DOWNTOWN MEMPHIS COMMISSION

Monthly Operations Report

September 2025

6,978 Hours

Total Ambassador Team Hours - September 2025

1,420	6,056	52
Total Block Faces Cleaned	Tasks Competed	Graffiti Tags Removed

Sept. Staffing Levels: 42 Total

- Clean & Green (13)
- Safety Team (16)
- Blue Suede Brigade (7)
- Dispatch (3)
- Senior Management (3)

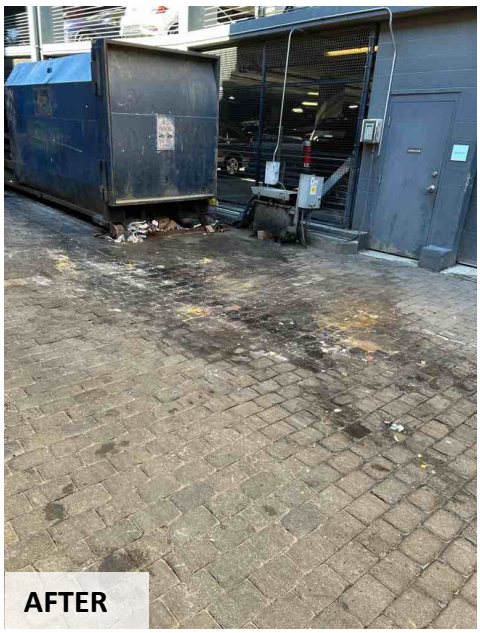
During September 2025, the Downtown Memphis Ambassador Team recorded the completion of roughly **6,000 tasks**. To maintain consistent service levels and account for anticipated attrition, staffing exceeded the budgeted 40 positions, with 42 team members deployed.

