

Community Safety Ambassadors

Survey Impact Summary Report – May 2026

1. Purpose

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

2. Survey Overview

- Time Period: 05/01/2026 – 05/31/2026
- Total Number of Responses: 2,958
 - Encounter Types
 - Dispatch¹: 3
 - Field Encounter: 2,955
- Total Number of Interactions: 4,463

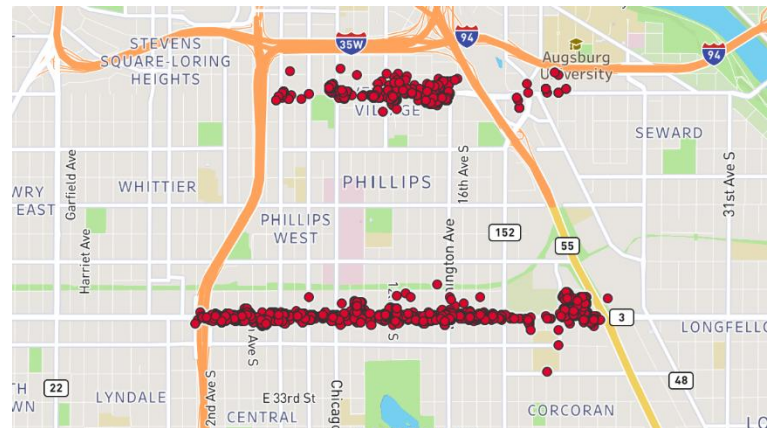
3. Key Findings

- Locations served:
 - *East Lake St. Cultural District*
 - 1,703 Incidents
 - *Franklin Ave Cultural District*
 - 1,255 Incidents
- Incident Types / Outcomes:
 - Neighborhood support was the most common incident type (2,932 out of 2,958 responses)
 - Within neighborhood support, the most frequent action taken is business checks (2,483 out of 2,932)
 - The next most common action was wellness checks (30 out of 2,958)
 - The most common outcomes were associated with neighborhood support incidents.
 - Checking in with the neighborhood and engaging with merchants accounted for (2,494 out of 2,958 outcomes)
 - Other trends:
 - Referrals to shelter: 18
 - Number of safety escorts: 9
 - Facilitating 911 calls: 5
 - Facilitating 311 calls: 13

¹ Dispatch services active as of Jan 2026

4. Insights [Written Key Findings]

- The month of May saw an increase in ambassador activity compared to the previous months with 2,958 total responses resulting in 4,463 documented community interactions. Nearly all responses were field encounters (2,955) with only three dispatch-initiated calls. Activity remained concentrated in East Lake St. which accounted for 1,703 incidents, compared to 1,255 incidents logged for Franklin Ave. This marks a return to the pattern observed prior to the months of March and April where East Lake St. typically experienced a higher volume of activity than Franklin Ave.
- Neighborhood support continued to account for nearly all responses (2,932 of 2,958). Business checks remained the primary action taken, representing 2,483 responses, while wellness checks were the next most common activity (30). Similarly, checking in with the neighborhood and engaging with merchants was the most frequently documented outcome, accounting for 2,494 responses. Additional trends included 18 shelter referrals, nine safety escorts, five facilitated 911 calls and 13 facilitated 311 calls. Incident notes provided additional context for some of the activities logged, noting ambassadors de-escalating conflicts, remaining with business staff who felt unsafe until situations stabilized, and conducting routine check-ins with community members during patrols. The notes also described ambassadors assisting older adults seeking housing resources, sharing information and referrals, checking on individuals sleeping outdoors to assess their needs, conducting safety patrols near high school zones, and making themselves available to help address community safety concerns as they arose.



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

Actions Taken	
Count of Action(s) Taken	62
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	2,894
Count of Action(s) Taken - Safety and Wellness	2
Grand Total	2,958

Cultural District	Count of Incidences
East Lake St.	1,703
Franklin Ave.	1,255
Grand Total	2,958

	# of Interactions Recorded
May	4,463
Grand Total	4,463