DOWNTOWN MEMPHIS COMMISSION

Monthly Operations Report

October 2025

6,218 Hours

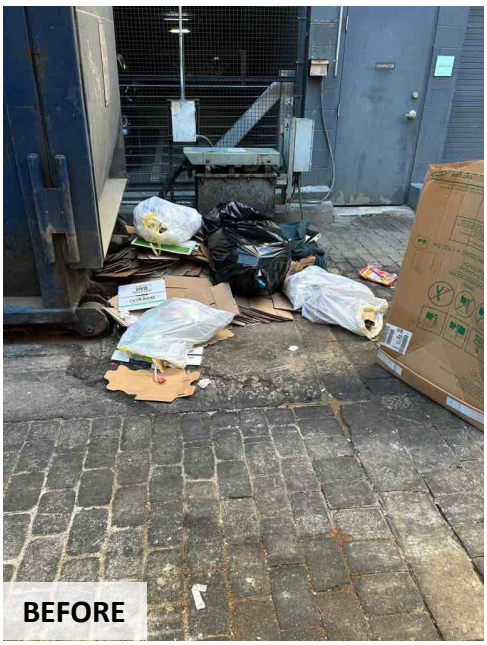
Total Ambassador Team Hours - October 2025

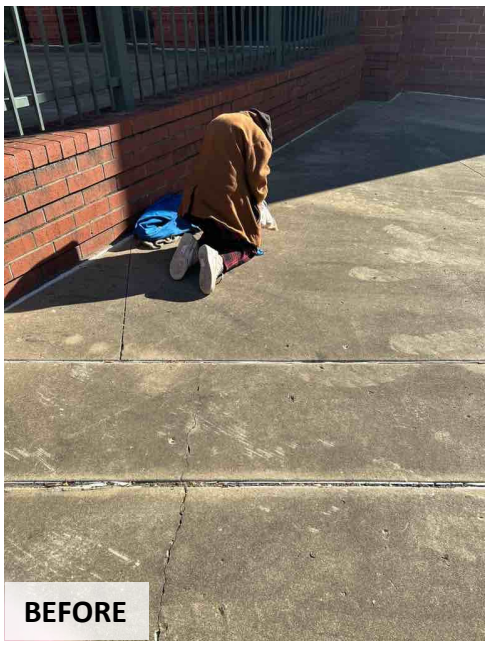
966	5,234	303
Total Block Faces Cleaned	Tasks Competed	Business Visits