BEFORE

BEFORE

BEFORE

AFTER


AFTER

AFTER

September 2025 Highlights

483
Bags of litter collected

24
Call for Emergency Assistance (911)

1,420
Block Faces Cleaned

52
Graffiti Tags Removed

192
Weed removals

1,085
Public fixtures, standard trashcans, & big belly trash cans cleaned

15
Umbrella Escorts

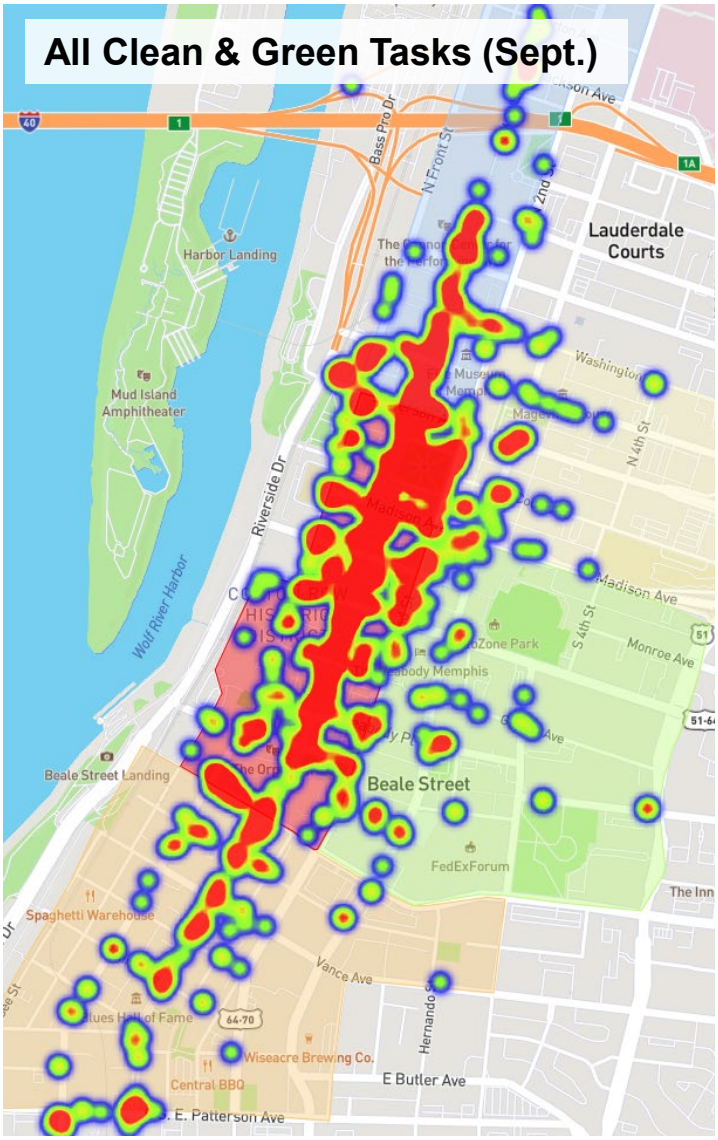
634
Hospitality Assistance Provided

452
Biohazards removed

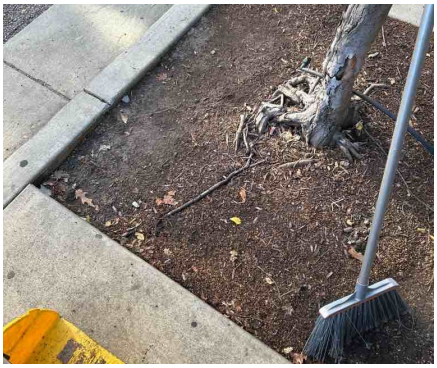
September 2025 - Top Clean & Green Tasks

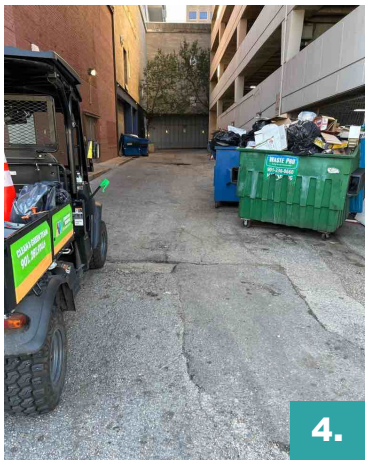
ACTIVITY	TOTAL
Bags of Litter	483
SmartWind Hours	3
SmartWind Bags Collected	4
Pressure Washing Hours	12
Mechanized Landscaping	35 hours
Biohazards Cleaned	452
Dog Park Cleanings	33

ACTIVITY	TOTAL
Graffiti Tags Removed	52
Public Trash Cans Cleaned	630
Big Belly Cans Cleaned	188
Trash Cans Emptied	226
Public Fixtures Painted	16
Public Fixtures Cleaned	267
Posters/Stickers Removed	194



