AFD-REST Response Protocol



Operations

Operate: 8:30am-9pm 7 Days a Week

Staffing

- Staffed with at least one Supervisor
- 2 REST Vehicles Running (1 Firefighter & 1 Peer Support Specialist)

Location

- Physical Office- 29 Haywood St.
- AFD-REST is based out of their vehicles; proactively patrolling all areas of the City of Asheville for equity in service delivery & response times

Who We Are

AFD-REST is Resource Connection, Navigation, Education and Support For All Members of the Community impacted by Homelessness

Scope of Work:

1) Community Collaboration and Engagement
   - Support City Departments in Resource Efficiency
   - Collaborate with Housed and Unhoused Neighbors for Improved Outcomes and Services
2) Provide Direct Crisis Care
   - Connect Individuals to Resources
   - Provide for Immediate Needs
   - Build Pathways to Recovery and Housing
3) Enhance Public Safety for All
   - Support Gaps in Service
   - Encampment Response
   - Provide Business Support/Education

AFD-REST Year End Data for 2025

In July of 2024 the City of Asheville Adopted the Encampment Response Protocol, making REST the first point of contact to provide assistance to the City's unhoused population
https://docs.google.com/document/d/1L5QSydTIH3oX7EHmvjsIHWI-MBR2kCbUM3l6cyEomcw/edit?usp=sharing

Asheville App- **515 Reports** + **392 FireTrucks Kept in Service= 907** Homeless Response Interventions

- What this means
  - Reduced Strain on First Response System
  - First Responders available to respond to appropriate calls/More Efficient Use of Resources
  - AFD-REST was able to give undivided attention to our unhoused neighbors and provide mutually beneficial solutions for all members of the Community

AFD-REST had **1,508** Events in 2025

- Breaks down to assisting 4-5 people daily with the average time spent with each individual being 1 hour
  - Snapshot of what ⅓ of the shift looks like
  - Other ⅔ includes proactive outreach, encampment response and service provider/community engagement
- AFD-REST Dashboard
  - https://avl.maps.arcgis.com/apps/dashboards/191a07aa534440fc89c8e6b0a7ecd9a4



AFD-REST Business & Neighborhood Support



Reflects amount of reports each month 1/25 - 12/25

Events taken from combination of Asheville App and reactive events from Survey123

Quarterly Reports

- 1/25-3/25 192 Reports
- 4/25-6/25 141 Reports
  - 27% Decrease
- 7-9/25 144 Reports
  - 2% Increase
- 10/25-12/25- 129 Reports
  - 10% Decrease

33% Decrease in Events Overall