DOWNTOWN MEMPHIS COMMISSION

Monthly Operations Report

June 2026

8,295 Hours

Total Ambassador Team Hours – June 2026

3,730	31,396	14,135
Business Visits	Tasks Competed	Hospitality Interactions

June Staffing Levels: 47 Total

- Clean & Green (15)
- Safety Team (17)
- Blue Suede Brigade (9)
- Dispatch (3)
- Senior Management (3)

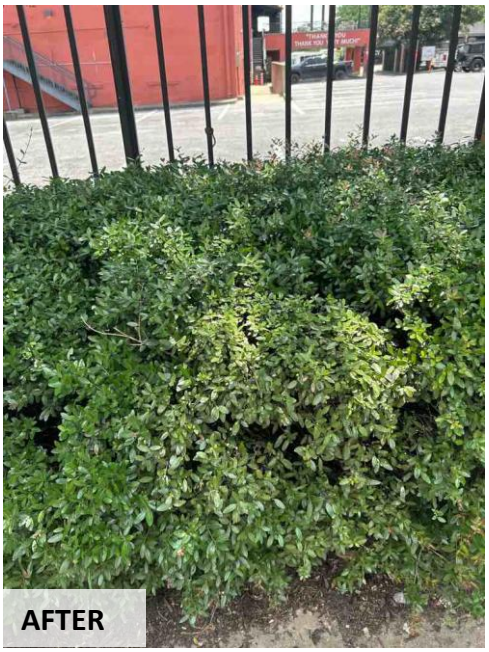
In June, Ambassadors completed 39,316 tasks. The largest categories of task completion this month were hospitality- related tasks and tasks around caring for planters.