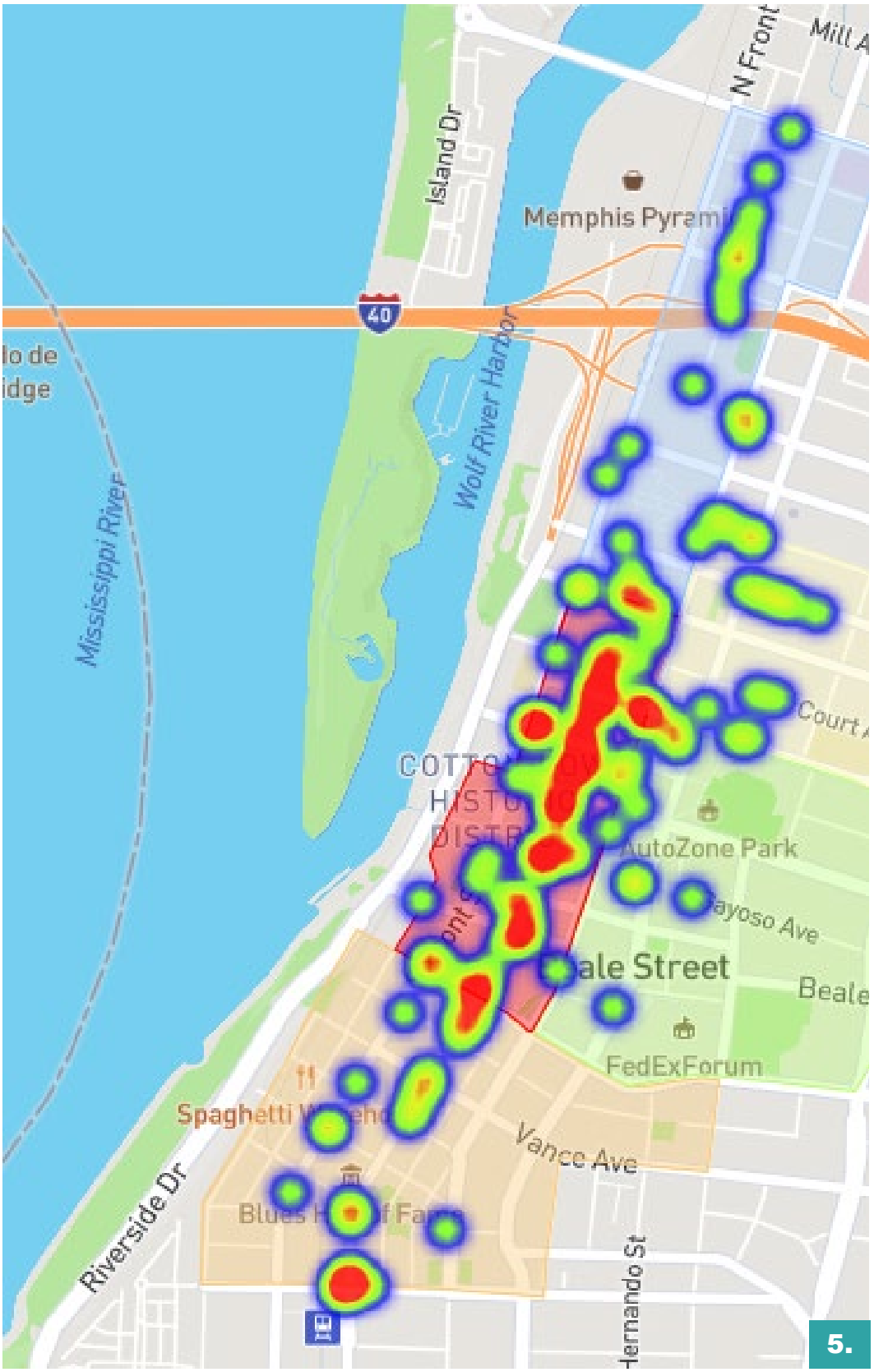
As late September ushered in the fall planting season, the team also intensified efforts to improve alley conditions with targeted cleanups.





Graffiti, Sticker, & Poster Removal

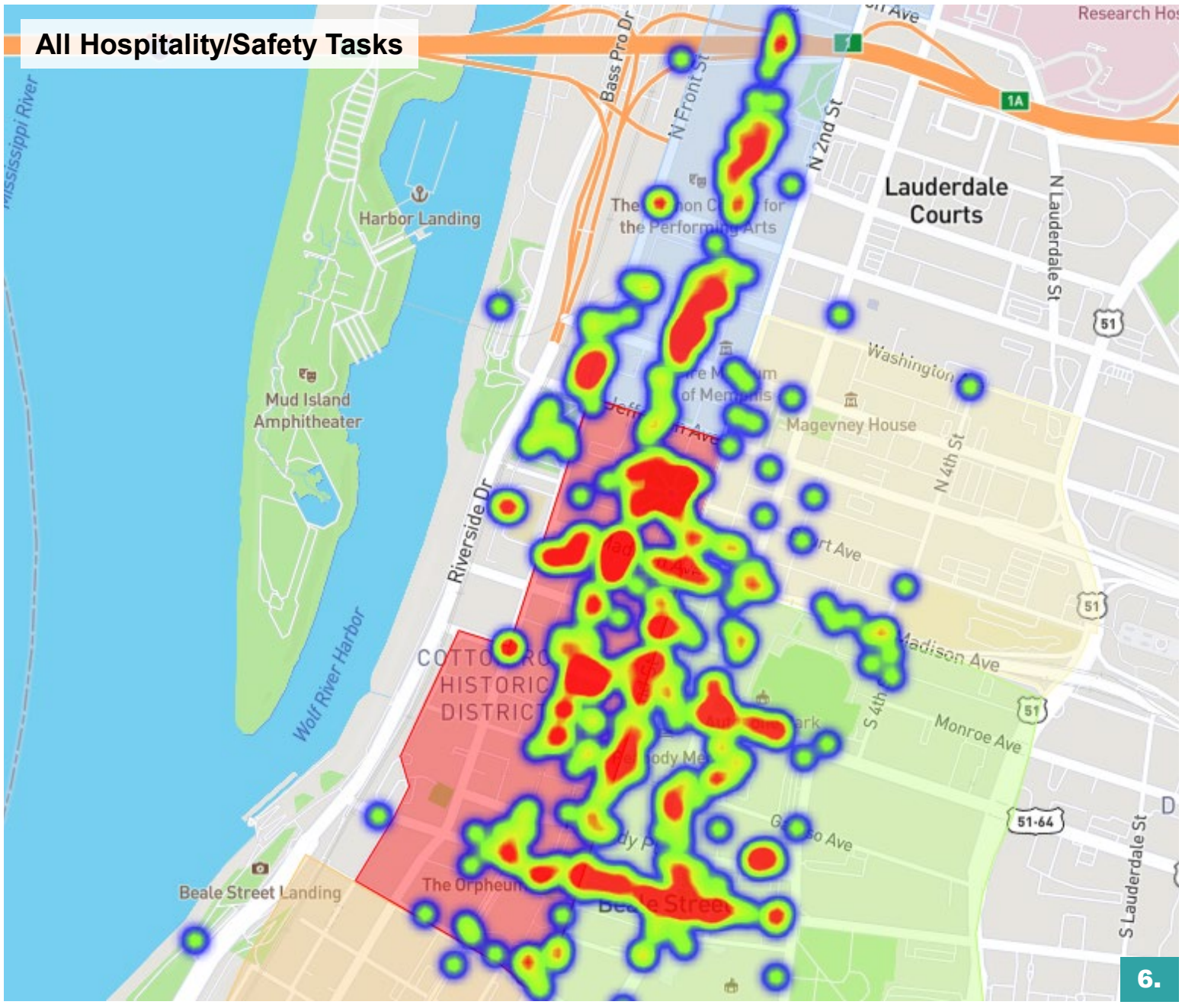
Ambassadors addressed **246 graffiti tags, posters, and stickers** this month. Even seemingly minor nuisances, when left unchecked, contribute to a sense of neglect. Proactive removal supports a cleaner, safer, and more welcoming Downtown.



