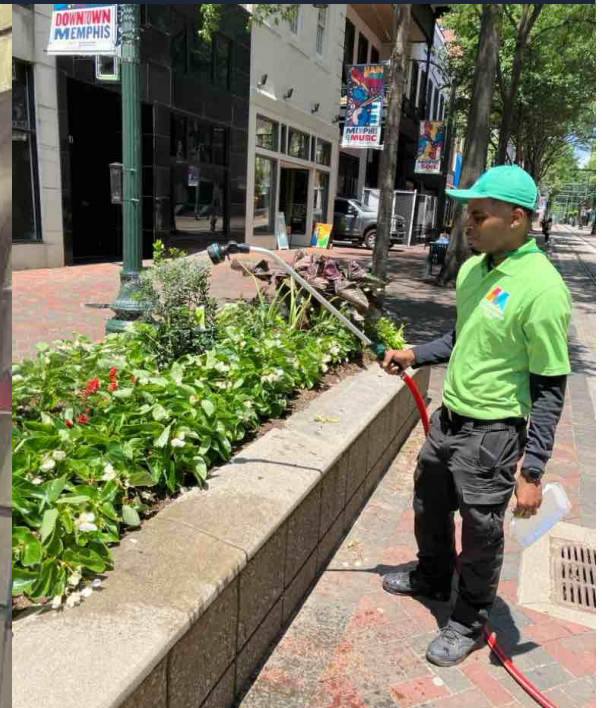




**DOWNTOWN
MEMPHIS
COMMISSION**

Monthly Operations Report

May 2026



6,759 Hours

Total Ambassador Team Hours – May 2026

5,357

Litter Collections

29,755

Tasks Completed

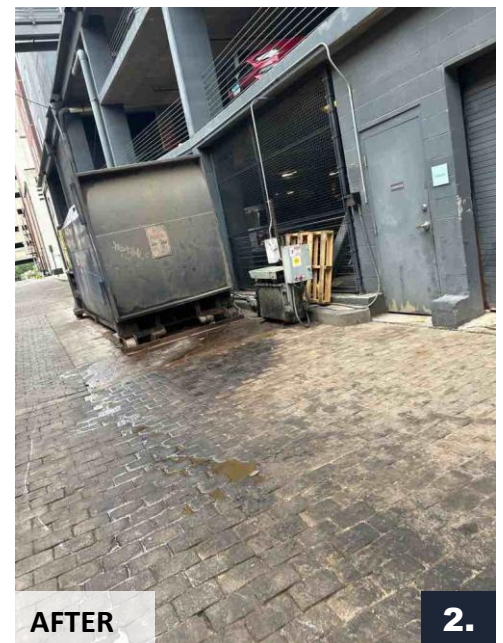
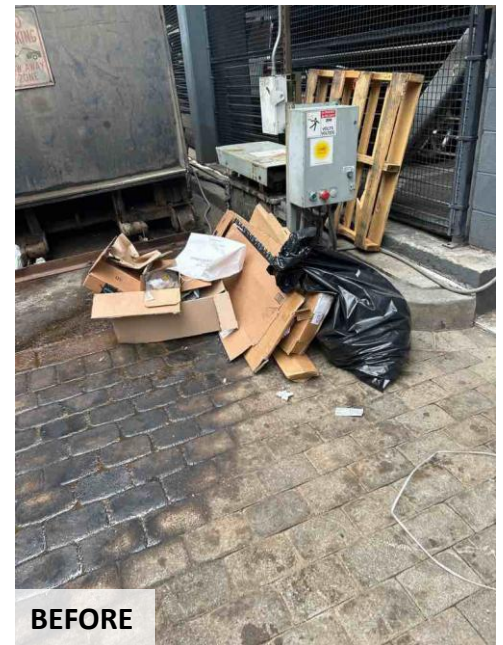
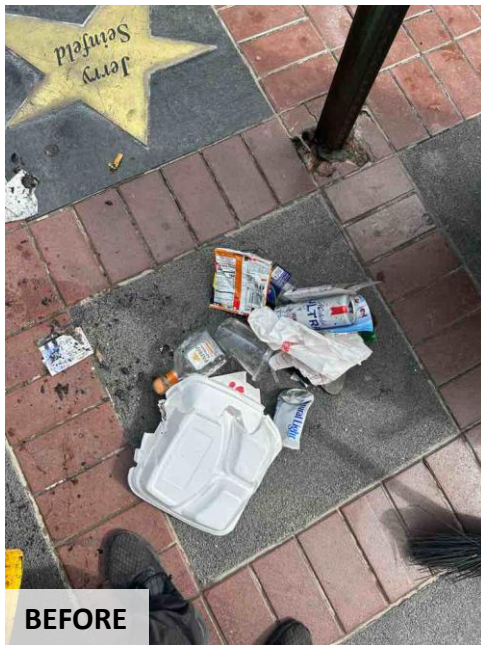
12,030