BEFORE

BEFORE

IN ACTION

AFTER


AFTER

IN ACTION

June 2026 Highlights

712
Welfare Checks

464
Block Faces Cleaned

14,135
Hospitality Interactions

4,462
Litter Pickup Occurrences

177
Garage Inspections

320
Hours Watering Planters & Beds

258
Biohazards Cleaned

1,386
Public Fixtures, Trash Cans, & Bigbelly Stations Cleaned

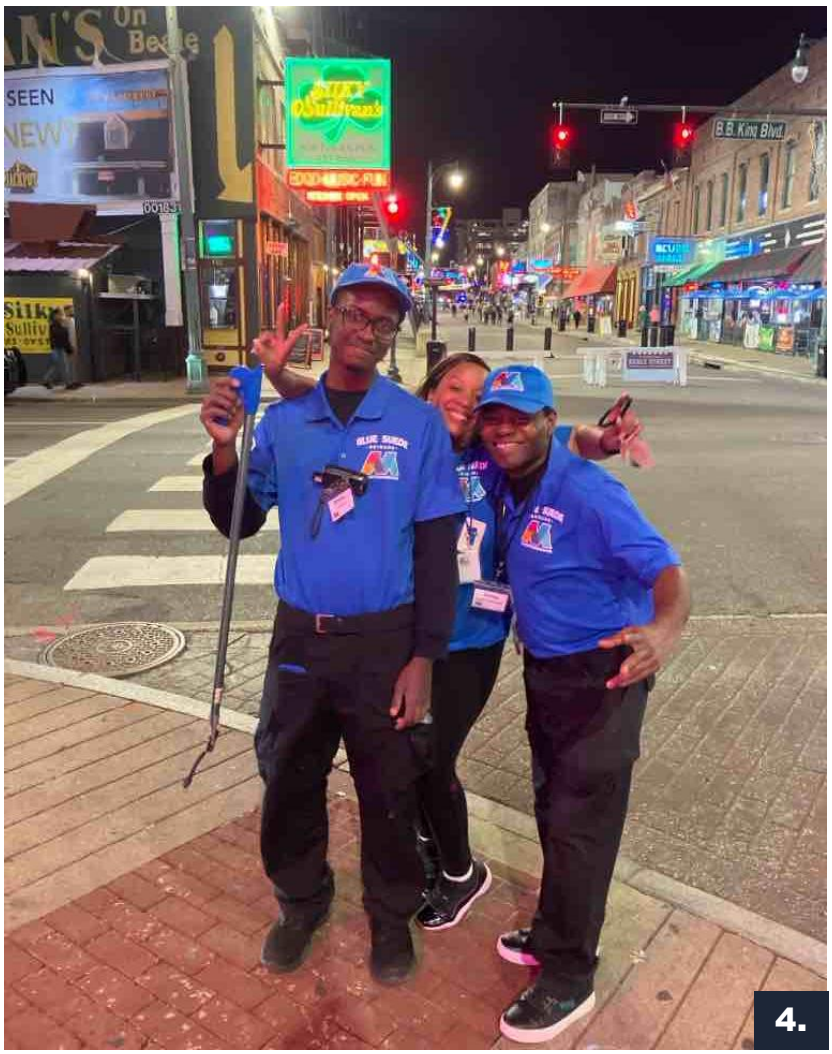
981
Directions Given

Ambassador Recognition:
Amadou Hanne

Ambassador tenure: 4 months

Amadou earned recognition and respect from Senior Leadership for his reliability, his inquisitive nature, and his input on how to improve existing processes. He excels at communication, skillfully engaging visitors and stakeholders in Downtown Memphis.

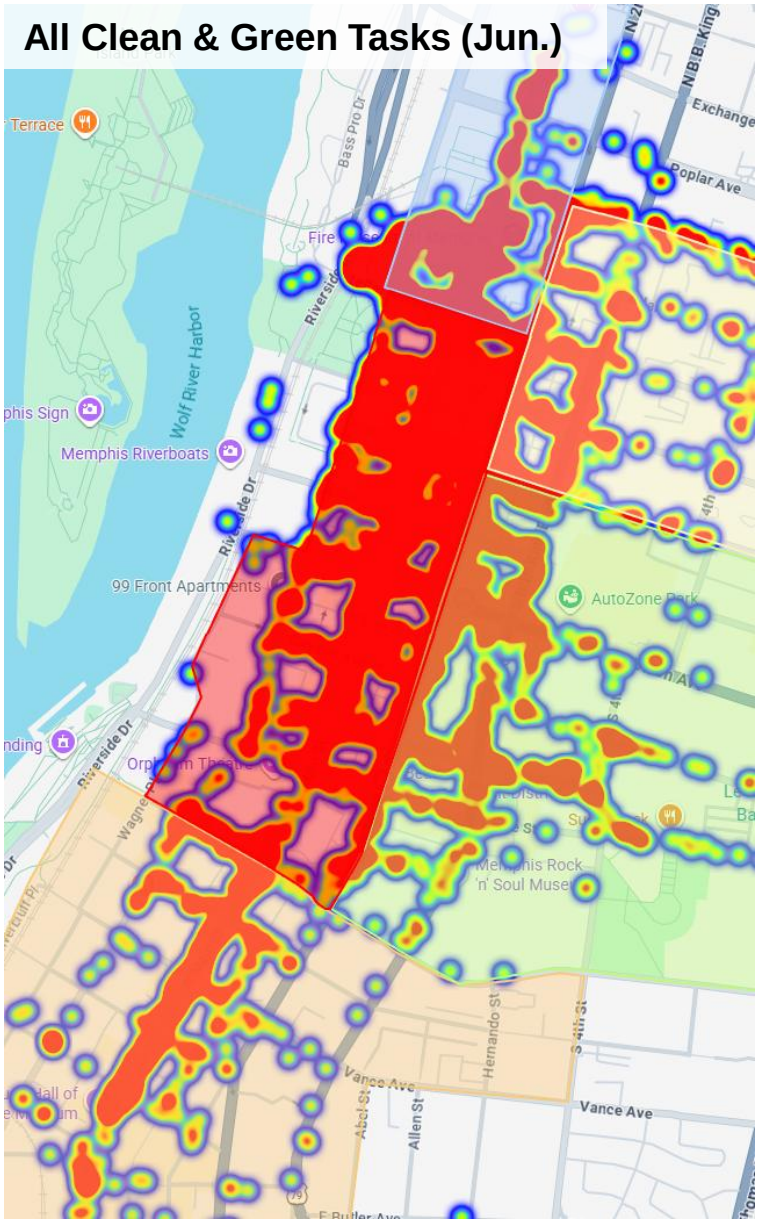
Thank you, Amadou!