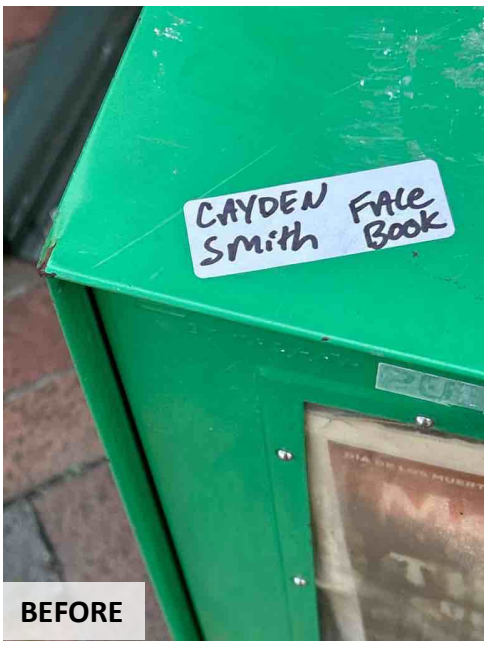
Oct. Staffing Levels: 43 Total

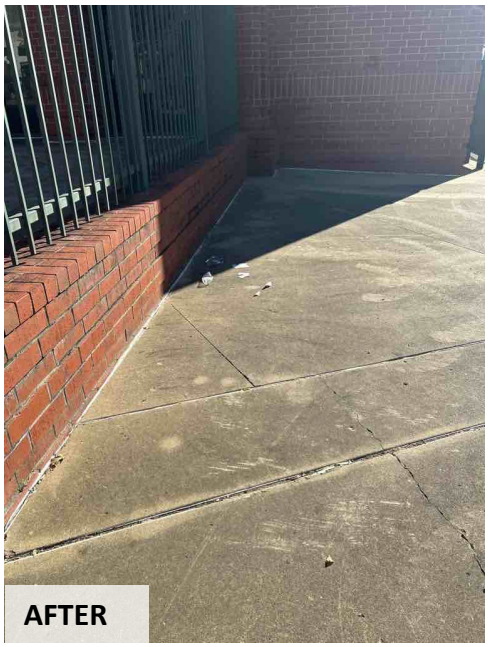
- Clean & Green (15)
- Safety Team (14)
- Blue Suede Brigade (9)
- Dispatch (3)
- Senior Management (2)

During October 2025, the Downtown Memphis Ambassador Team recorded the completion of roughly **5,250 tasks**. To maintain consistent service levels and account for anticipated attrition, staffing exceeded the budgeted 40 positions, with 43 team members deployed.









October 2025 Highlights

314
Bags of Litter Collected

303
Business Contacts and Visits

966
Block Faces Cleaned

215
Trips to Water Planters

247
Weed Removals

931
Public fixtures, standard trashcans, & big belly trash cans cleaned

151
Directions Given

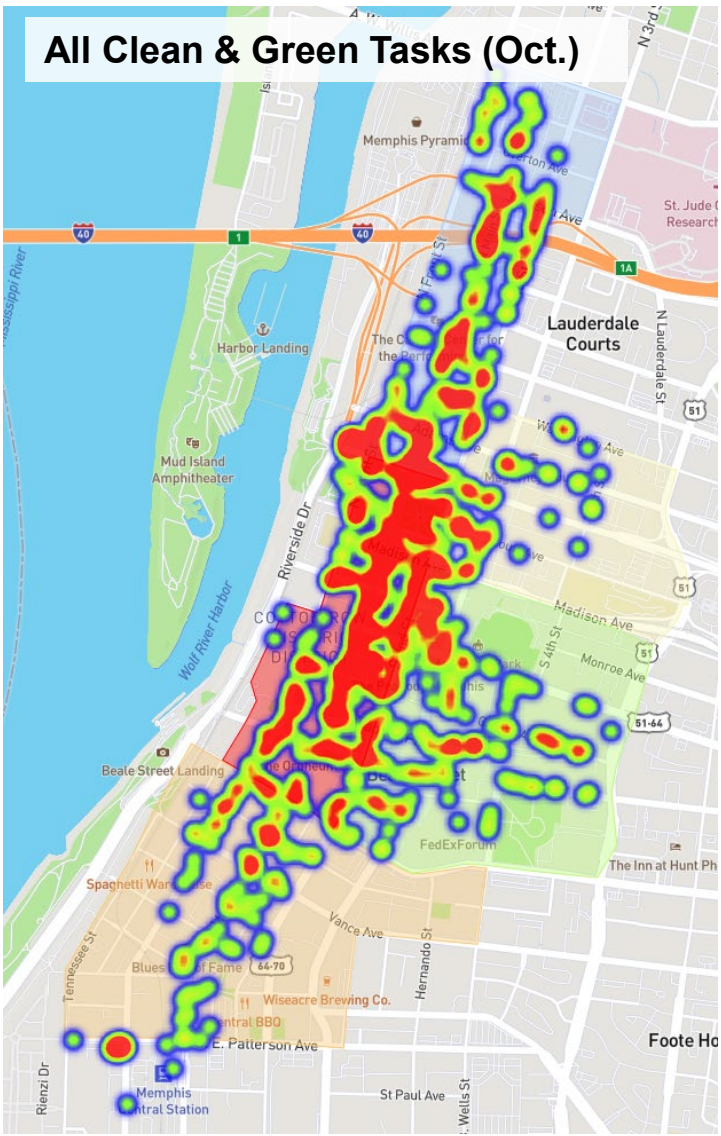
203
Hospitality Assistance Provided

584
Biohazards Removed

October 2025 - Top Clean & Green Tasks

ACTIVITY	TOTAL
Bags of Litter	314
SmartWind Hours	45
SmartWind Bags Collected	56
Pressure Washing Hours	36
Mechanized Landscaping	39 hours
Biohazards Cleaned	584
Dog Park Cleanings	63

