



**DOWNTOWN
MEMPHIS
COMMISSION**

Monthly Operations Report

August 2026



8,051 Hours

Total Ambassador Team Hours – August 2026

2,322

Business Visits

23,757

Tasks Completed

8,616

Hospitality Interactions

August Staffing Levels: 44 Total

- Clean & Green (17)
- Safety Team (15)
- Blue Suede Brigade (5)
- Outreach (1)
- Dispatch (3)
- Senior Management (3)

In August, Ambassadors completed 23,757 tasks. The leading categories related to hospitality, business visits, plant care, and litter pickup.



August 2026 Highlights



1,019

Welfare
Checks



470

Block Faces
Cleaned



39

Umbrella
Escorts



5,005

Litter Pickup
Occurrences



67

Garage
Inspections

228

Hours Watering
Planters & Beds



463

Biohazards
Cleaned



1,343

Public Fixtures, Trash Cans,
& BigBelly Stations Cleaned



186

Courtesy Escorts
Provided

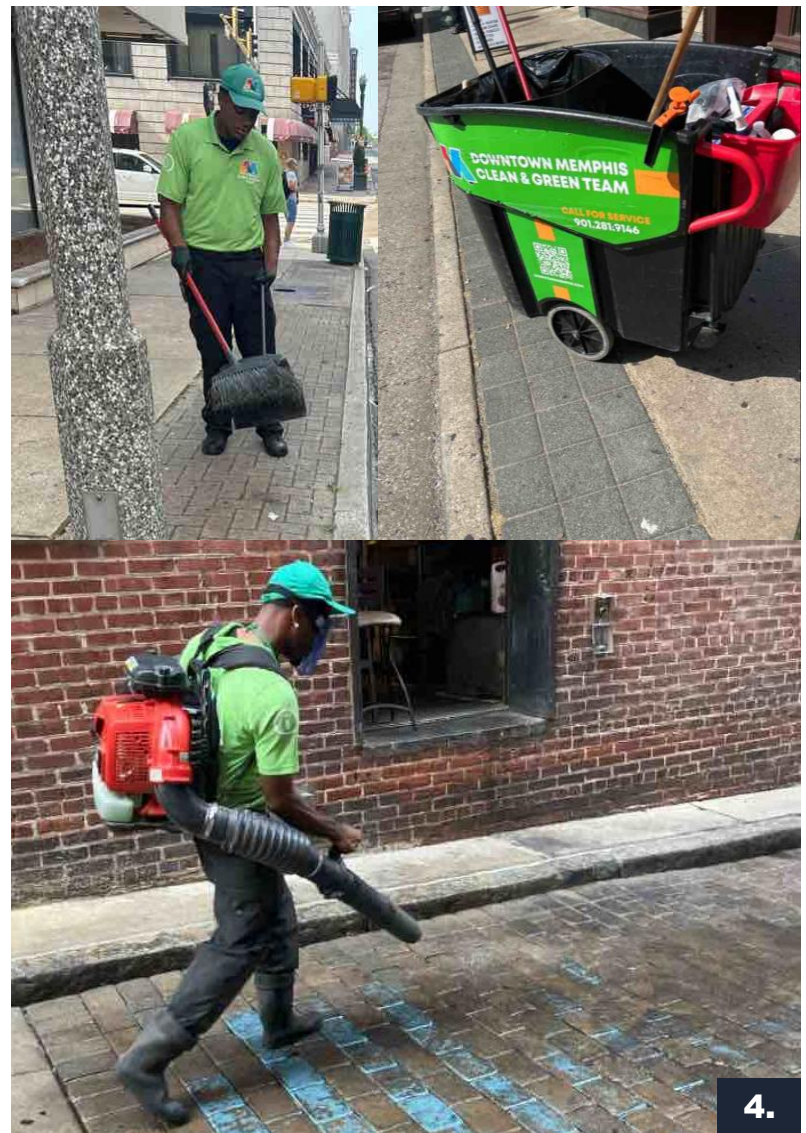
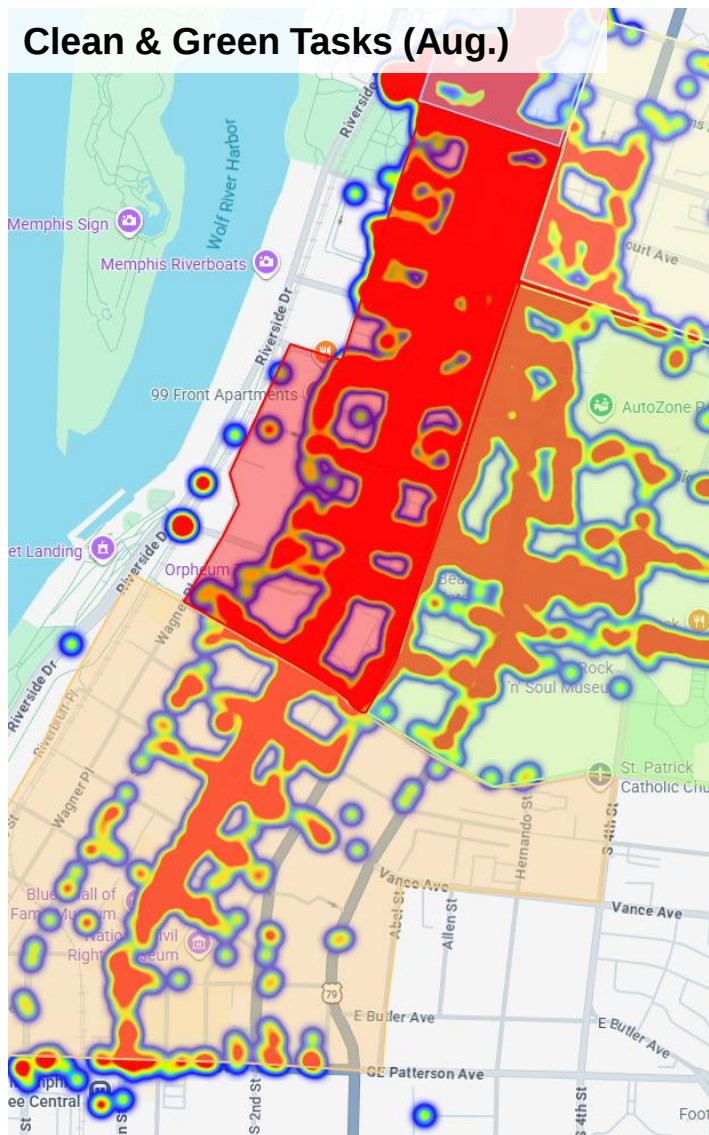


