

Community Safety Ambassadors

Survey Impact Summary Report – November 2025

1. Purpose

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

2. Survey Overview

- Time Period: 11/01/2025 – 11/30/2025
- Total Number of Responses: 1,538
 - Encounter Types
 - Dispatch¹: 4
 - Field Encounter: 1,534
- Total Number of Interactions: 2,931

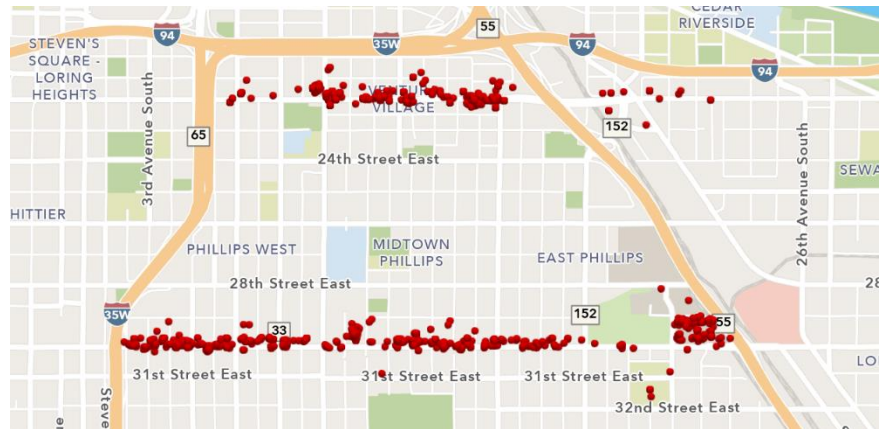
3. Key Findings

- Locations served:
 - *East Lake St. Cultural District*
 - 755 Incidents
 - *Franklin Ave Cultural District*
 - 783 Incidents
- Incident Types / Outcomes:
 - Neighborhood support was the most common incident type (1,521 out of 1,538 responses)
 - Within neighborhood support, the most frequent action taken is business checks (1,477 out of 1,521)
 - The next most common action taken was service referrals (26 out of 1,538)
 - The most common outcomes were associated with neighborhood support incidents.
 - Checking in with the neighborhood and engaging with merchants accounted for (1,479 out of 1,538 outcomes)
 - Other trends:
 - Referrals to shelter: 15
 - Number of safety escorts: 9
 - Wellness checks: 21
 - Facilitating 911 reports: 1

¹ Dispatch services are currently inactive

4. Insights [Written Key Findings]

- In November, ambassadors documented a total of 1,538 responses, the majority of which were field encounters rather than dispatch calls. Although a safety dispatcher was hired towards the end of the month, dispatch services remained inactive as onboarding and training continued. Across all activities, ambassadors recorded 2,931 community interactions, with East Lake St accounting for 755 incidents and Franklin accounting for 783 incidents. Neighborhood support continued to overwhelmingly represent the primary incident type, comprising 1,521 of the 1,538 responses. Within those incidents, the most frequent action taken was conducting business checks. Service referrals were the next most common action although far less frequent at 26 out of 1,538. The outcomes similarly reflected the dominance of neighborhood support activities with 1,479 engagements involving check-ins with businesses and engaging with merchants.
- Additional service trends included 15 referrals to shelter, 9 safety escorts, and 21 wellness checks. Incident notes recorded by ambassadors added context to these numbers, showing ambassadors frequently de-escalated tense situations at local businesses, provided directions and connections to nearby shelters, checked on individuals sleeping in public places and supported vulnerable community members. Repeated examples of this recorded by ambassadors include assisting older adults safely across the crosswalks and helping unhoused residents access resources. These patterns reinforce that most ambassador activity is centered on proactive neighborhood support, relationship building and active engagement as an early intervention.



Map of reported incidents by location, based on survey data

Actions Taken	
Count of Action(s) Taken	53
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	1483
Count of Action(s) Taken - Safety and Wellness	2
Grand Total	1538

Cultural District	Count of Incidences
East Lake St.	755
Franklin Ave.	783
Grand Total	1538

	# of Interactions Recorded
November	2,931
Grand Total	2,931