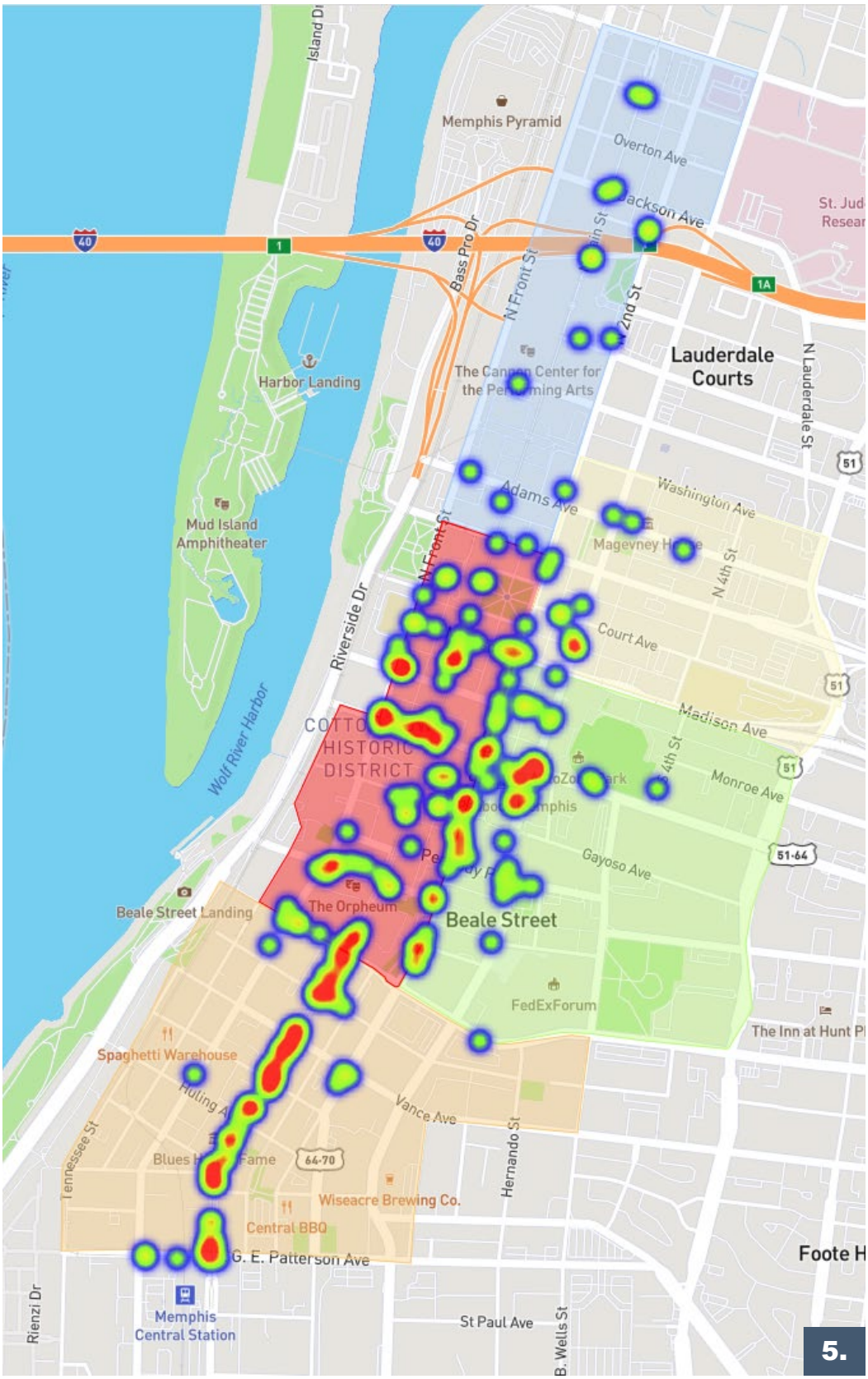
ACTIVITY	TOTAL
Graffiti Tags Removed	30
Public Trash Cans Cleaned	569
Big Belly Cans Cleaned	227
Trash Cans Emptied	222
Public Fixtures Painted	38
Public Fixtures Cleaned	135
Posters/Stickers Removed	320



October represented an intentional increase in equipment usage for street sweeping and pressure washing!

