



**DOWNTOWN
MEMPHIS
COMMISSION**

Monthly Operations Report

July 2026



6,560 Hours

Total Ambassador Team Hours – July 2026

2,957

Business Visits

26,716

Tasks Completed

11,569

Hospitality Interactions

July Staffing Levels: 41 Total

- Clean & Green (14)
- Safety Team (14)
- Blue Suede Brigade (6)
- Outreach (1)
- Dispatch (3)
- Senior Management (3)

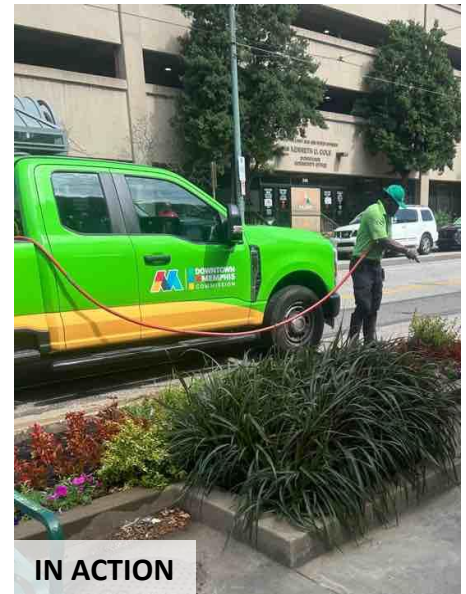
In July, Ambassadors completed 26,716 tasks. The leading categories related to hospitality, business visits, plant care, and litter pickup.