August 2026 - Top Clean & Green Tasks

ACTIVITY	TOTAL
Bags of Plant Debris	406
SmartWind Hours	15
SmartWind Bags Collected	3
Pressure Washing Hours	15
Mechanized Landscaping	103 hours
Biohazards Cleaned	463
Dog Park Cleanings	113

ACTIVITY	TOTAL
Block Faces Cleaned	470
Fixtures Cleaned	297
Litter Pickups	5,005
Trash Cans Emptied	134
Planters Watered	2,199
Posters/Stickers Removed	24
Graffiti Tags Removed	19

Clean & Green Tasks (Aug.)



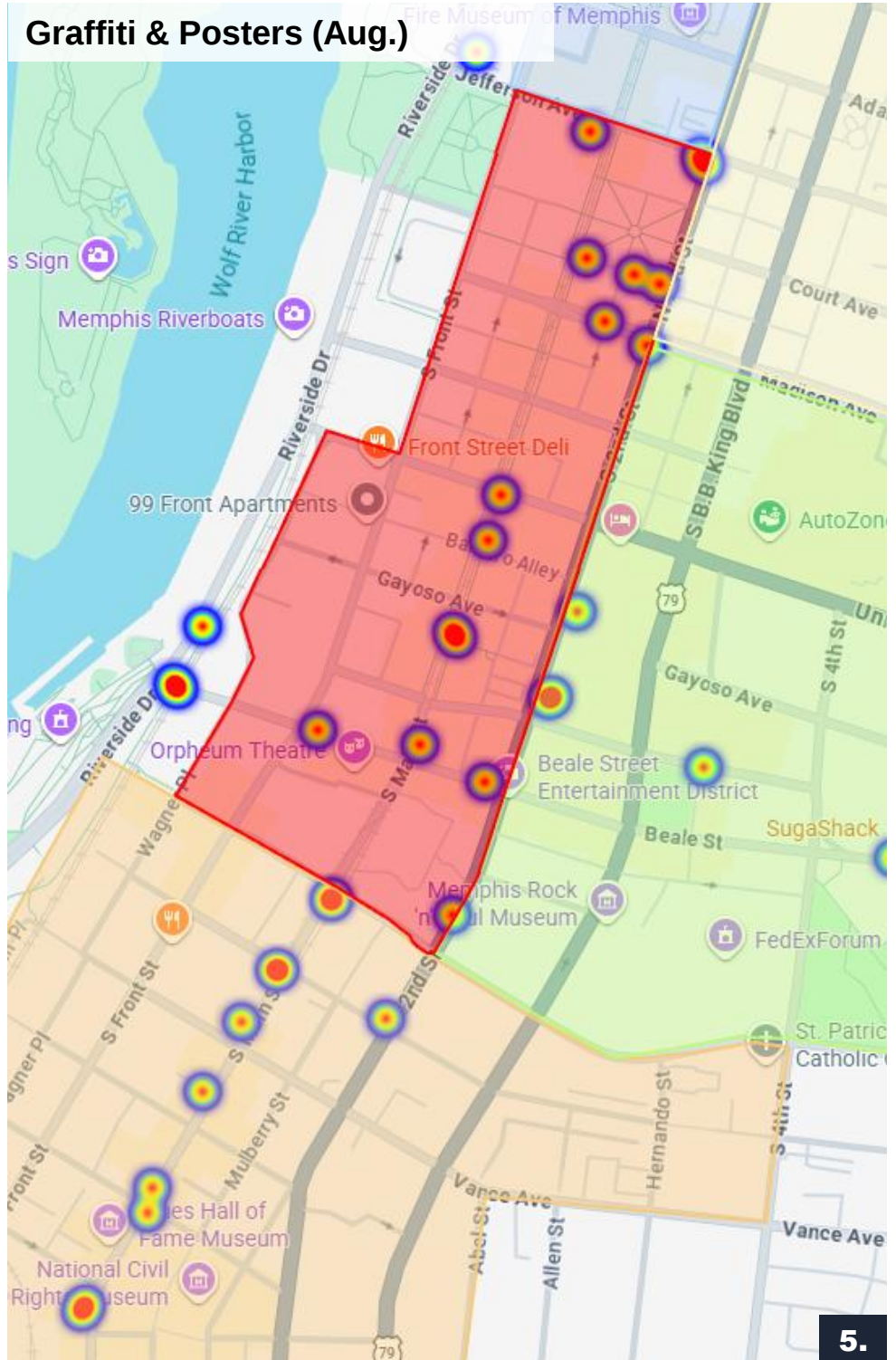
Graffiti, Stickers, and Litter

The downward trend in illegal stickers, posters, and graffiti continued in August, marking the fourth consecutive month of improvement in Downtown Memphis.

In August, Ambassadors:

Picked up litter 5,005 times

Removed 43 posters, stickers, and graffiti tags



August 2026 – Top Hospitality & Safety Tasks

ACTIVITY	TOTAL
Calls to 911 For Assistance	5
Welfare Checks	1,019
Safety Dispatch Service Calls	8
Panhandling Interventions	21
Garage Inspections	67

ACTIVITY	TOTAL
Hospitality Assistance	8,616