Graffiti, Sticker, & Poster Removal

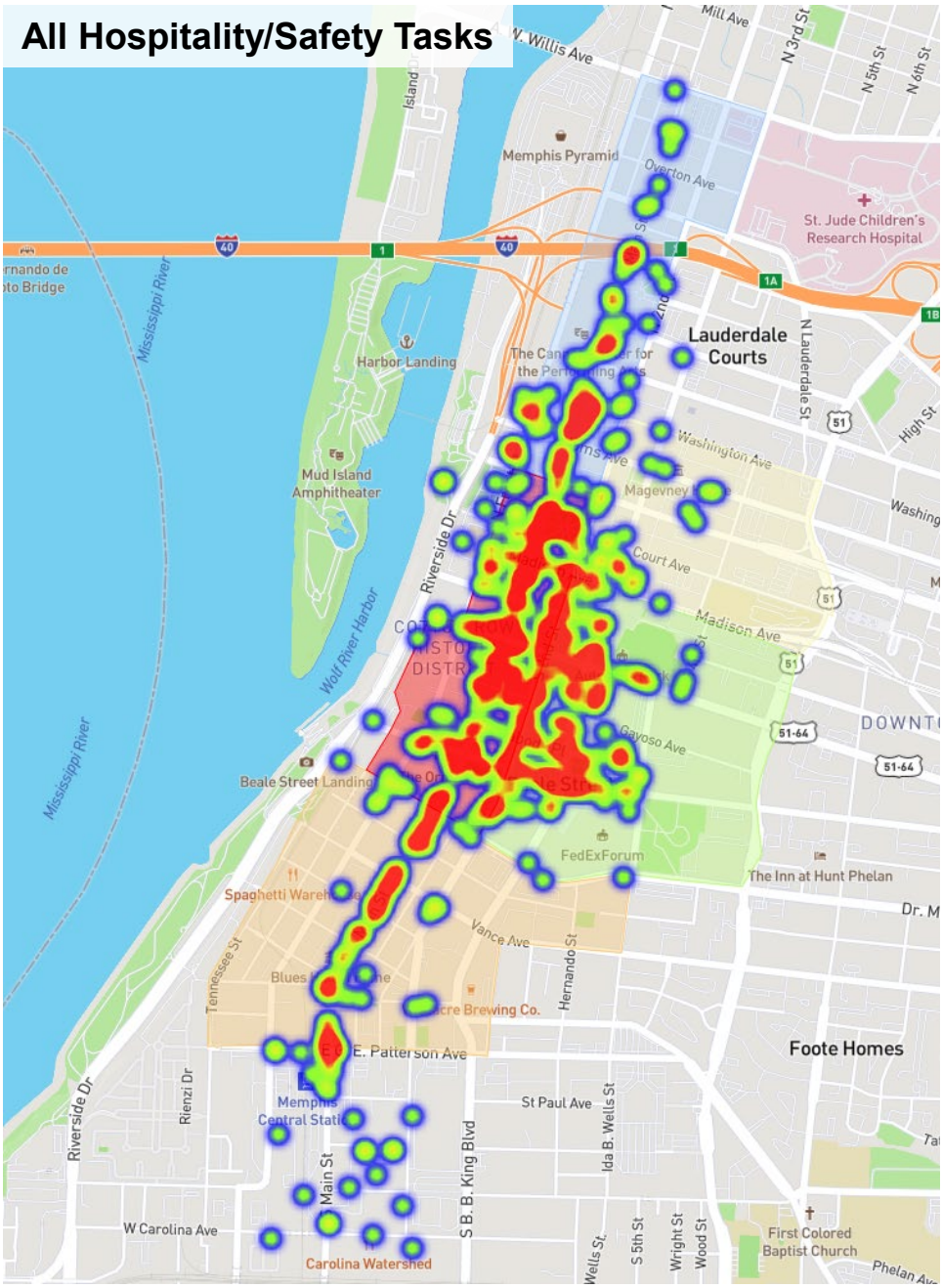
Ambassadors addressed **350 graffiti tags, posters, and stickers** this month. Even seemingly minor nuisances, when left unchecked, contribute to a sense of neglect. Proactive removal supports a cleaner, safer, and more welcoming Downtown.

