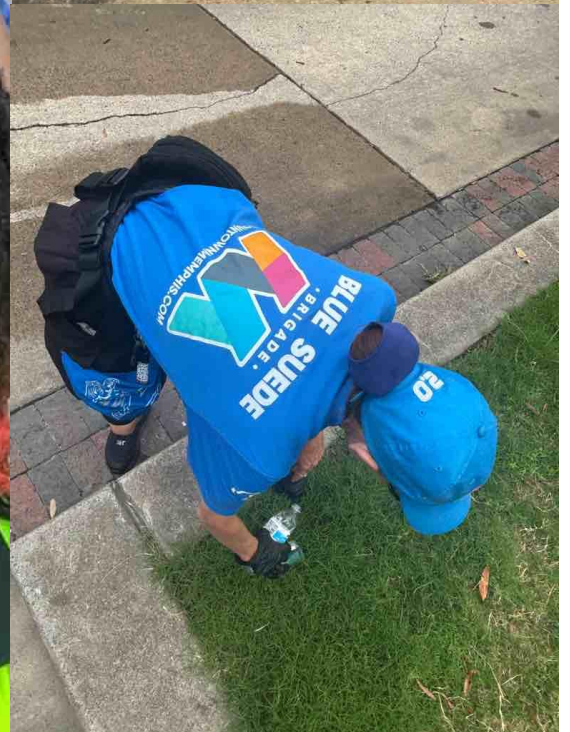




**DOWNTOWN
MEMPHIS
COMMISSION**

Monthly Operations Report

September 2026



6,853 Hours

Total Ambassador Team Hours – September 2026

1,942

Business Visits

24,770

Tasks Completed

7,384

Hospitality Interactions

September Staffing Levels: 44 Total

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

In September, Ambassadors completed 24,770 tasks. The leading categories related to hospitality, business visits, plant care, and litter pickup.



September 2026 Highlights



741

Welfare
Checks



1,127

Block Faces
Cleaned



10

Umbrella
Escorts



8,322

Litter Pickup
Occurrences



44

Garage
Inspections

32

Hours Watering
Planters & Beds



415

Biohazards
Cleaned



1,255

Public Fixtures, Trash Cans,
& BigBelly Stations Cleaned



261

Courtesy Escorts
Provided

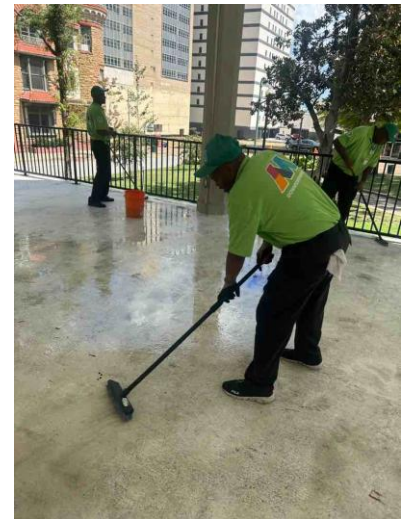
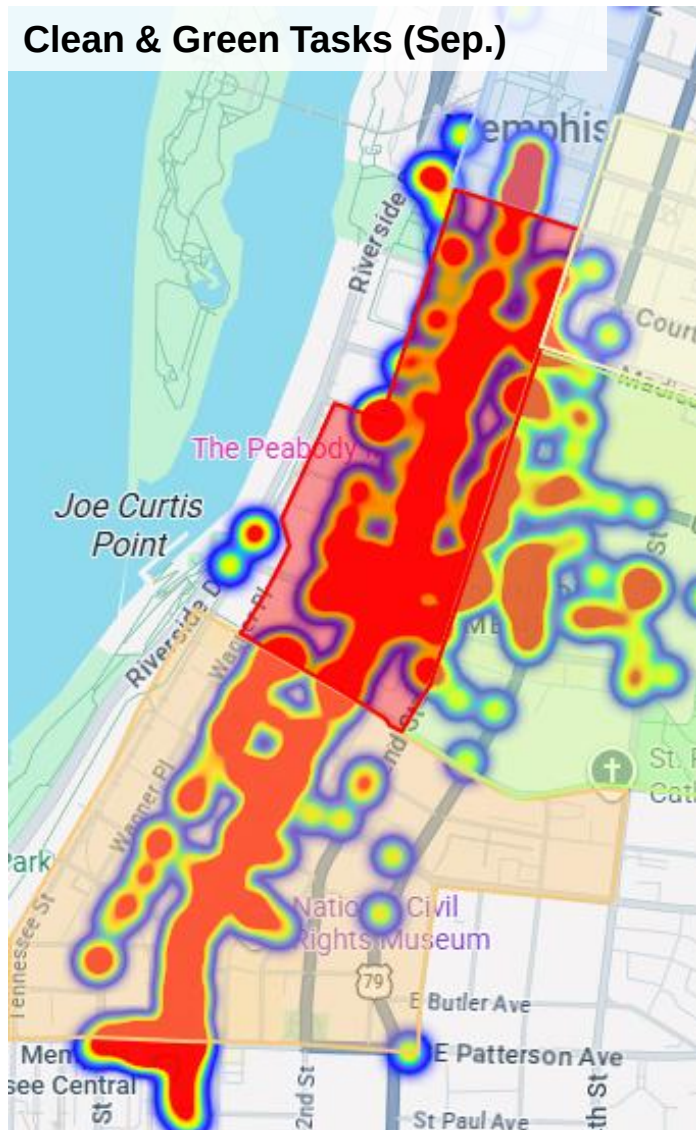