Hospitality Interactions

May Staffing Levels: 46 Total

- Clean & Green (17)
- Safety Team (14)
- Blue Suede Brigade (9)
- Dispatch (3)
- Senior Management (3)

In May, Ambassadors completed 29,755 tasks. The largest categories of task completion this month were hospitality- related tasks and tasks around caring for planters.



May 2026 Highlights



490

Bags of Leaves
Collected



625

Block Faces
Cleaned



12,030

Hospitality
Interactions



5,357

Litter Pickup
Occurrences



191

Garage
Inspections

2,356

Business Contacts
& Visits



512

Biohazards
Cleaned



2,132

Public Fixtures, Trash Cans,
& Bigbelly Stations Cleaned



769

Welfare
Checks

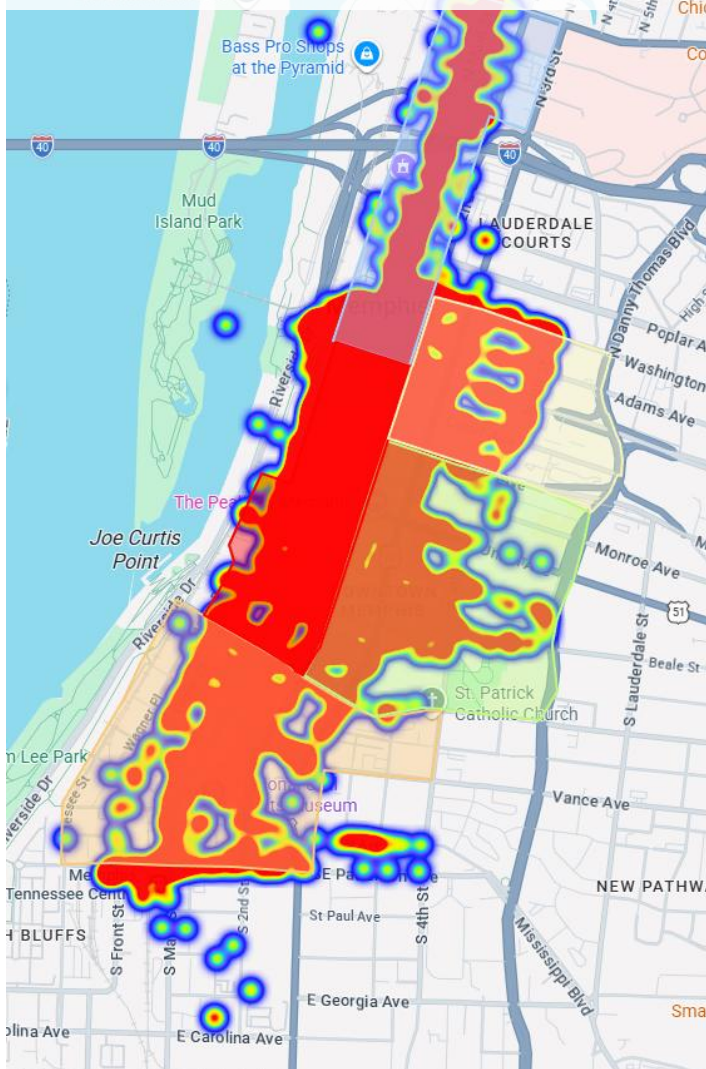


May 2026 - Top Clean & Green Tasks

ACTIVITY	TOTAL
Bags of Leaves	490
SmartWind Hours	39
SmartWind Bags Collected	20
Pressure Washing Hours	25
Mechanized Landscaping	47 hours
Biohazards Cleaned	512
Dog Park Cleanings	203