Courtesy Escorts	186
Business Check-ins	2,322
Directions Provided	885
Umbrella Escort	39



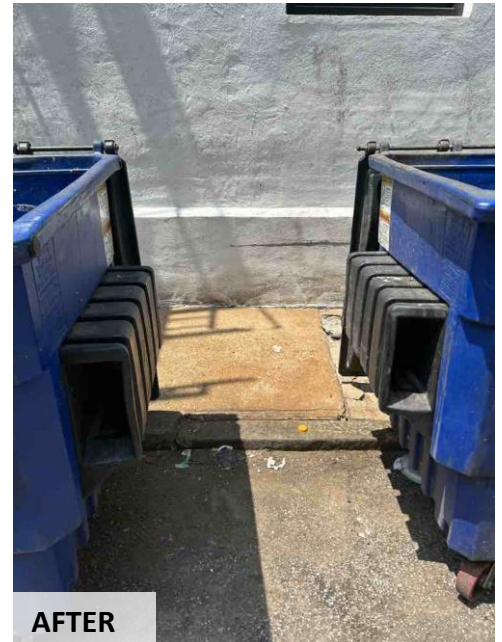
August 2026 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL	ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	5	Panhandling Intervention	21
Bags of Plant Debris Collected	406	Planters Watered	2,199
Bigbelly Trash Cans Cleaned	106	Pressure Washing Hours	15
Biohazards Cleaned	463	Posters/Stickers Removed	24
Block Faces Cleaned	339	Public Fixtures Cleaned	297
Business Contacts & Visits	2,322	Public Fixtures Painted	5
Courtesy Escorts Provided	186	Public Trash Cans Cleaned	940
Directions Given to Visitors	885	Public Trash Cans Emptied	134
Dog Park Cleanings	113	Safety Dispatch Calls for Service	8
Garage Inspections	67	SmartWind Bags Collected	3
Graffiti Tags Removed	19	SmartWind Street Sweeper Hours	15
Hospitality Interactions	8,616	Umbrella Escorts Provided	39
Landscaping Mechanized Hours	103	Weed Abatements	44
Litter Pickup Occurrences	5,005	Welfare Checks	1,019

