DOWNTOWN MEMPHIS COMMISSION

Monthly Operations Report

October 2026







7,433 Hours

Total Ambassador Team Hours – October 2026

3,077	28,533	9,890
Business Visits	Tasks Competed	Hospitality Interactions

October Staffing Levels: 44 Total

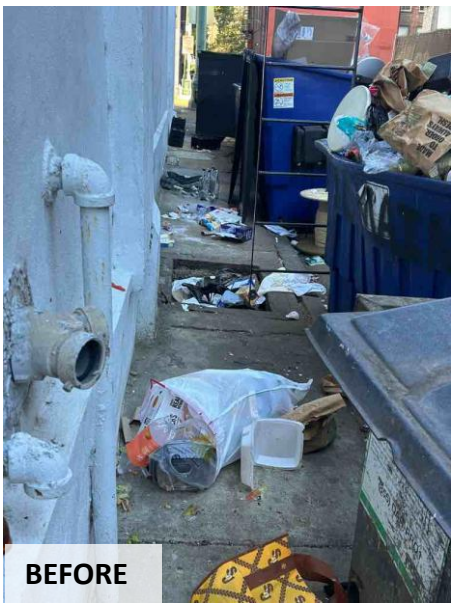
- Clean & Green (15)
- Safety Team (16)
- Blue Suede Brigade (6)
- Outreach (1)
- Dispatch (3)
- Senior Management (3)

In October, Ambassadors completed 28,533 tasks. The leading categories related to hospitality, business visits, plant care, and litter pickup.