ACTIVITY	TOTAL
Graffiti Tags Removed	1
Public Trash Cans Cleaned	1,293
Big Belly Cans Cleaned	269
Trash Cans Emptied	307
Public Fixtures Painted	1
Public Fixtures Cleaned	349
Posters/Stickers Removed	160

All Clean & Green Tasks (May)



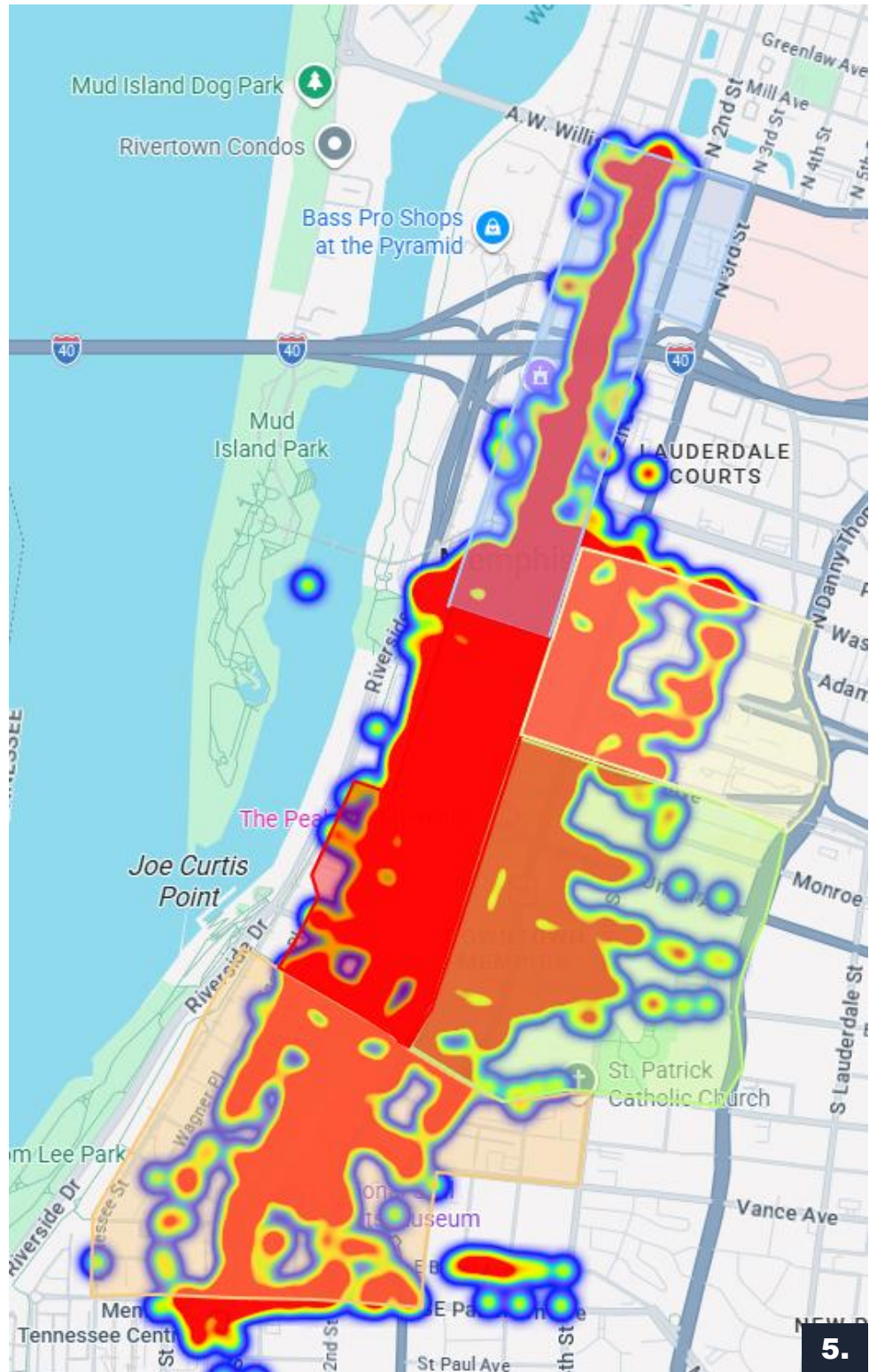
Graffiti, Stickers, and Litter

The month of May saw an uptick in litter collection over April. Conversely there were significantly fewer applications of illegal stickers, posters, and graffiti Downtown.

