

Community Safety Ambassadors

Survey Impact Summary Report – August 2026

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: 08/01/2026 – 08/31/2026
- Total Number of Responses: 2,354
 - Encounter Types
 - Dispatch¹: 5
 - Field Encounter: 2,349
- Total Number of Interactions: 3,913

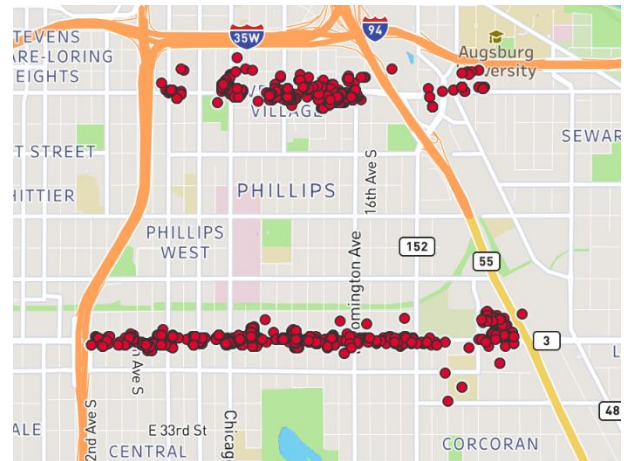
3. Key Findings

- Locations served:
 - *East Lake St. Cultural District*
 - 975 Incidents
 - *Franklin Ave Cultural District*
 - 1,379 Incidents
- Incident Types / Outcomes:
 - Neighborhood support was the most common incident type (2,327 out of 2,354 responses)
 - Within neighborhood support, the most frequent action taken is business checks (1,994)
 - The next most common action was wellness checks (31 out of 2,354)
 - The most common outcomes were associated with neighborhood support incidents.
 - Checking in with the neighborhood and engaging with merchants accounted for (2,007 out of 2,354 outcomes)
 - Other trends:
 - Referrals to shelter: 13
 - Number of safety escorts: 7
 - Directions and wayfinding: 9
 - Facilitating 911 calls: 5
 - Facilitating 311 calls: 1

¹ Dispatch services active as of Jan 2026

4. Insights [Written Key Findings]

- In the month of August, activity increased from July, with 2,354 responses and 3,914 documented community interactions. Of these responses, five were from dispatch and 2,349 were field encounters. Franklin Ave. recorded 1,379 incidents compared to 975 in East Lake St, marking the second consecutive month where Franklin had higher recorded activity. This shift coincided with staffing changes and a smaller number of ambassadors available this month in the East Lake St. team. Neighborhood support continued to account for the most common incident type with 2,327 of 2,354 falling within this category. Business checks also remained the most common action taken (1,994) followed by wellness checks (31). Checking in with the neighborhood and engaging with merchants was also the most common outcome, accounting for 2,007 responses. Other trends included 13 shelter referrals, seven safety escorts, nine instances of directions and wayfinding, five facilitated 911 calls and one facilitated 311 calls. In the incident notes, ambassadors mentioned engaging with community members about the program, helping people arrange transportation, and assisting with de-escalating verbal altercations at businesses along the corridors. Other notes also describe helping a community member whose vehicle broke down, providing directions, and checking in with elderly residents about medical concerns, emergencies, and outreach needs. Ambassadors also responded to street and environmental concerns, including reporting dumping and vehicles blocking traffic through 311 and notifying dispatch about discarded needles observed during their daily patrols.



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

Actions Taken	
Count of Action(s) Taken	57
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	2,292
Count of Action(s) Taken - Safety and Wellness	5
Grand Total	2,354

Cultural District	Count of Incidences
East Lake St.	975
Franklin Ave.	1,379
Grand Total	2,354

	# of Interactions Recorded
August	3,913
Grand Total	3,913