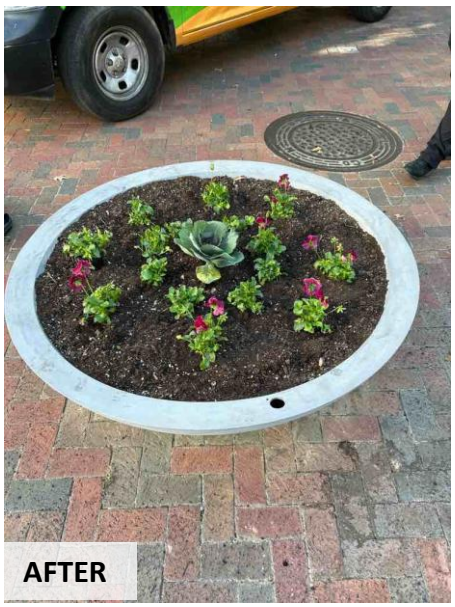


BEFORE


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BEFORE


AFTER


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October 2026 Highlights

614
Welfare Checks

32
Hours Watering Planters & Beds

1,636
Block Faces Cleaned

587
Biohazards Cleaned

12
Umbrella Escorts

1,665
Public Fixtures, Trash Cans, & BigBelly Stations Cleaned

7,560
Litter Pickup Occurrences

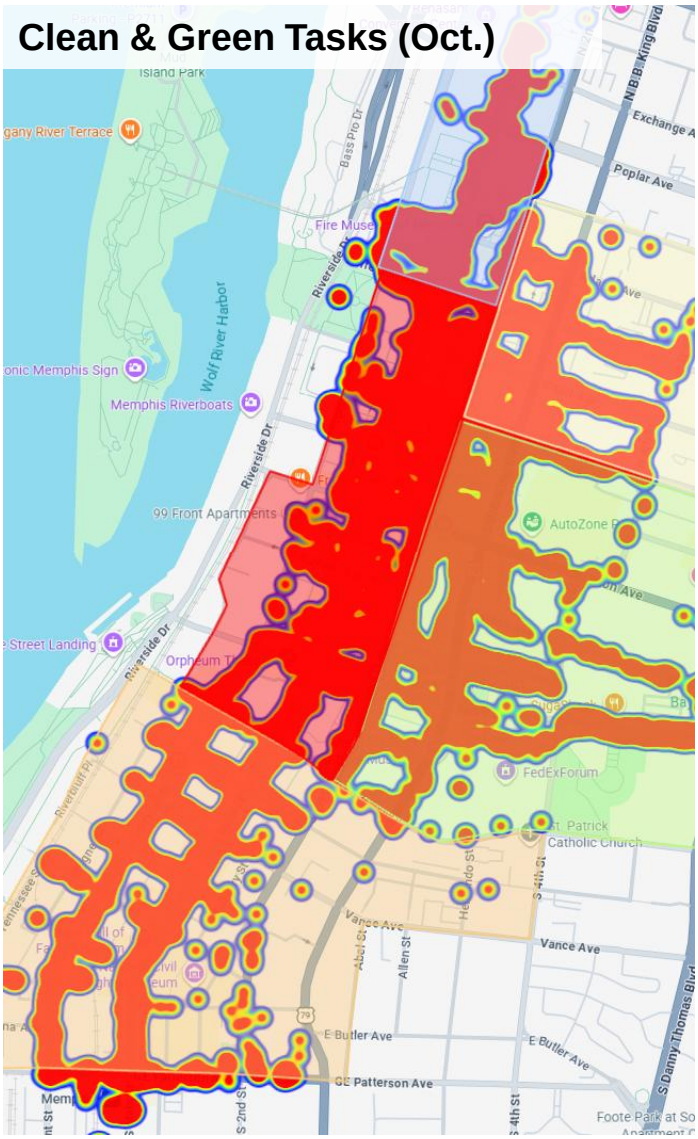
1,450
Directions Provided

144
Dog Park Cleanings

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

ACTIVITY	TOTAL
Bags of Plant Debris	328
SmartWind Hours	28
SmartWind Bags Collected	22
Pressure Washing Hours	12
Mechanized Landscaping	42 hours
Biohazards Cleaned	587
Dog Park Cleanings	144

ACTIVITY	TOTAL
Block Faces Cleaned	1,636
Public Fixtures Cleaned	626
Litter Pickups	7,560
Trash Cans Emptied	179
Planters Watered	555
Posters/Stickers Removed	118
Weed Abatements	107









Graffiti, Stickers, and Litter

Although October saw fewer graffiti applications than September, October experienced a significant increase in illegal posters and stickers.

In October, Ambassadors:

Picked up litter 7,560 times

Removed 118 posters, stickers, and graffiti tags



BEFORE



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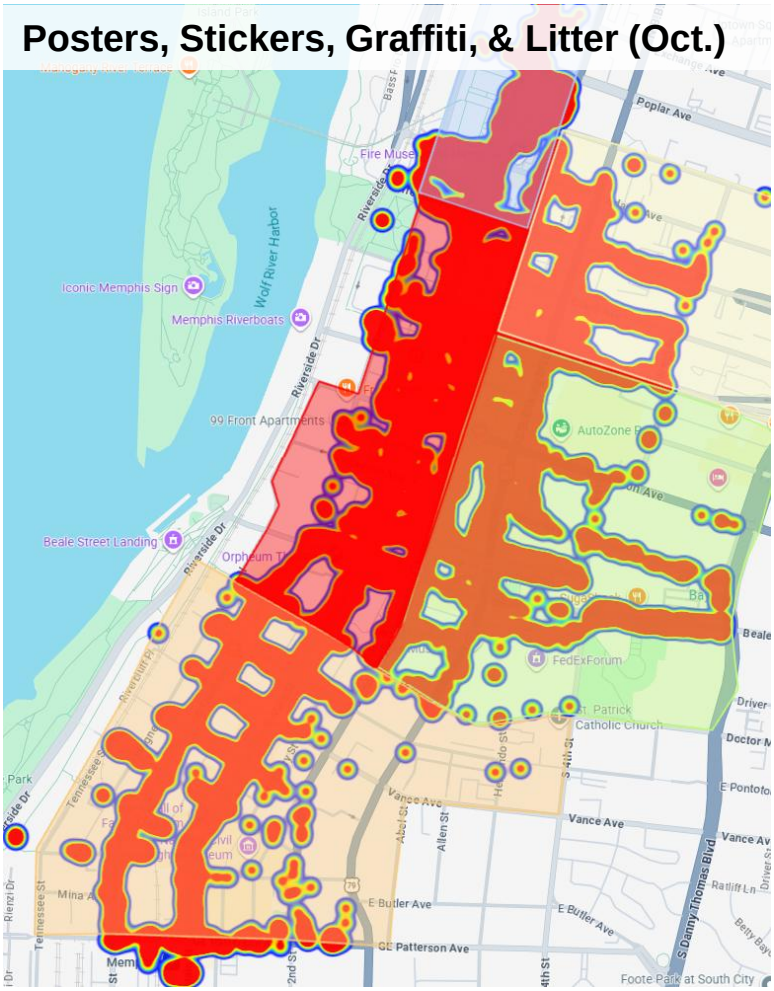