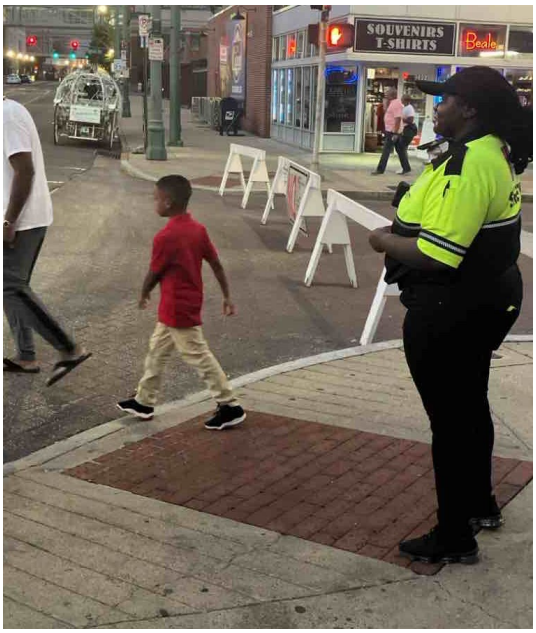


October 2025 – Top Hospitality & Safety Tasks

ACTIVITY	TOTAL
Calls to 911 For Assistance	10
Welfare Checks	408
Safety Dispatch Service Calls	15
Aggressive Panhandling	5

ACTIVITY	TOTAL
Hospitality Assistance	203
Courtesy Escorts	25
Umbrella Escorts	8
Directions Provided	151



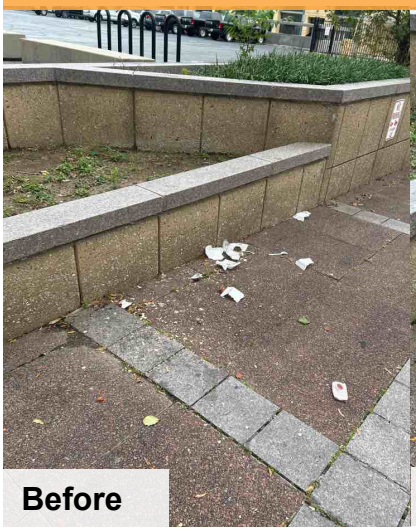


October 2025 – All Completed Tasks

ACTIVITY COMPLETED	TOTAL
911 Calls for Emergency Services	10
Bags of Litter/Leaves Collected	314
Big Belly Trash Cans Cleaned	227
Biohazards Cleaned	584
Total Block Faces Cleaned	966
Business Contacts & Visits	303
Directions Given To Visitors	151
Dog Park Cleanings	63
Public Trash Cans Emptied	222
Public Fixtures Painted	38
Graffiti Tags Removed	30
Hospitality Interactions	203
Landscaping Mechanized Hours	39
Aggressive Panhandling Issues	5
Planters Watered	215
Posters/Stickers Removed	320
Pressure Washing Hours	36
Public Fixtures Cleaned	135
Safety Dispatch Calls For Service	15
Courtesy Escorts Provided	25
SmartWind Street Sweeper Hours	45
SmartWind Bags Collected	56
Public Trash Cans Cleaned	569
Umbrella Escorts Provided	8
Weed Abatements	247
Welfare Checks	408
TOTAL TASKS THIS MONTH	***5,234***

Hospitality Assistance

Litter Collected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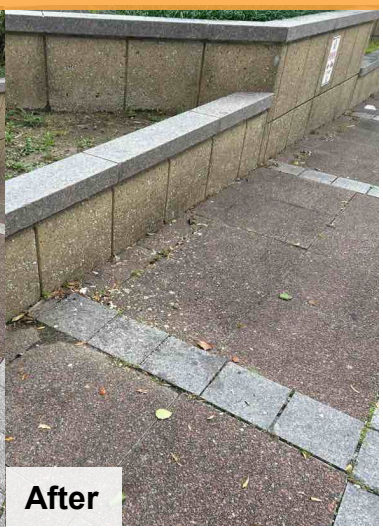