BEFORE



BEFORE



IN ACTION



AFTER



AFTER



IN ACTION

July 2026 Highlights



878

Welfare
Checks



339

Block Faces
Cleaned



11,569

Hospitality
Interactions



3,729

Litter Pickup
Occurrences



137

Garage
Inspections

249

Hours Watering
Planters & Beds



274

Biohazards
Cleaned



1,152

Public Fixtures, Trash Cans,
& Bigbelly Stations Cleaned



442

Escorts
Provided



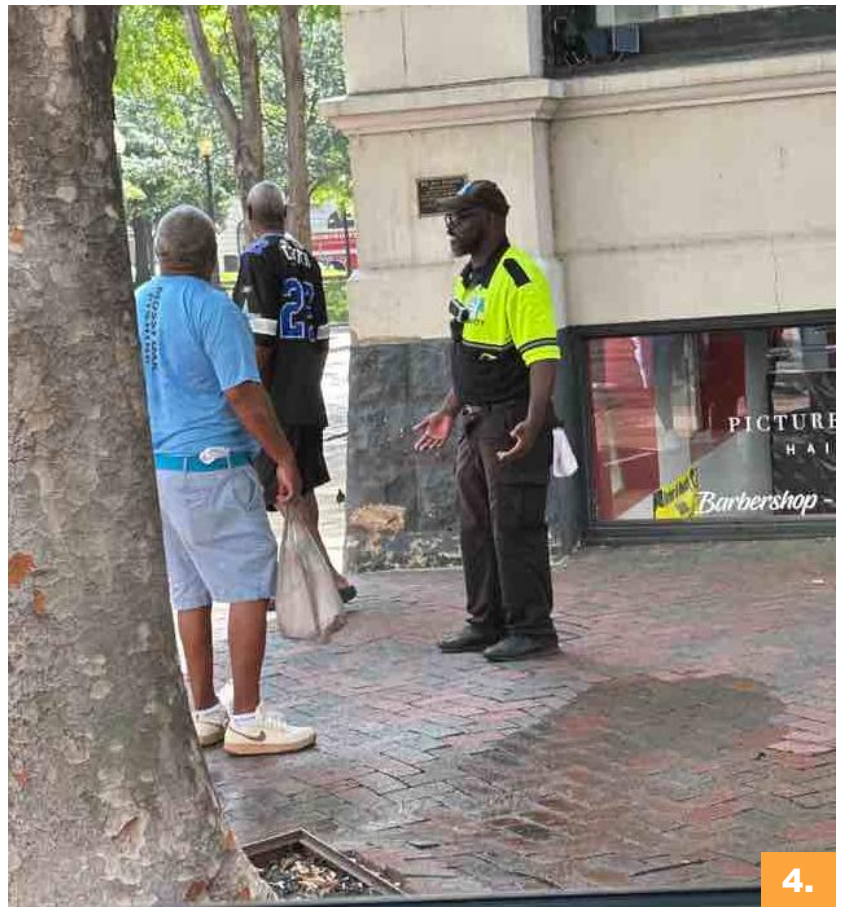
Ambassador Recognition: Earnest Wilson



Ambassador tenure: 2 months

Earnest is a newer member of the Safety Team, and he very quickly became a valuable asset to the Ambassador Program. Not only does he excel in his daily responsibilities, but he also plays a vital role performing wellness-checks and outreach for the unhoused. On July 4th, Earnest spent the entire day guiding and assisting visitors to Downtown Memphis.

Thank you, Earnest!

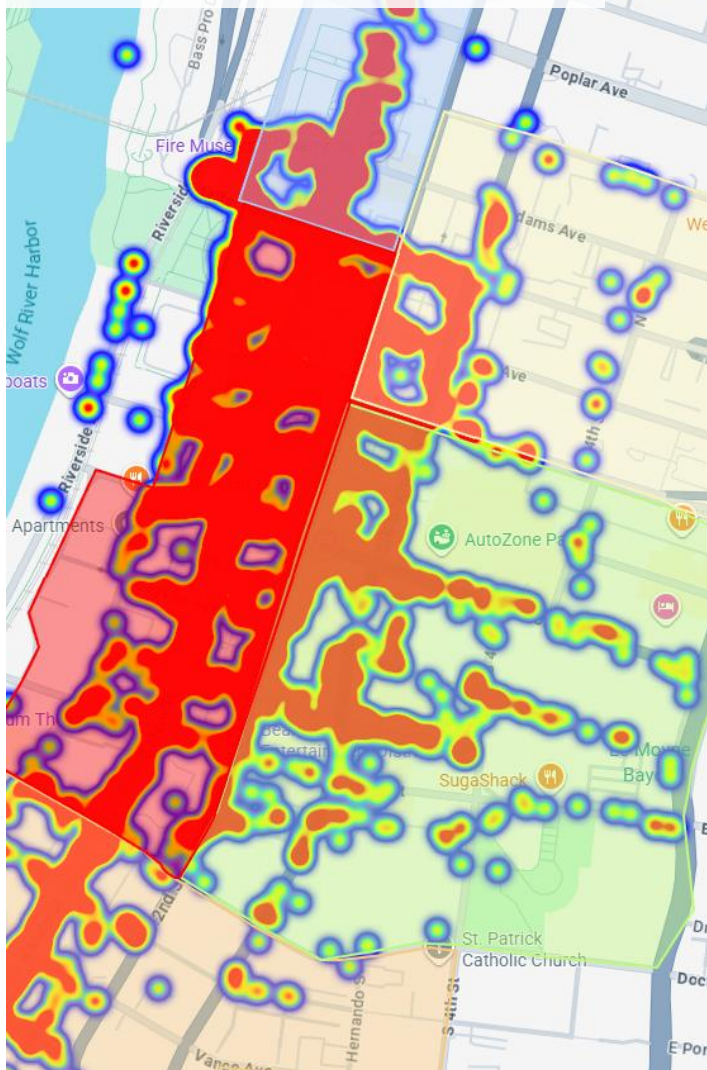


July 2026 - Top Clean & Green Tasks

ACTIVITY	TOTAL
Bags of Leaves	454
SmartWind Hours	4
SmartWind Bags Collected	4
Pressure Washing Hours	38
Mechanized Landscaping	75 hours
Biohazards Cleaned	274
Dog Park Cleanings	179

ACTIVITY	TOTAL
Block Faces Cleaned	339
Infrastructure Cleaned	1,152
Litter Pickups	3,729
Trash Cans Emptied	177
Planters Watered	2,497
Posters/Stickers Removed	35
Graffiti Tags Removed	20

Clean & Green Tasks (Jul.)