September 2026 - Top Clean & Green Tasks

ACTIVITY	TOTAL
Bags of Plant Debris	597
SmartWind Hours	43
SmartWind Bags Collected	35
Pressure Washing Hours	15
Mechanized Landscaping	40 hours
Biohazards Cleaned	415
Dog Park Cleanings	71

ACTIVITY	TOTAL
Block Faces Cleaned	1,127
Fixtures Cleaned	427
Litter Pickups	8,322
Trash Cans Emptied	157
Planters Watered	1,097
Posters/Stickers Removed	16
Graffiti Tags Removed	10

Clean & Green Tasks (Sep.)



Graffiti, Stickers, and Litter

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

In September, Ambassadors:

Picked up litter 8,322 times

Removed 26 posters, stickers, and graffiti tags



BEFORE



AFTER

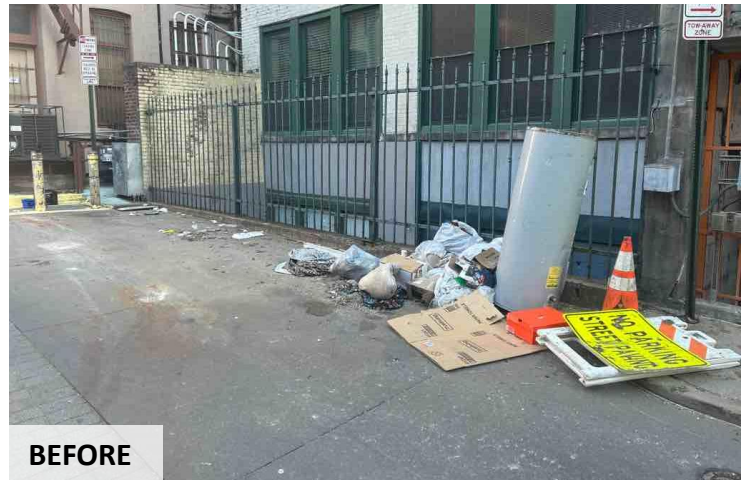
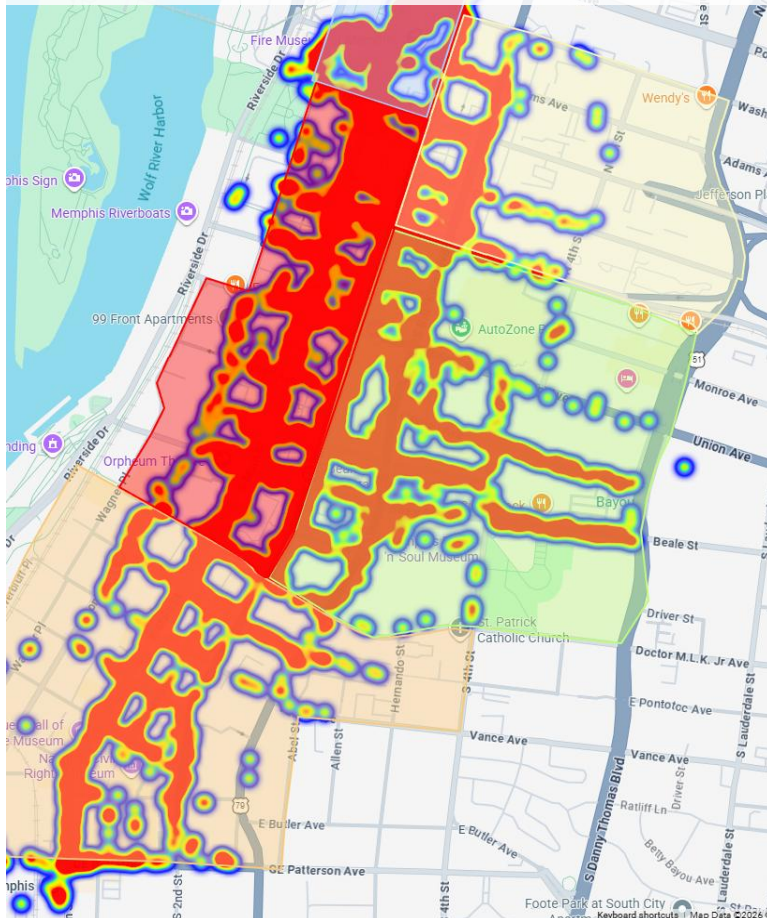