In May, Ambassadors:

Picked up litter 5,357 times

Removed 161 posters, stickers, and graffiti tags



May 2026 – Top Hospitality & Safety Tasks

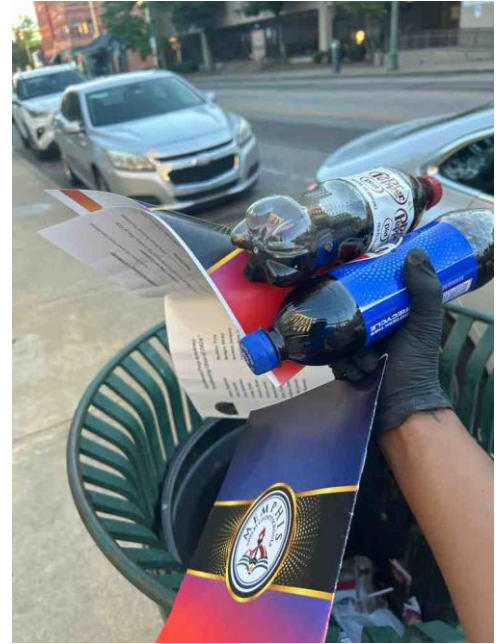
ACTIVITY	TOTAL
Calls to 911 For Assistance	15
Welfare Checks	769
Safety Dispatch Service Calls	25
Panhandling Interventions	77
Garage Inspections	191

ACTIVITY	TOTAL
Hospitality Assistance	12,030
Courtesy Escorts	110
Business Check-ins	2,356
Directions Provided	1,256
Umbrella Escort	5



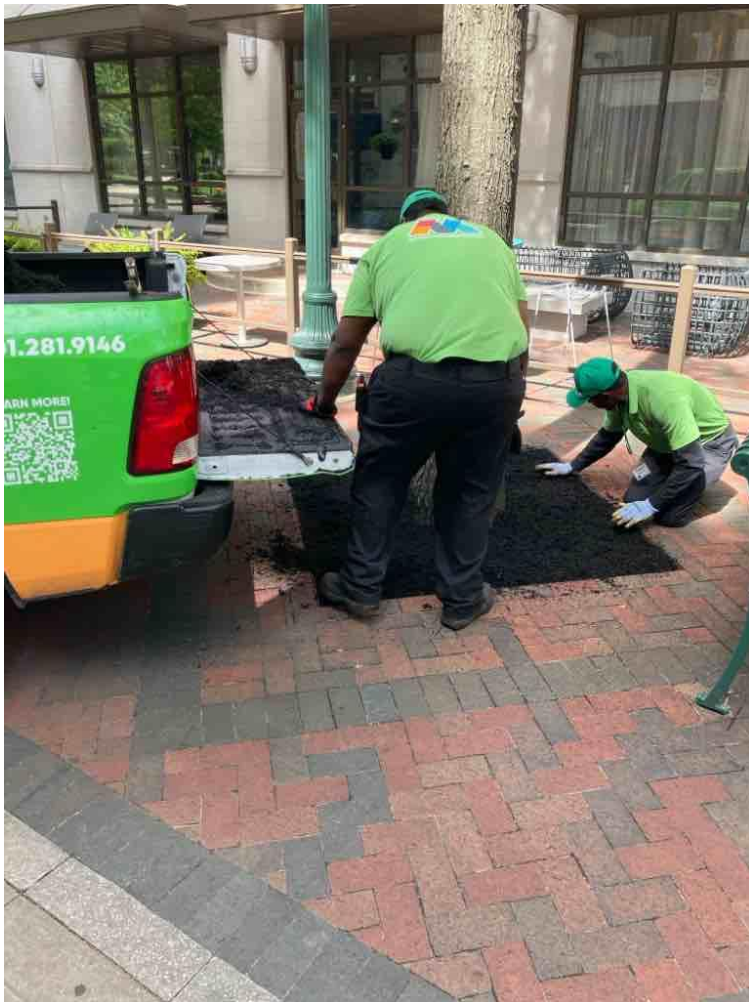
Litter Pickup

Litter Collection is a vital component in keeping areas looking clean and feeling safe. May reported 5,357 occurrences of Ambassadors picking up litter in Downtown Memphis.