September 2025 –
Top **Hospitality & Safety** Tasks

ACTIVITY	TOTAL
Calls to 911 For Assistance	24
Welfare Checks	533
Safety Dispatch Service Calls	6
Aggressive Panhandling	3

ACTIVITY	TOTAL
Hospitality Assistance	634
Courtesy Escorts	25
Umbrella Escorts	15
Directions Provided	167



September 2025 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	24
Bags of Litter/Leaves Collected	483
Big Belly Trash Cans Cleaned	188
Biohazards Cleaned	455
Total Block Faces Cleaned	1,420
Business Contacts & Visits	23
Directions Given To Visitors	167
Dog Park Cleanings	33
Public Trash Cans Emptied	226
Public Fixtures Painted	16
Graffiti Tags Removed	52
Hospitality Interactions	634
Landscaping Mechanized Hours	35
Aggressive Panhandling Issues	3
Planters Watered	52
Posters/Stickers Removed	194
Pressure Washing Hours	12
Public Fixtures Cleaned	267
Safety Dispatch Calls For Service	6
Courtesy Escorts Provided	25
SmartWind Street Sweeper Hours	3
SmartWind Bags Collected	4
Public Trash Cans Cleaned	630
Umbrella Escorts Provided	15
Weed Abatements	192
Welfare Checks	533
TOTAL TASKS THIS MONTH	***6,056***