After

Graffiti Removal

Before

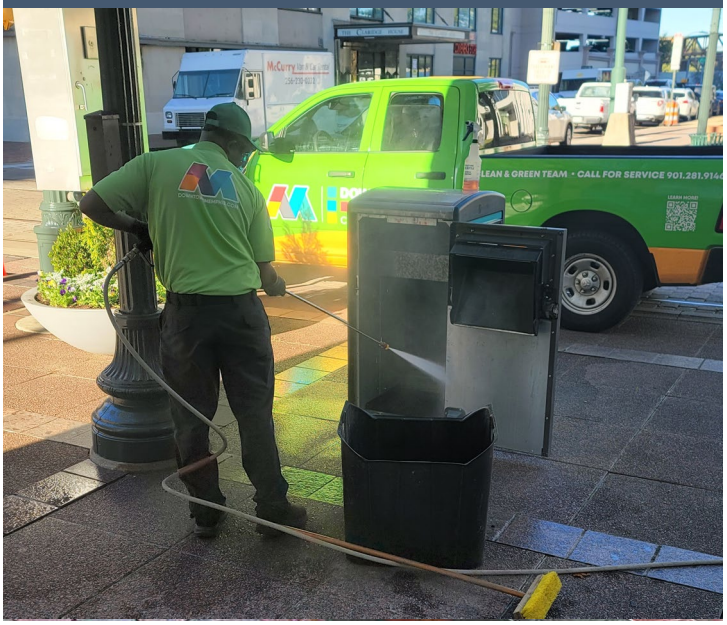
After

October 2025 – Special Projects

Across several planting blitzes, our Clean & Green Team planted **153 trees/shrubs** and **14,266 flowers!**

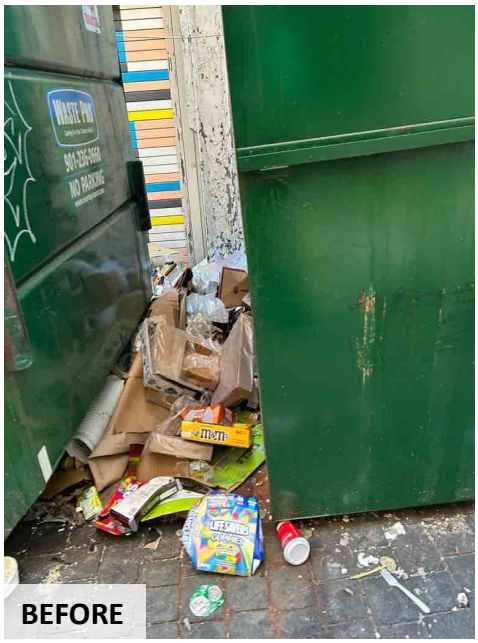
The Clean & Green team rolled out a new plan to routinely pressure wash high-traffic alleys!

The ambassadors completed an interior “deep clean” of the Big Belly trash cans.