Mulching the Tree Wells

On May 11th, the Clean and Green Team spread mulch across roughly 150 tree wells on the Main Street Mall. This is both aesthetic and functional. Mulch inhibits weed growth around the tree base, and it helps retain moisture—an essential feature in the hot Memphis summers.



Plant and Planter Care

Following April's herculean planting, the Clean & Green Team has diligently watered and cared for the planters along the Main Street Mall.



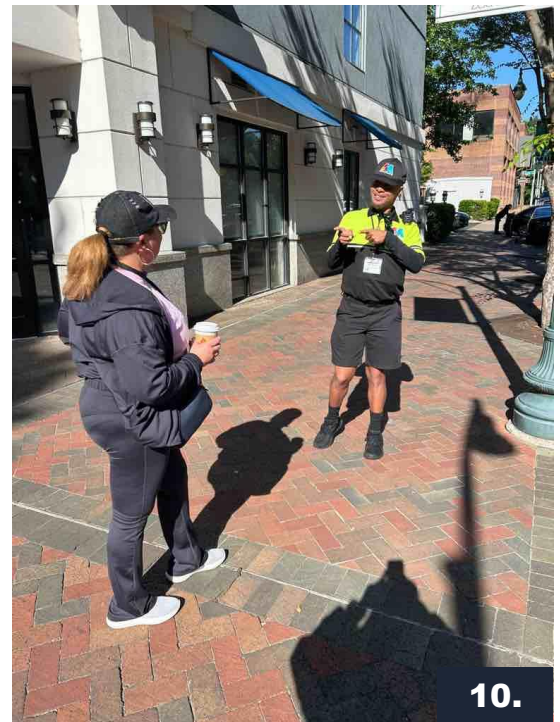
In May, Ambassadors watered planters 2,269 times, dedicating 160 hours to this task.



May 2026 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL	ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	15	Panhandling Intervention	77
Bags of Leaves Collected	490	Planters Watered	2,269
Bigbelly Trash Cans Cleaned	269	Pressure Washing Hours	25
Biohazards Cleaned	512	Posters/Stickers Removed	160
Block Faces Cleaned	625	Public Fixtures Cleaned	349
Business Contacts & Visits	2,356	Public Fixtures Painted	1
Courtesy Escorts Provided	200	Public Trash Cans Cleaned	1,293
Directions Given to Visitors	1,256	Public Trash Cans Emptied	307
Dog Park Cleanings	203	Safety Dispatch Calls for Service	25
Garage Inspections	191	SmartWind Bags Collected	20
Graffiti Tags Removed	1	SmartWind Street Sweeper Hours	39
Hospitality Interactions	12,30	Umbrella Escorts Provided	5
Landscaping Mechanized Hours	47	Weed Abatements	704
Litter Pickup Occurrences	5,357	Welfare Checks	769

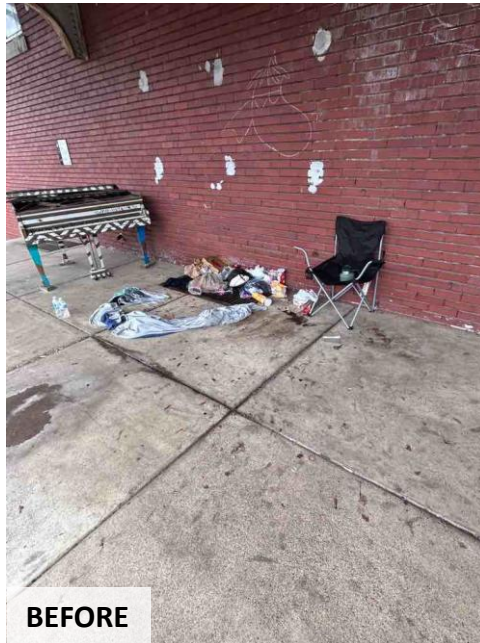
Tasks Completed in May: 29,755



May 2026 Work Examples



BEFORE



BEFORE



BEFORE



AFTER



AFTER



AFTER



SAFETY TEAM



CLEAN TEAM



BSB TEAM

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.