Graffiti Removal Example: Before

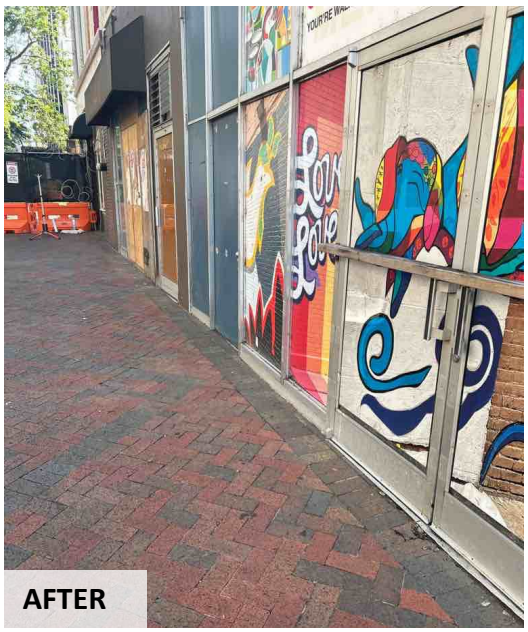
After

September 2025 Work Examples

BEFORE

BEFORE

BEFORE



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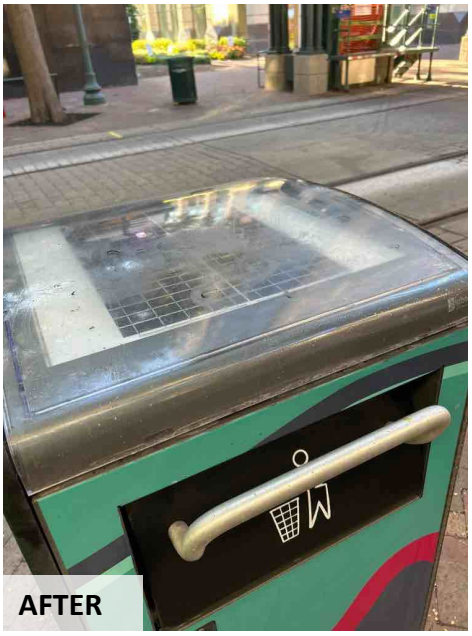
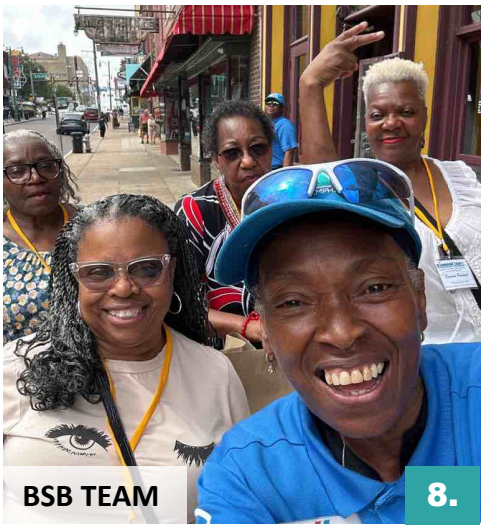