To improve the streetscape, **38 public** fixtures were painted in October

October 2025 Work Examples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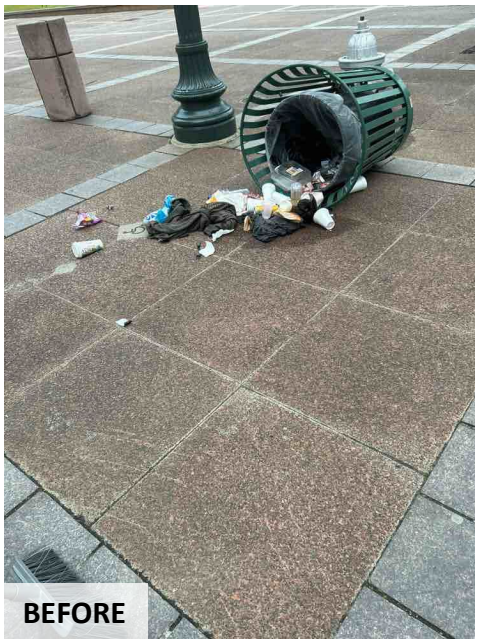
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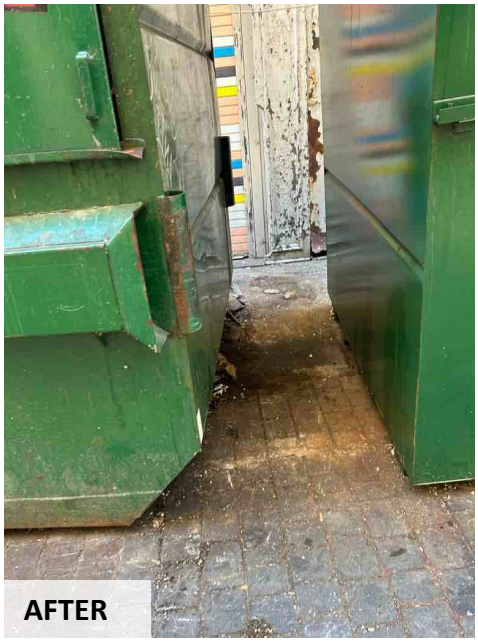
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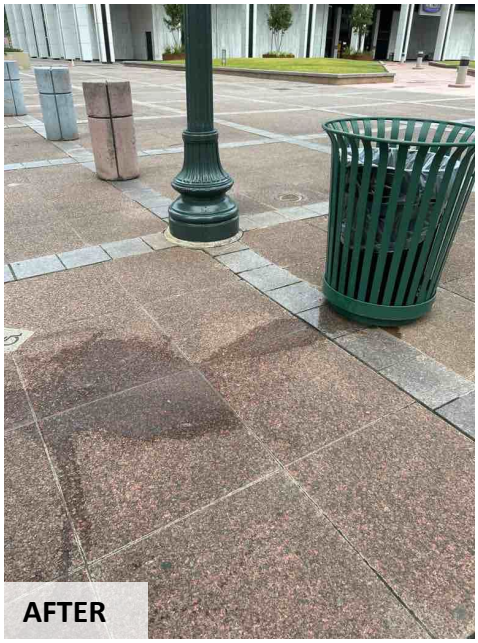
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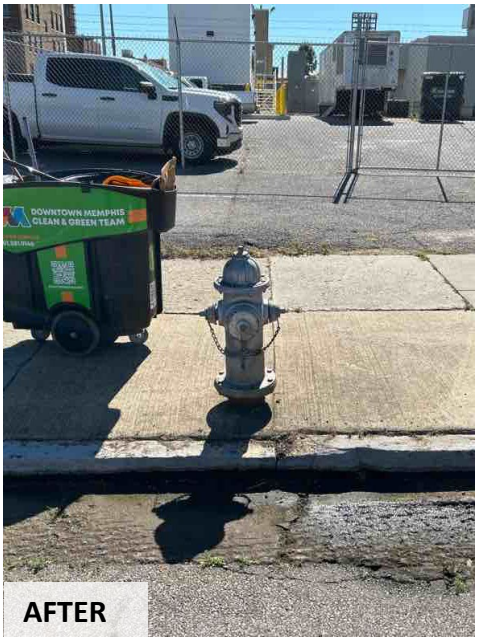
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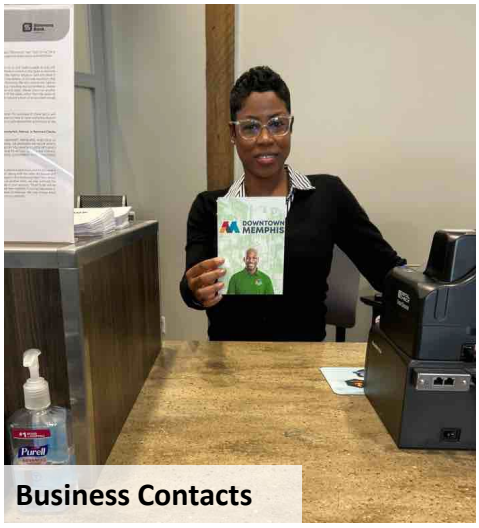
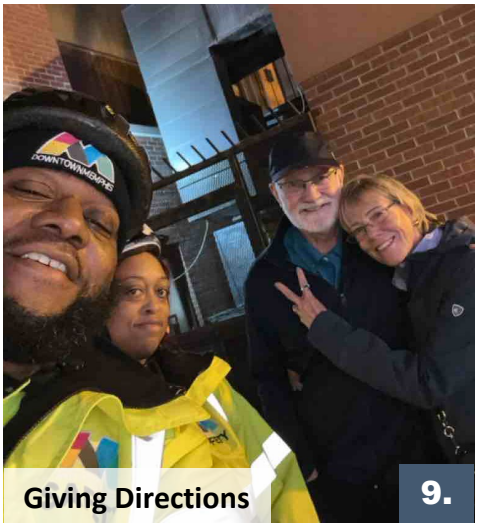