BEFORE



AFTER

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



BEFORE



AFTER

September 2026 – Top Hospitality & Safety Tasks

ACTIVITY	TOTAL
Calls to 911 For Assistance	10
Welfare Checks	741
Safety Dispatch Service Calls	23
Panhandling Interventions	4
Garage Inspections	44

ACTIVITY	TOTAL
Hospitality Assistance	7,384
Courtesy Escorts	261
Business Check-ins	1,942
Directions Provided	1,013
Umbrella Escort	10



September 2026 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL	ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	10	Panhandling Intervention	4
Bags of Plant Debris Collected	597	Planters Watered	1,097
Bigbelly Trash Cans Cleaned	18	Pressure Washing Hours	32
Biohazards Cleaned	415	Posters/Stickers Removed	16
Block Faces Cleaned	1,127	Public Fixtures Cleaned	427
Business Contacts & Visits	1,942	Public Fixtures Painted	1
Courtesy Escorts Provided	261	Public Trash Cans Cleaned	810
Directions Given to Visitors	1,013	Public Trash Cans Emptied	157
Dog Park Cleanings	71	Safety Dispatch Calls for Service	23
Garage Inspections	44	SmartWind Bags Collected	35
Graffiti Tags Removed	10	SmartWind Street Sweeper Hours	43
Hospitality Interactions	7,384	Umbrella Escorts Provided	10
Landscaping Mechanized Hours	40	Weed Abatements	84
Litter Pickup Occurrences	8,322	Welfare Checks	741

Tasks Completed in September: 24,770



September Special Project Planter and Bed Preparation



Near the end of September, Ambassadors spent significant time and resources preparing Downtown flower beds and planters for the planned October planting. This work was carried by the Clean & Green team and it primarily included removing seasonal plants that had reached the end of their life.

Removing these plants, decreased the number of Watering Hours required for maintenance during the month of September. In turn, this bed preparation also increased other plant-oriented tasks, like Bags of Plant Debris filled and Landscaping Plant Care.

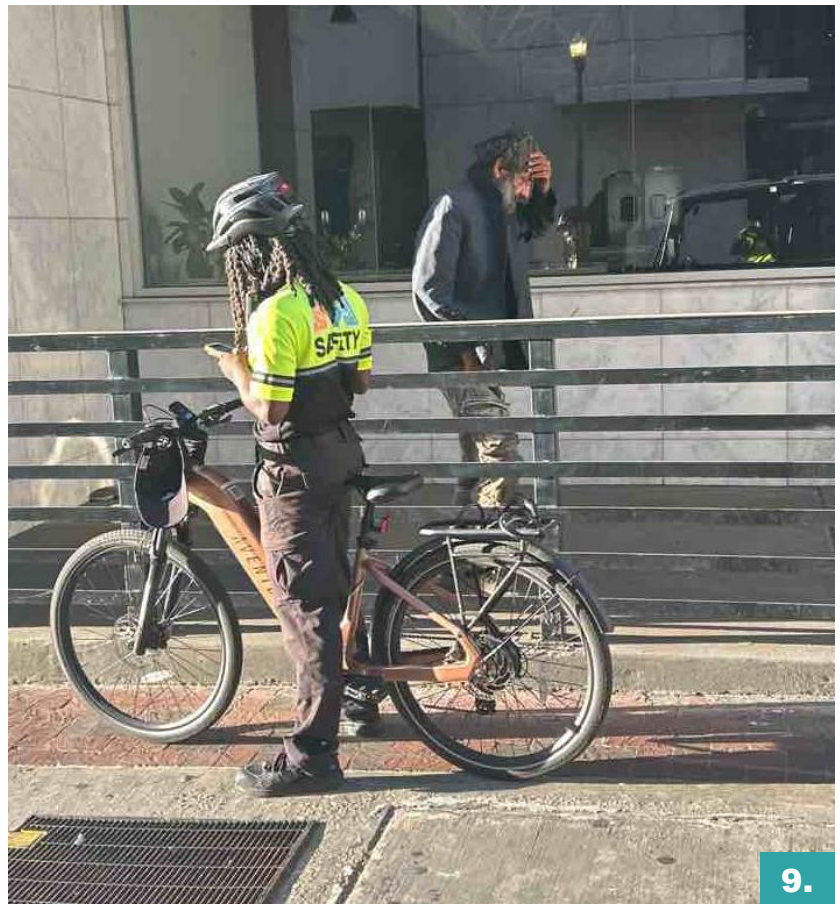


Ambassador Recognition: **Brandon James**



Brandon is a newer member of the Safety Team, and he very quickly became a valuable asset to the Ambassador Program. He approaches tasks with a strong sense of urgency, he carries a cheerful attitude, and he consistently goes above and beyond to provide event support Downtown.