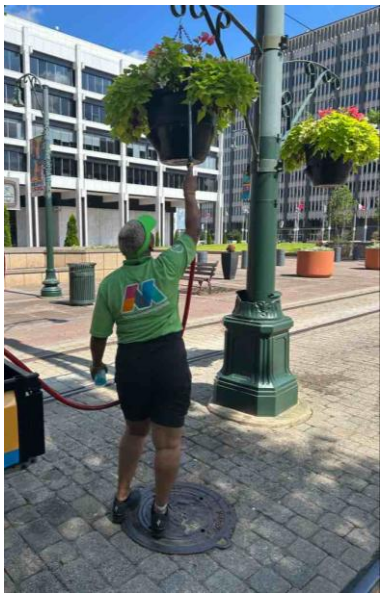


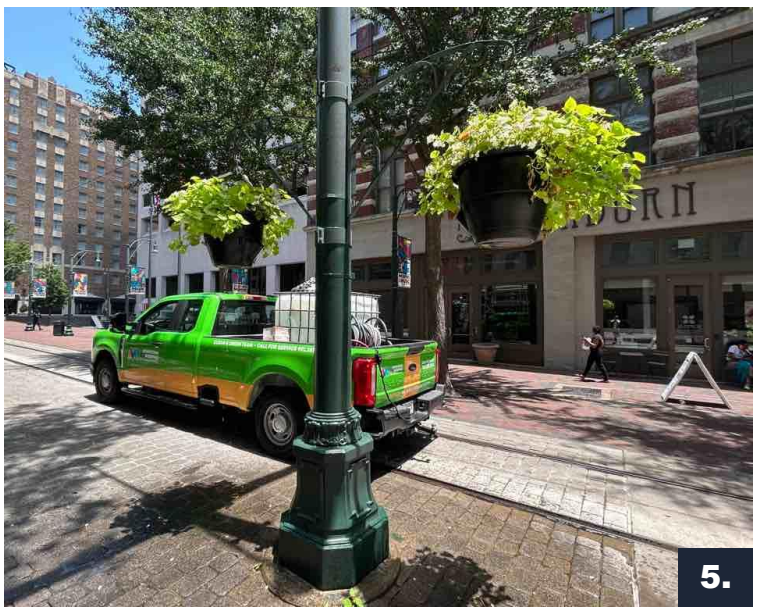
June 2026 - Top **Clean & Green** Tasks

ACTIVITY	TOTAL
Bags of Leaves	332
SmartWind Hours	12
SmartWind Bags Collected	5
Pressure Washing Hours	18
Mechanized Landscaping	48 hours
Biohazards Cleaned	258

ACTIVITY	TOTAL
Biohazards Cleaned	258
Public Trash Cans Cleaned	1,102
Big Belly Cans Cleaned	139
Trash Cans Emptied	239
Public Fixtures Cleaned	145
Posters/Stickers Removed	74