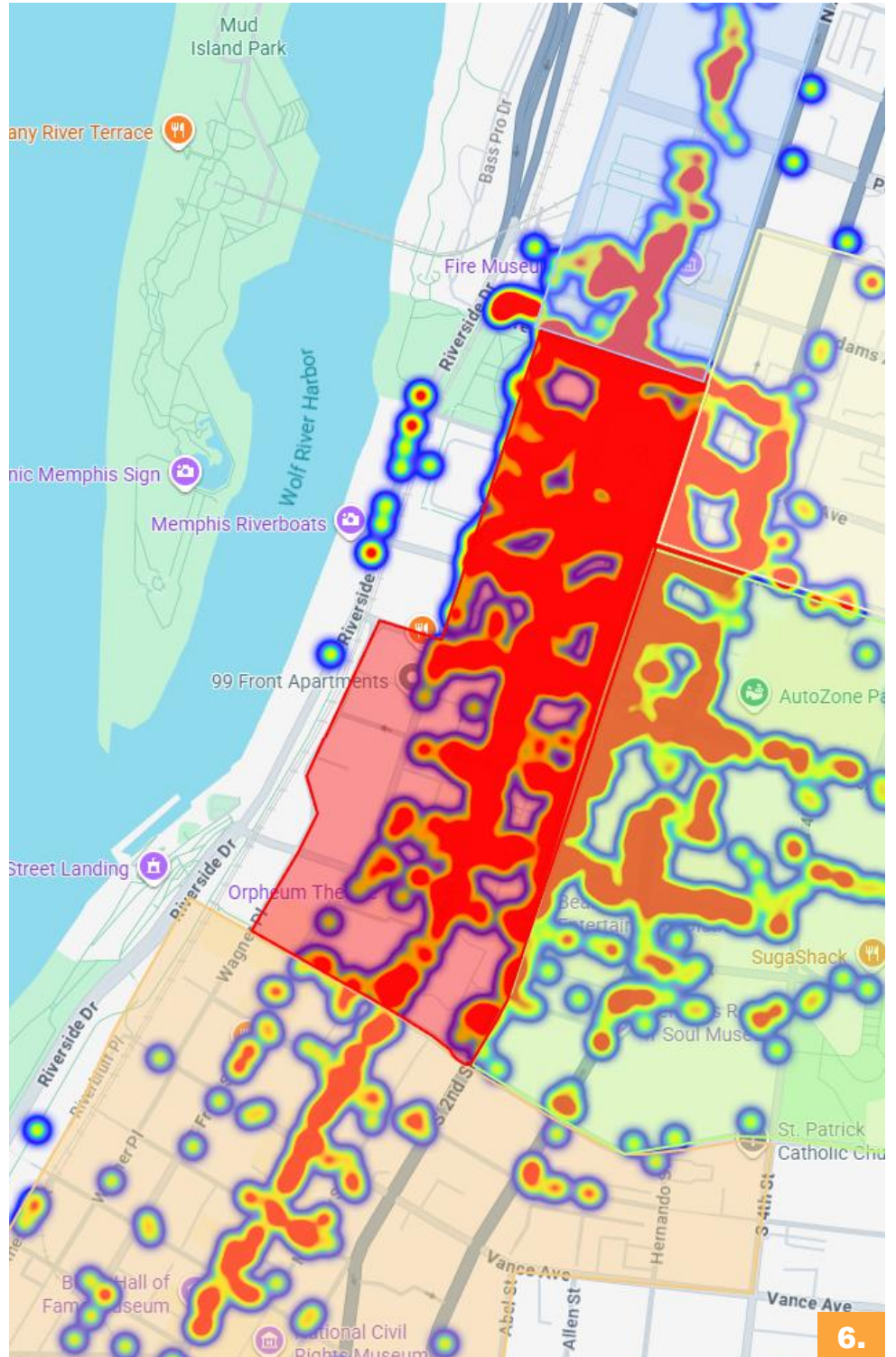
Graffiti, Stickers, and Litter

July continued the trend of fewer applications of illegal stickers, posters, and graffiti in Downtown Memphis. This is the third consecutive month with fewer illegal applications of stickers, posters, and graffiti.