BEFORE



AFTER

Posters, Stickers, Graffiti, & Litter (Oct.)





BEFORE



AFTER

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

ACTIVITY	TOTAL
Calls to 911 For Assistance	3
Welfare Checks	614
Safety Dispatch Service Calls	14
Panhandling Interventions	8
Garage Inspections	82

ACTIVITY	TOTAL
Hospitality Assistance	9,890
Courtesy Escorts	358
Business Check-ins	3,077
Directions Provided	1,450
Umbrella Escort	12







October 2026 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL	ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	3	Panhandling Intervention	8
Bags of Plant Debris Collected	328	Planters Watered	555
Bigbelly Trash Cans Cleaned	0	Pressure Washing Hours	12
Biohazards Cleaned	1,665	Posters/Stickers Removed	118
Block Faces Cleaned	1,636	Public Fixtures Cleaned	626
Business Contacts & Visits	3,077	Public Fixtures Painted	6
Courtesy Escorts Provided	358	Public Trash Cans Cleaned	1,039
Directions Given to Visitors	1,450	Public Trash Cans Emptied	179
Dog Park Cleanings	144	Safety Dispatch Calls for Service	14
Garage Inspections	82	SmartWind Bags Collected	22
Graffiti Tags Removed	0	SmartWind Street Sweeper Hours	28
Hospitality Interactions	9,890	Umbrella Escorts Provided	12
Landscaping Mechanized Hours	42	Weed Abatements	107
Litter Pickup Occurrences	7,560	Welfare Checks	614

Tasks Completed in October: 28,533







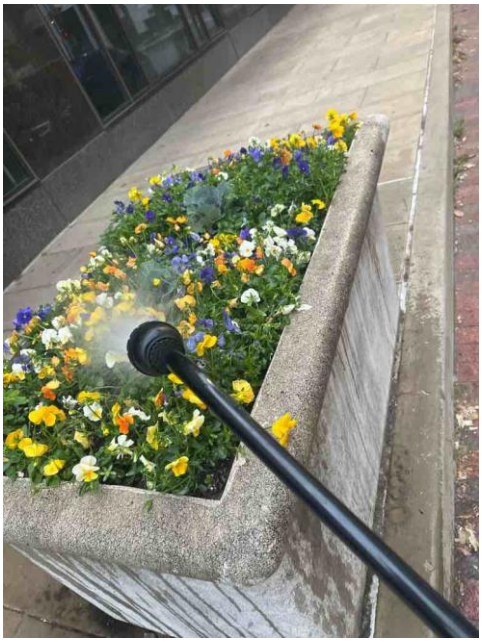
October Special Project
Fall Planting



In October, Ambassadors across all teams worked together to install 11,500 plants and flowers in planters and sidewalk beds along Main St, several side streets, and in Court Square Park.

Plants featured in this initiative include pansies, violas, winter cabbages, and winter kales.

The Clean & Green team watered individual planters and beds 555 times to accommodate the new flowers, cabbages, and kales installed by the ambassadors. They also filled 328 bags with plant debris.







Ambassador Recognition:
Maude Goode



Maude Goode is a member of the Clean & Green team. During his routine shifts, Maude displays incredible intentionality and a sense of urgency to tackle cleanliness issues Downtown.

In addition to his proficiency in work, he carries a warm and welcoming disposition to both the general public and internally on the team.

Thank you, Maude!

In one specific instance, Maude noticed an older lady who was in distress and was having trouble breathing. He ***immediately*** contacted dispatch to have EMS deployed to the scene.