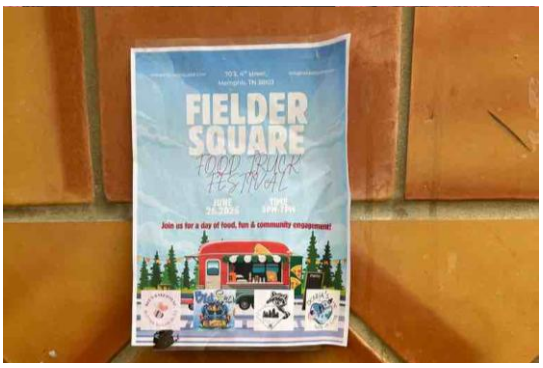
Graffiti, Stickers, and Litter

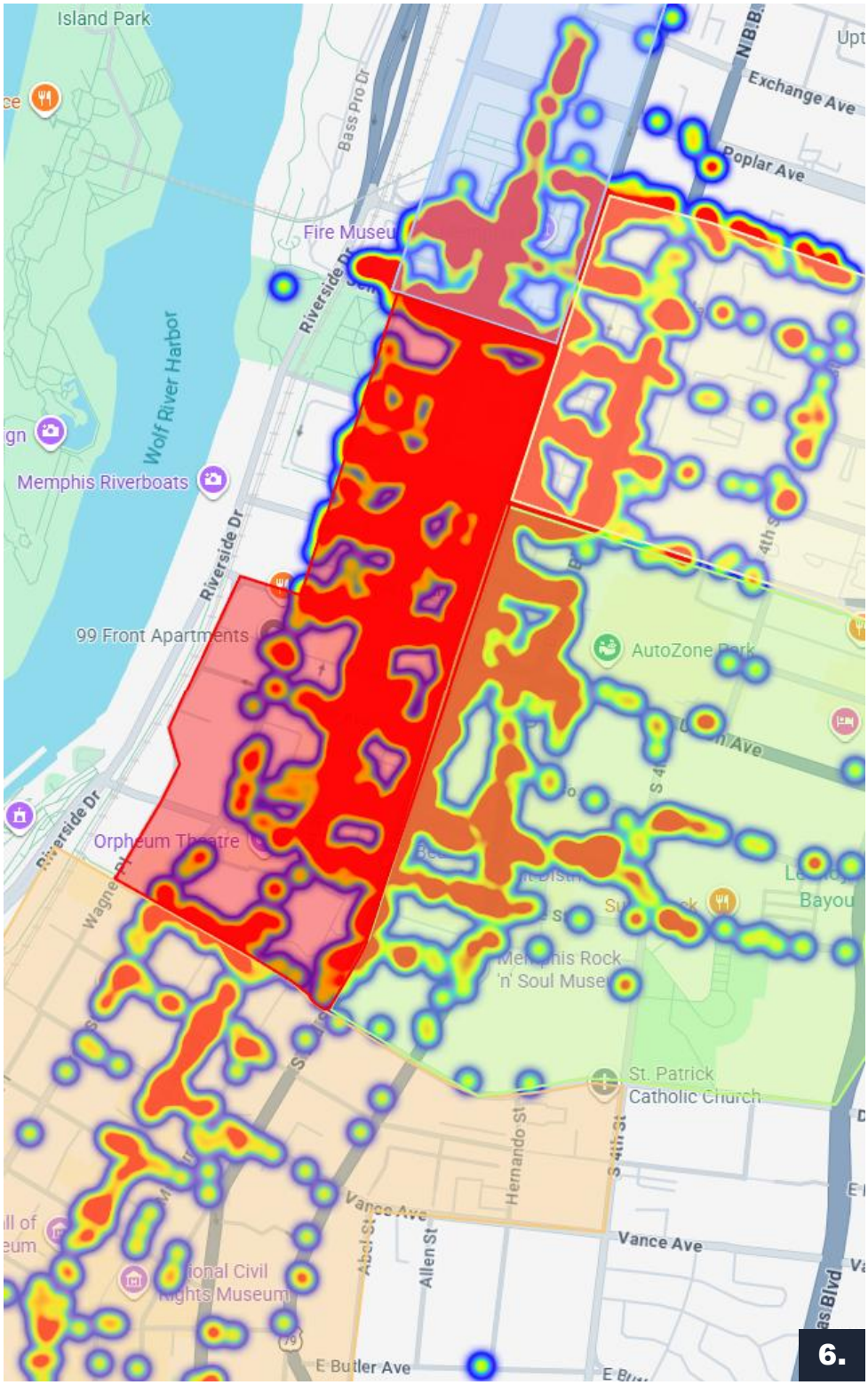
June continued the trend of fewer applications of illegal stickers, posters, and graffiti in Downtown Memphis.