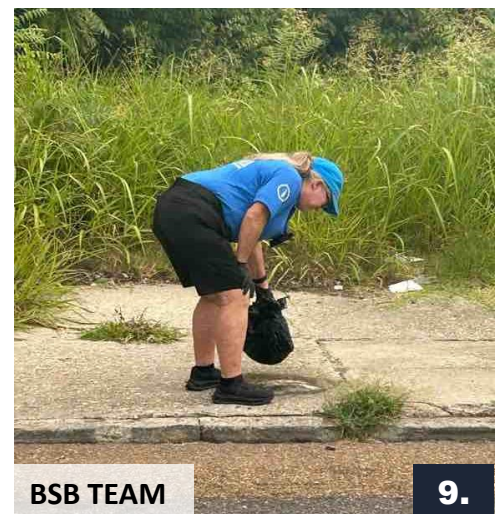
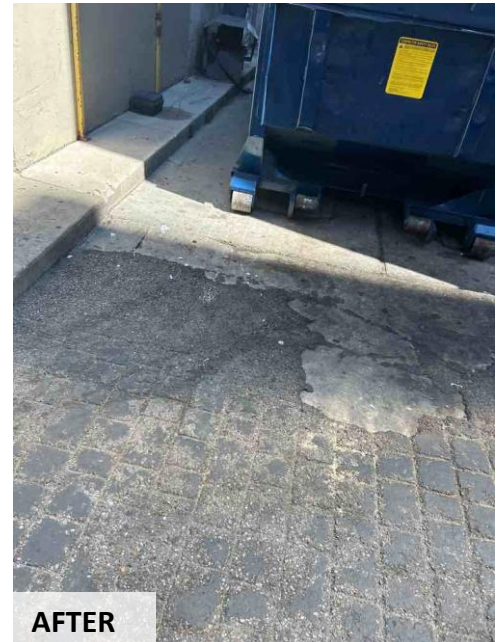
Tasks Completed in August: 23,757



August 2026 Work Examples



August 2026 Work Examples



Help Us Help Downtown!

See an issue or need service?

Call/text our dispatch team at **(901) 281-9146**

7 Days a Week from 7:00 AM – 10:30 PM

*The Downtown Memphis Ambassador Program
is in partnership with **Block by Block***



*The Downtown Memphis
Ambassador Program
would not be possible without
the generous support of the
Hyde Family Foundation*



Glossary of Terms

Clean & Green Tasks

Bags of Plant Debris: Number of trash bags filled with leaves and other plant material collected by Ambassadors.

Big Belly Cans Cleaned: Number of high-capacity Big Belly trash cans (with built-in compactors) cleaned to ensure functionality and appearance.

Biohazards Cleaned: Instances of cleaning dog, human, or horse waste, tracked separately to identify sources.

Block Faces Cleaned: Measures the number of street sides cleaned by the Clean Team during their shifts. Cleaning Ambassadors perform routine maintenance, litter removal, and other cleaning tasks along each block from the building line to the curb. A single block face represents one side of the street.

Dog Park Cleanings: Visits to public dog parks for inspection, cleaning, restocking doggie bags, and emptying trash cans.

Graffiti Tags Removed: Number of graffiti occurrences removed from public property or infrastructure.

Mechanized Landscaping (Hours): Time spent using leaf blowers, weed whackers, and/or lawn mowers.

Posters/Stickers Removed: Number of illegally placed posters or stickers removed from public property (e.g., street poles, utility boxes).

Public Fixtures Cleaned: Number of public infrastructure elements (e.g., street poles, stop signs, benches) cleaned with a cleaning agent.

Public Fixtures Painted: Number of public infrastructure elements (e.g., light poles, utility boxes, benches) painted.

Public Trash Cans Cleaned: Number of public trash cans cleaned with a cleaning agent on visible surface areas.

SmartWind Hours: Hours using the 100% electric SmartWind ride-on street sweeper to clean sidewalks.

SmartWind Bags Collected: Number of trash bags filled by the SmartWind operator.

Trash Cans Emptied: Instances of Ambassadors emptying overflowing public trash cans, typically when City crews are off-duty.

Weed Abatements: Number of times weeds are removed from public sidewalks using weed whackers and/or chemical sprays.

Safety & Hospitality Tasks

Panhandling Intervention: Reported instances of disrupting, threatening, or coercive begging that intimidates people and diminishes the perception of public safety.

Calls to 911 for Assistance: Number of times Ambassadors coordinated with emergency services.

Courtesy Escorts: Number of times Ambassadors accompanied someone to their car, parking garage, or other Downtown location.

Directions Provided: Number of times Ambassadors gave directions, often to tourists or visitors.

Hospitality Assistance: Number of friendly greetings or interactions by Ambassadors to create a positive Downtown experience.

Safety Dispatch Service Calls: Number of times a Safety Ambassador was dispatched to address a specific safety concern from a call to the dispatch hotline.

Umbrella Escorts: Number of times Ambassadors provided loaner umbrellas to pedestrians during rainy periods.

Welfare Checks: Number of interactions with individuals appearing asleep, unwell, or using public space atypically, often to share applicable rules or ordinances.