Business Contacts

Welfare Checks


Giving Directions

October 2025 Work Examples

BEFORE

BEFORE

BEFORE

AFTER

AFTER

AFTER

SAFETY TEAM

CLEAN TEAM

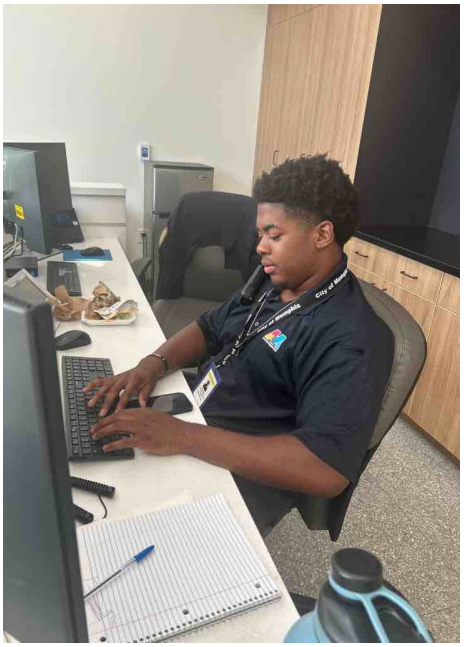
BSB TEAM

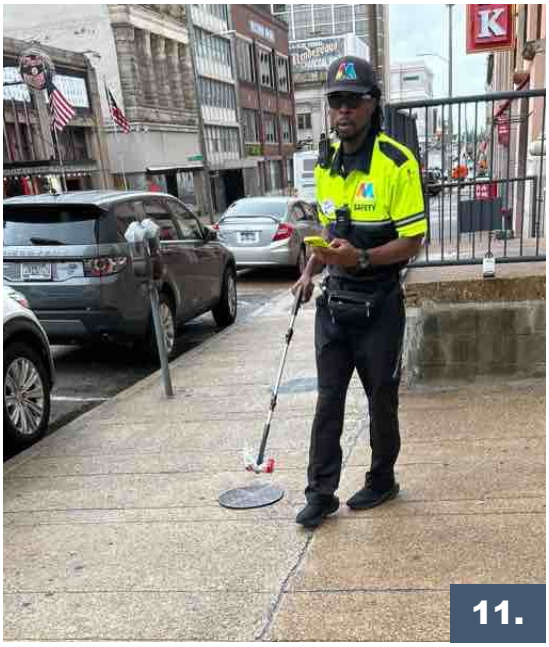
October 2025 – Dispatch Program Highlights

In October, the Downtown Memphis Dispatch Team, in addition to coordinating daily Ambassador Team activities, responded to **39 special calls for service,** 21 more calls than we received in September!

The majority of dispatch calls were about intervening with or providing resources to the unhoused. This was October's most common dispatch call

Other common calls to dispatch involved trash, referrals to emergency services, and even directions





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 walked someone to their destination while holding a large umbrella over them during rainy weather.

Welfare Checks: Number of interactions with individuals appearing asleep, unwell, or using public space atypically, often to share applicable rules or ordinances.