - Field Encounter: 966 responses
- Total Number of Interactions: 2,011

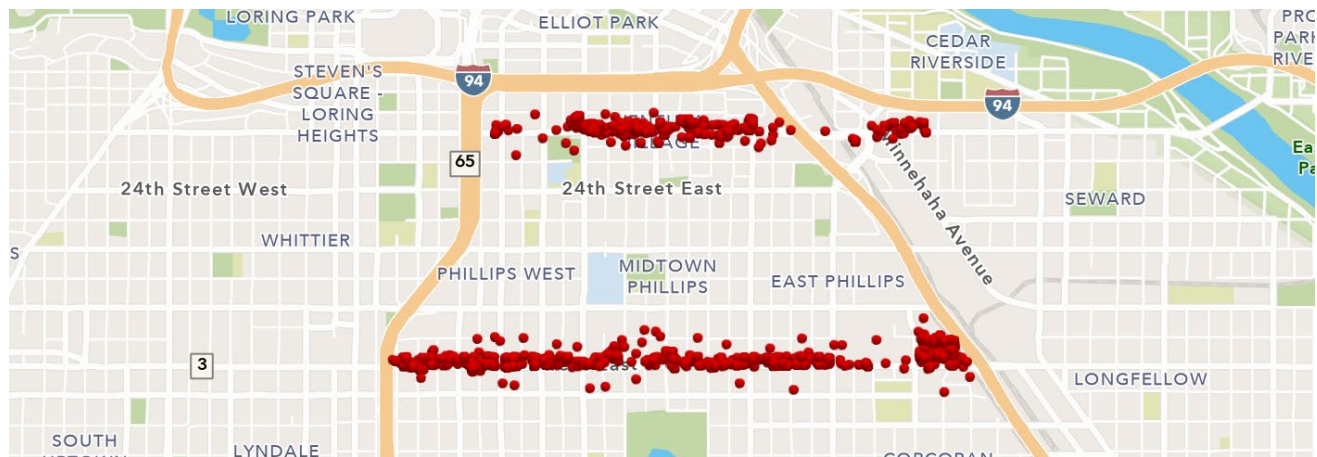
3. Key Findings

- Locations served:
 - *East Lake St. Cultural District*
 - 740 Incidents
 - *Franklin Ave Cultural District*
 - 233 Incidents
- Incident Types / Outcomes:
 - Neighborhood support was the most common incident type (896 of 973 responses)
 - Within neighborhood support, the most frequent action was business checks (823 of 896 incidents)
 - The next most common action was service referrals (28 of 973 responses)
 - Of these service referrals, 20 occurred within neighborhood support incidents.
 - The most common outcomes were associated with neighborhood support incidents.
 - Business check-ins in total accounted for about 825 out of 973 responses
 - Other outcome trends:
 - Referrals to shelter: 10
 - Number of safety escorts: 4
 - Facilitating a 311 call: 1
 - Facilitating a 911 call: 1

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

4. Insights [Written Key Findings]

- Over the course of the program's first month, community safety ambassadors recorded 973 total responses, engaging 2,011 individuals. Most responses were field-based encounters. East Lake Cultural District accounted for 76% of incidents (740 out of 973), compared to 24% at Franklin Ave (233 incidents). The higher number of incidents in the East Lake District reflects its larger geographic area in addition to greater business density and overall activity, which is consistent with the high number of business checks recorded.
- The most common incident type was neighborhood support which made up 92% of all responses. Neighborhood Support refers to activities such as business check-ins, assisting with directions, making service referrals, and providing general support to the community. Within that category, Business Checks were the most dominant action appearing in 85% of all responses. Service Referrals were the second most common though far less frequent, occurring only 28 times, or about 3% of all responses.
- The most common outcomes were also tied to Neighborhood Support and check-ins with businesses took up as the majority outcome recorded. Other outcomes like referrals to shelter, safety escorts etc. were rare and collectively made up less than 2% of all responses. Safety ambassadors also reported a range of meaningful encounters, such as providing first aid after bike accident, helping individuals find free meals, explaining their roles to the public, sharing information on clean needle access, and even reporting fire risks.



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

Cultural District Locations	Count of Incident(s)
East Lake St.	740
Franklin Ave.	233
Grand Total	973

	Number of Interactions Recorded
May	288
Jun	1723
Grand Total	2011

Actions Taken	
Count of Action(s) Taken	71
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	896
Count of Action(s) Taken - Safety and Wellness	6
Grand Total	973