October 2026 Work Examples



BEFORE



BEFORE



BEFORE



AFTER



AFTER



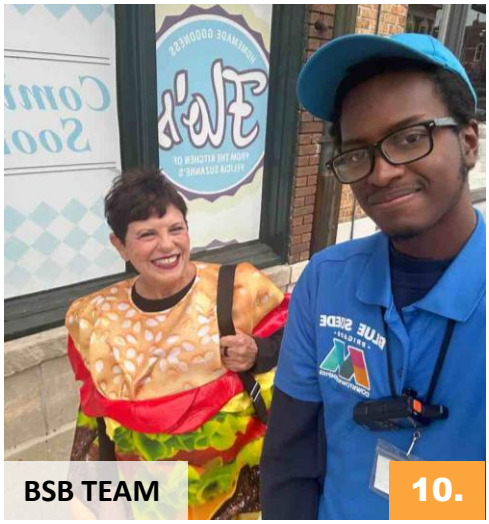
AFTER



SAFETY TEAM

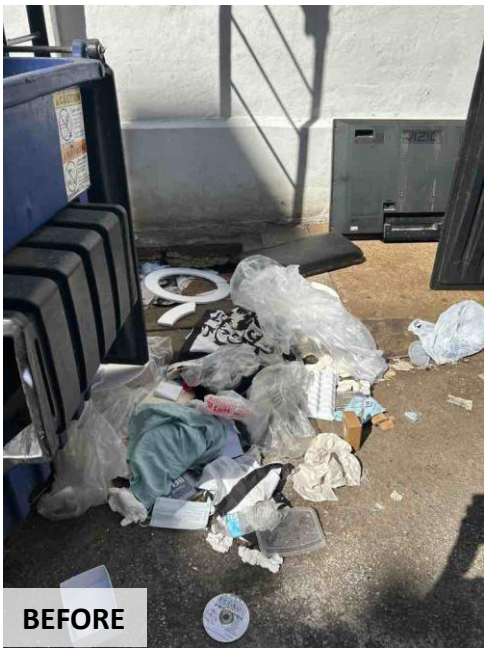


CLEAN TEAM



BSB TEAM

October 2026 Work Examples


BEFORE

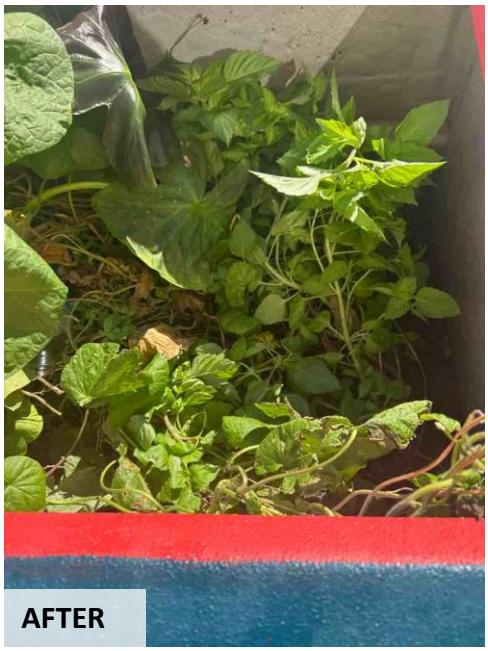


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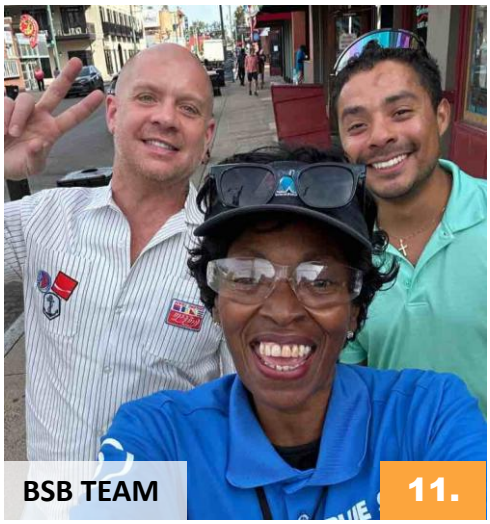

AFTER


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***

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 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.