AFTER

AFTER

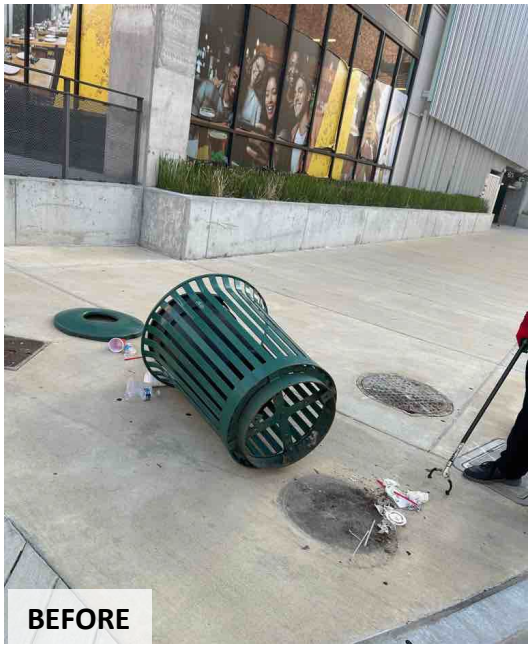
SAFETY TEAM

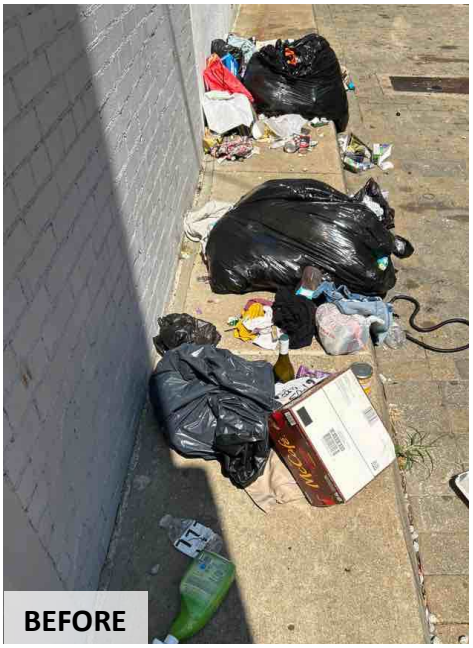
CLEAN TEAM



BSB TEAM

September 2025 Work Examples


BEFORE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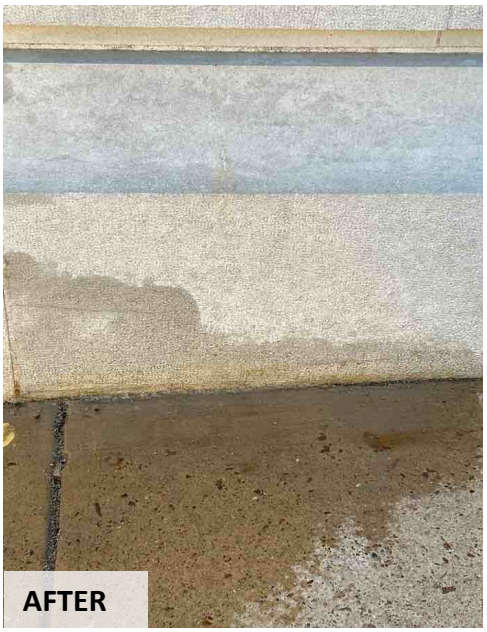
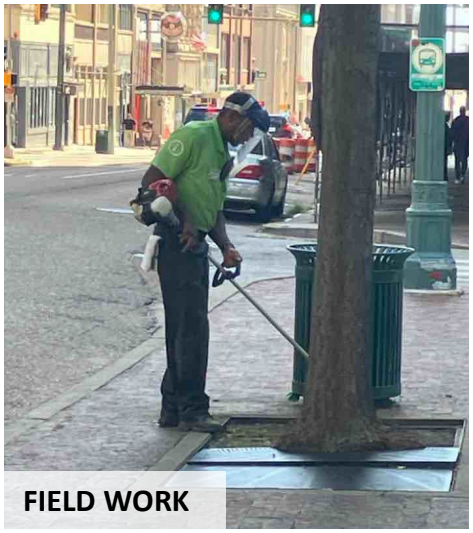
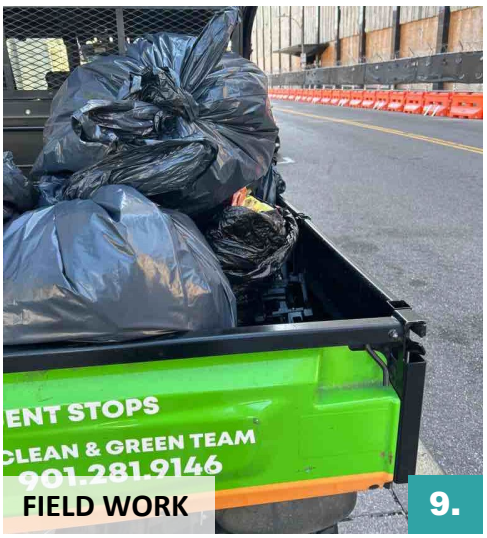

