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Community Safety Ambassadors

Survey Impact Summary Report – September 2026

1. Purpose

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

2. Survey Overview

- Time Period: 09/01/2026 – 09/30/2026
- Total Number of Responses: 2,654
    - Encounter Types
        - Dispatch[1]: 9
        - Field Encounter: 2,645
- Total Number of Interactions: 4,555

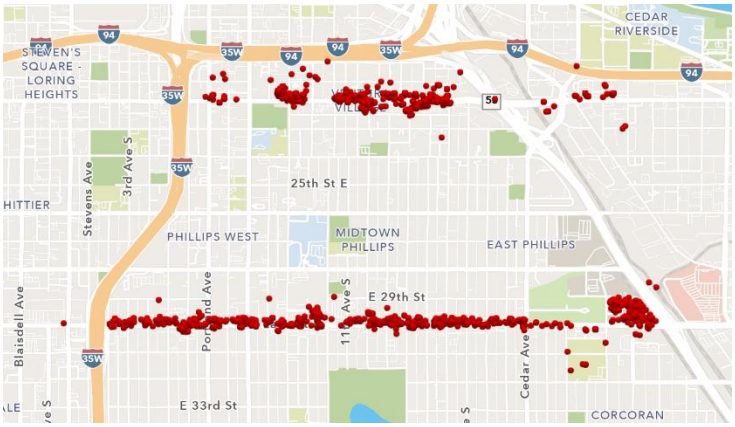
3. Key Findings

- Locations served:
    - *East Lake St. Cultural District*
        - 1,141 Incidents
    - *Franklin Ave Cultural District*
        - 1,513 Incidents
- Incident Types / Outcomes:
    - Neighborhood support was the most common incident type (2,627 out of 2,654 responses)
        - Within neighborhood support, the most frequent action taken is business checks (2,286)
    - The next most common action was wellness checks (32 out of 2,654)
    - The most common outcomes were associated with neighborhood support incidents.
        - Checking in with the neighborhood and engaging with merchants accounted for (2,302 out of 2,654 outcomes)
    - Other trends:
        - Referrals to shelter: 8
        - Number of safety escorts: 2
        - Sharing outreach materials: 246
        - Facilitating 911 calls: 7
        - Facilitating 311 calls: 3

[1] Dispatch services active as of Jan 2026

4. Insights [Written Key Findings]

- September activity included 2,654 total responses, resulting in 4,555 documented community interactions. Of these responses, nine were dispatch calls and 2,645 were field encounters. Franklin Ave continued to account for a greater share of activity with 1,513 incidents compared to 1,141 in Lake St, following the same pattern that was observed in August. Neighborhood support remained the predominant incident type, accounting for 2,627 of 2,654 responses. Business checks were the most frequent action taken within this category (2,286), followed by wellness checks (32). Additional activities included eight shelter referrals, two safety escorts, 246 instances of outreach material sharing, seven facilitated 911 calls, and three facilitated 311 calls. Incident notes also provided further context on the types of situations ambassadors encountered throughout September. In addition to routine business checks and community outreach, ambassadors responded to a range of safety and service needs. This included providing water and resources to community members, assisting during a vehicle collision while coordinating with emergency responders, and intervening in medical emergencies to request assistance. Ambassadors also conducted wellness checks in school-zones, did safety patrols, introduced the program to committee members, and helped business owners navigate concerns related to sidewalk obstructions. Other documented activities included reporting garbage and debris blocking alley access, assisting residents and businesses with filing reports, and removing discarded syringes and other paraphernalia during their patrols.



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

Actions Taken	
Count of Action(s) Taken	51
Count of Action(s) Taken - Crisis response & intervention	0
Count of Action(s) Taken - Neighborhood support	2,598
Count of Action(s) Taken - Safety and Wellness	5
Grand Total	**2,654**

Cultural District	**Count of Incidences**
East Lake St.	1,141
Franklin Ave.	1,513
Grand Total	**2,654**

	# of Interactions Recorded
September	4,555
Grand Total	**4,555**