In July, Ambassadors:

Picked up litter 3,729 times

Removed 55 posters, stickers, and graffiti tags



July 2026 – Top Hospitality & Safety Tasks

ACTIVITY	TOTAL
Calls to 911 For Assistance	11
Welfare Checks	878
Safety Dispatch Service Calls	16
Panhandling Interventions	31
Garage Inspections	137

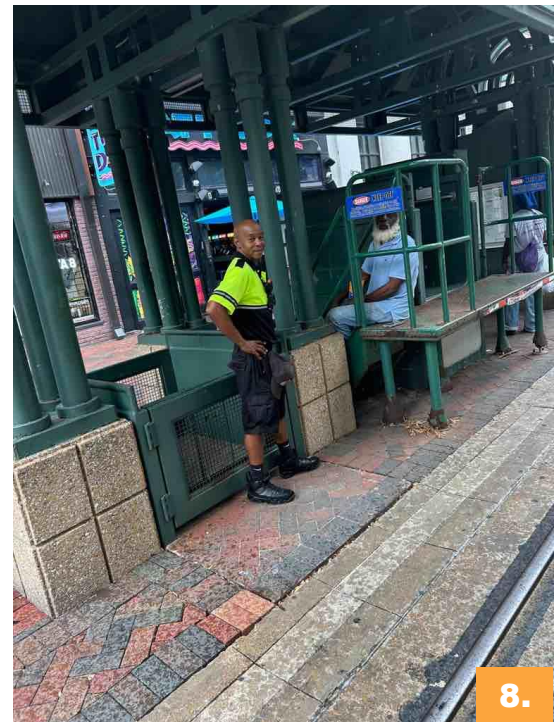
ACTIVITY	TOTAL
Hospitality Assistance	11,569
Courtesy Escorts	442
Business Check-ins	2,957
Directions Provided	1,179
Umbrella Escort	8



July 2026 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL	ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	11	Panhandling Intervention	31
Bags of Leaves Collected	454	Planters Watered	2,497
Bigbelly Trash Cans Cleaned	80	Pressure Washing Hours	38
Biohazards Cleaned	274	Posters/Stickers Removed	35
Block Faces Cleaned	339	Public Fixtures Cleaned	73
Business Contacts & Visits	2,957	Public Fixtures Painted	14
Courtesy Escorts Provided	442	Public Trash Cans Cleaned	999
Directions Given to Visitors	1,179	Public Trash Cans Emptied	177
Dog Park Cleanings	179	Safety Dispatch Calls for Service	16
Garage Inspections	137	SmartWind Bags Collected	4
Graffiti Tags Removed	20	SmartWind Street Sweeper Hours	4
Hospitality Interactions	11,569	Umbrella Escorts Provided	8
Landscaping Mechanized Hours	75	Weed Abatements	148
Litter Pickup Occurrences	3,729	Welfare Checks	878