Thank you, Brandon!



September 2026 Work Examples



BEFORE



BEFORE



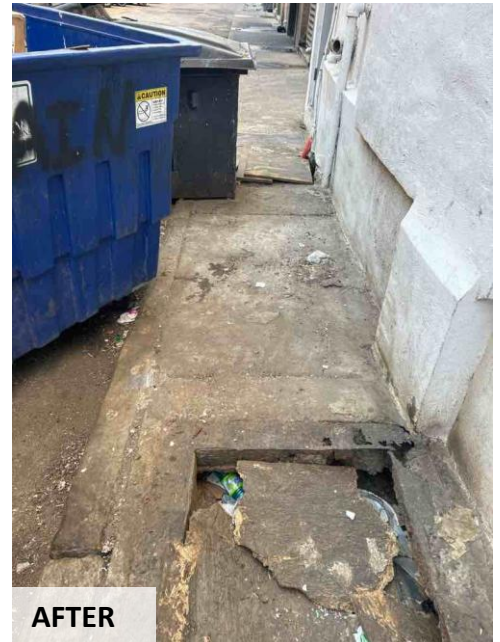
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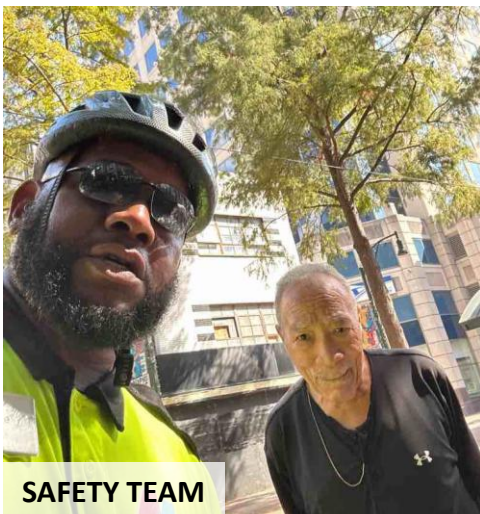
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AFTER



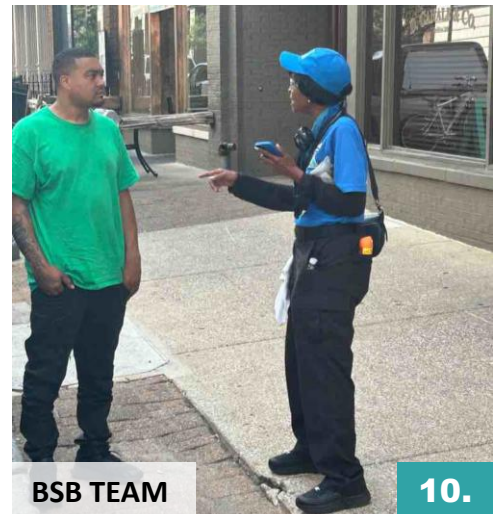
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SAFETY TEAM



CLEAN TEAM



BSB TEAM

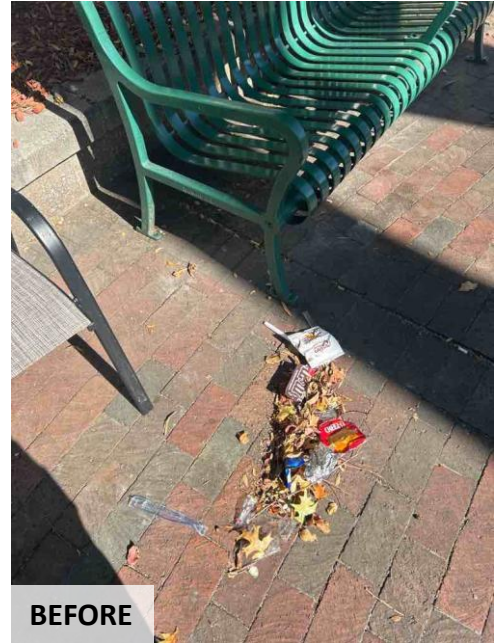
September 2026 Work Examples



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 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.