In June, Ambassadors:

Picked up litter 4,462 times

Removed 77 posters, stickers, and graffiti tags





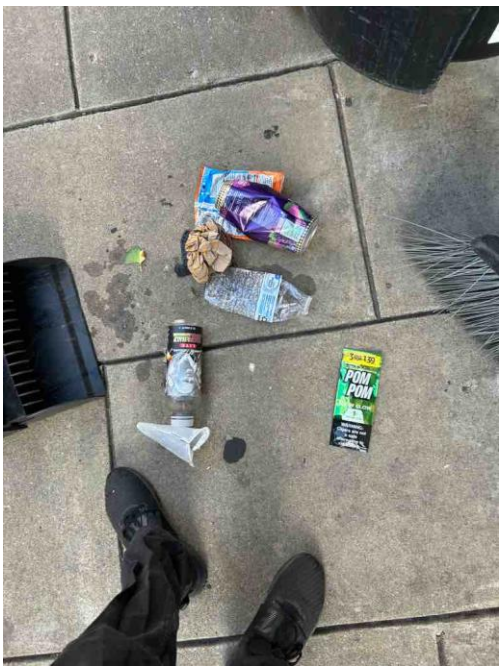
June 2026 – Top **Hospitality & Safety** Tasks

ACTIVITY	TOTAL
Calls to 911 For Assistance	6
Welfare Checks	712
Safety Dispatch Service Calls	9
Panhandling Interventions	58
Garage Inspections	177

ACTIVITY	TOTAL
Hospitality Assistance	14,135
Courtesy Escorts	237
Business Check-ins	3,730
Directions Provided	981
Umbrella Escort	4

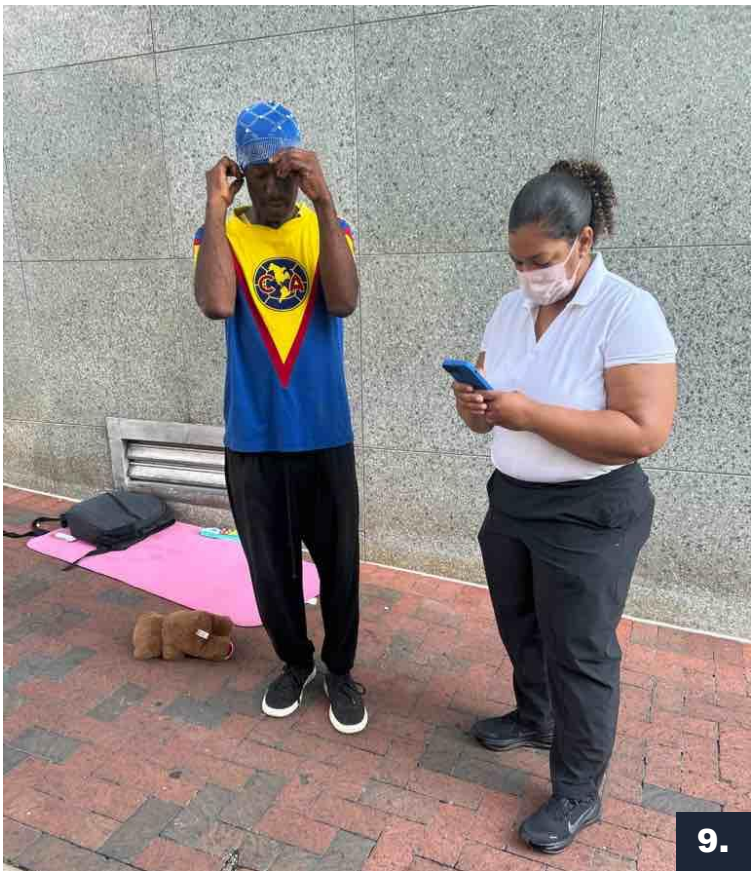
In The Eyes of an Ambassador

Ambassadors recorded 32,217 tasks in June. Here are some tasks as seen from their eyes:



New Team Member

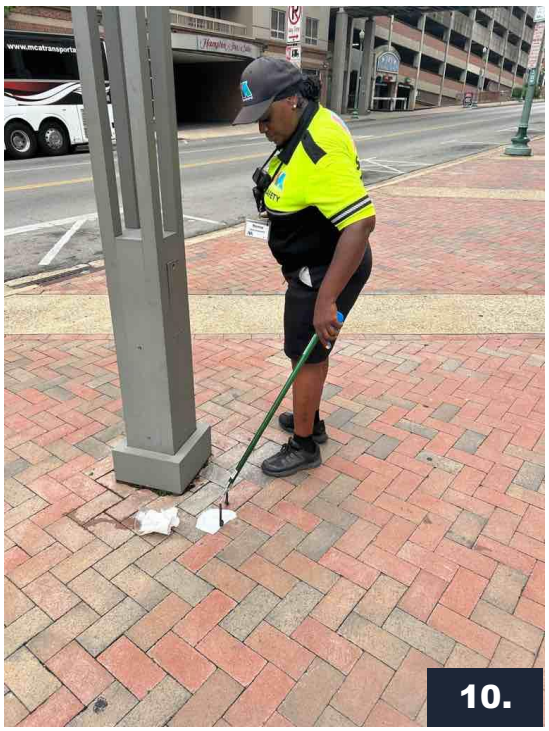
At the end of June, **Kiva Montgomery** joined the Ambassador Team in a brand new role: **Outreach Coordinator**. Graduating from University of Memphis in Social Work, her job is to develop connections with the unhoused and to connect them with resources available.



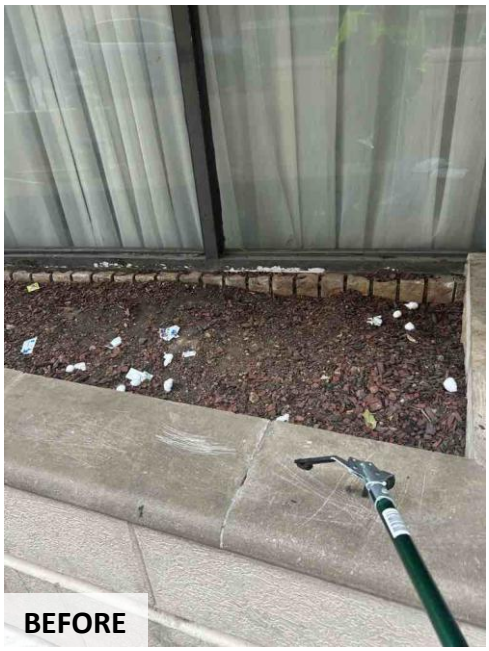
June 2026 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL	ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	6	Panhandling Intervention	58
Bags of Leaves Collected	332	Planters Watered	3,207
Bigbelly Trash Cans Cleaned	139	Pressure Washing Hours	18
Biohazards Cleaned	258	Posters/Stickers Removed	74
Block Faces Cleaned	464	Public Fixtures Cleaned	145
Business Contacts & Visits	3,730	Public Fixtures Painted	0
Courtesy Escorts Provided	237	Public Trash Cans Cleaned	1,102
Directions Given to Visitors	981	Public Trash Cans Emptied	239
Dog Park Cleanings	220	Safety Dispatch Calls for Service	9
Garage Inspections	177	SmartWind Bags Collected	5
Graffiti Tags Removed	3	SmartWind Street Sweeper Hours	12
Hospitality Interactions	14,135	Umbrella Escorts Provided	4
Landscaping Mechanized Hours	48	Weed Abatements	299
Litter Pickup Occurrences	4,462	Welfare Checks	712

Tasks Completed in May: 31,396



June 2026 Work Examples


BEFORE

BEFORE

BEFORE

AFTER

AFTER

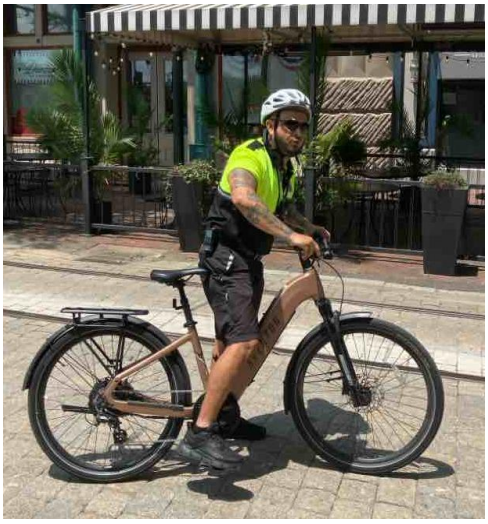
AFTER

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***

DOWNTOWN MEMPHIS COMMISSION

BLOCK by BLOCK
AN SMS HOLDINGS COMPANY

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

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.