AFTER

FIELD WORK

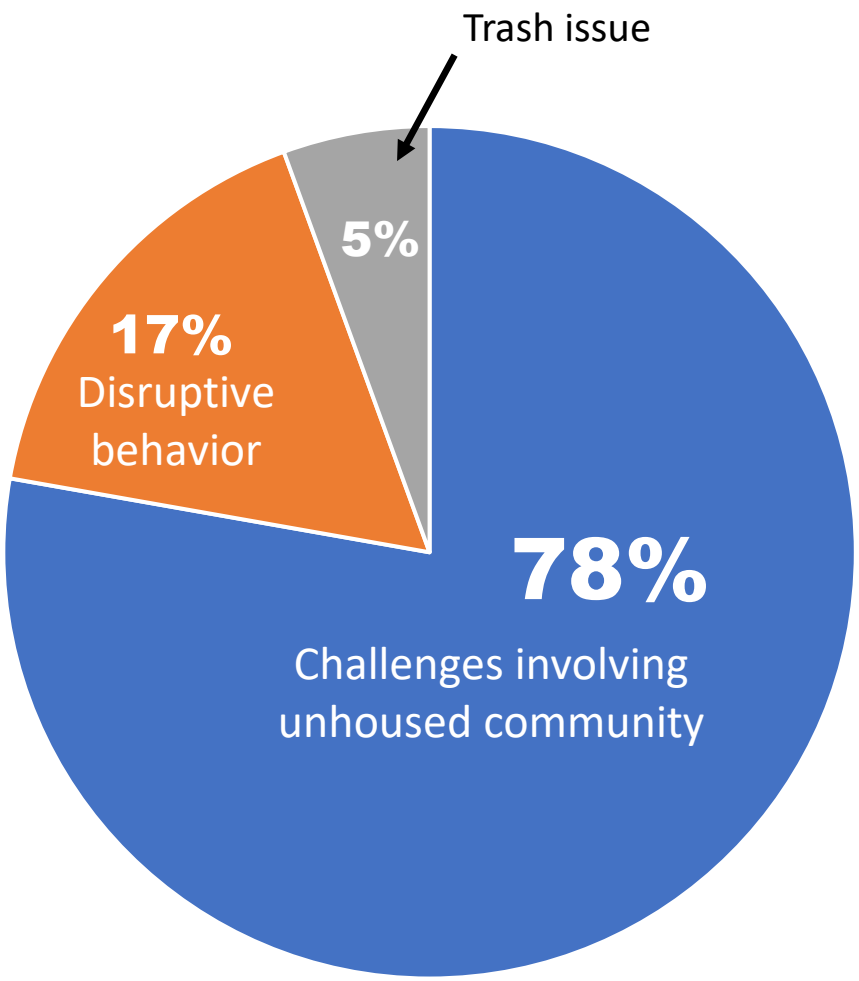

FIELD WORK

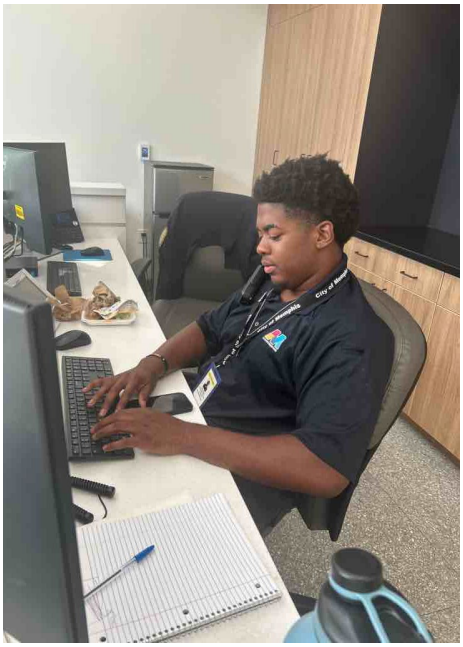


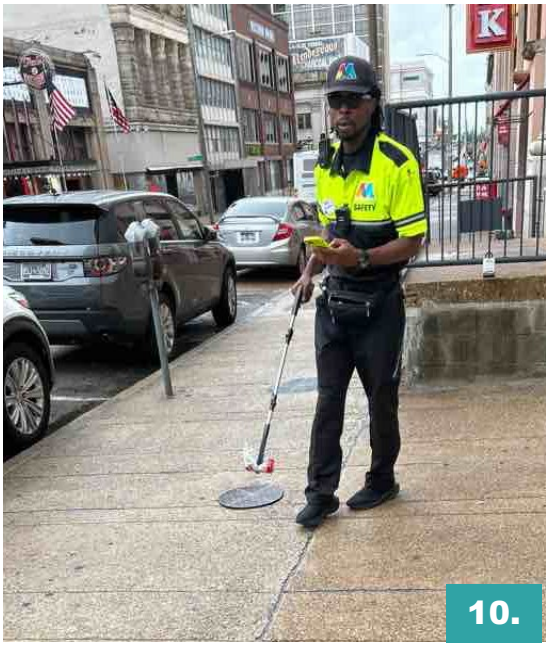
FIELD WORK

September 2025 – Dispatch Program Highlights

In September, the Downtown Memphis Dispatch Team, in addition to coordinating daily Ambassador Team activities, responded to **18 special calls for service** from Downtown business owners and stakeholders.







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 Litter/Leaves Collected: Number of trash bags filled with litter and/or leaves (in fall) 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

Aggressive Panhandling: 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.