Tasks Completed in July: 26,716



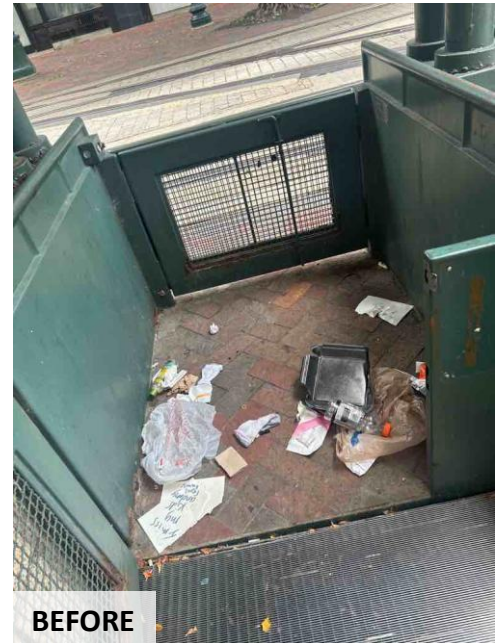
July 2026 Work Examples



BEFORE



BEFORE



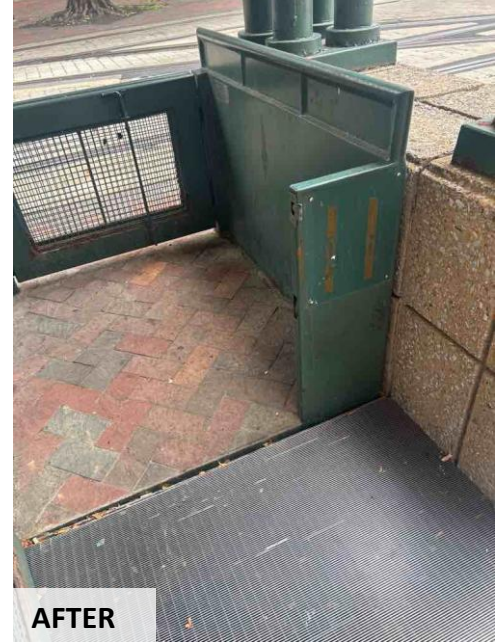
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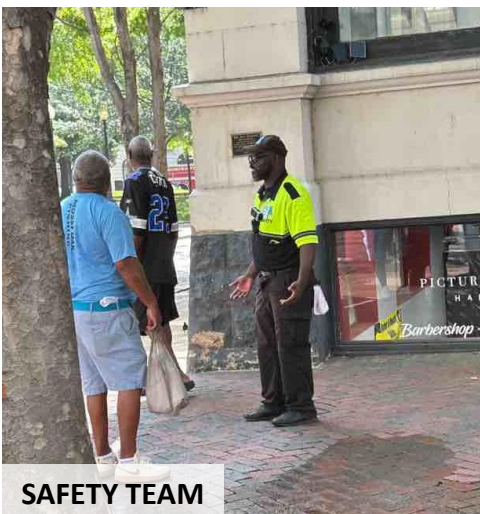
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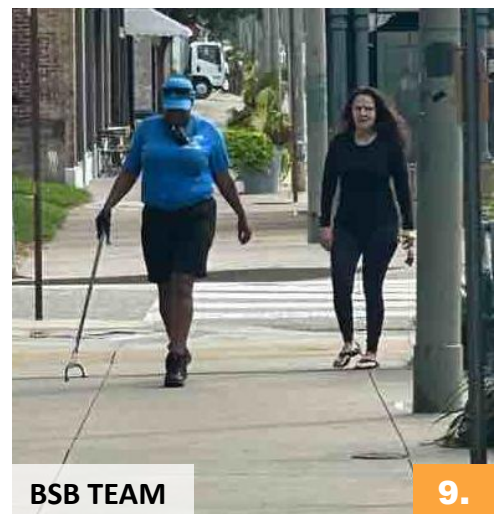
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SAFETY TEAM

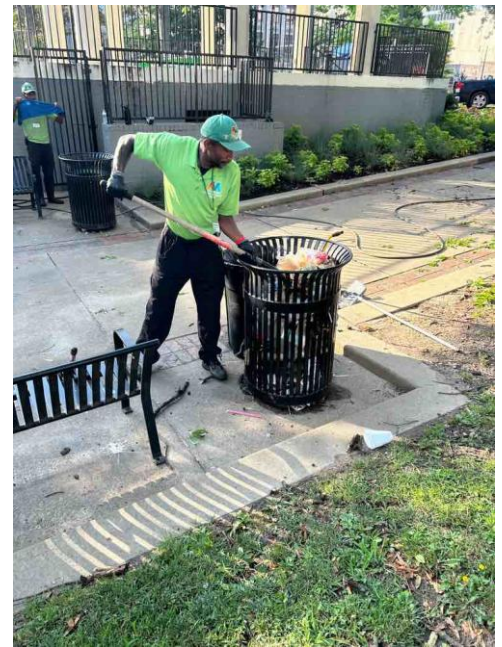


CLEAN TEAM



BSB TEAM

Ambassadors in Action



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 Leaves Collected: 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.