

Enhanced Services Report April 2019



Ambassadors
Pet Waste Outreach



DET/NEAT
Landscape Maintenance



DET/CRA
ROW Maintenance



NEAT/DET
Removing Illegal Dumping

Downtown Ambassadors

- **10,193** Hospitality assists / **204** Safety Walks
- **102** Motorist assists / **1,113** Business Contacts
- **2,358** homeless outreach interactions
- Assisted at **7** events – including DWNTWN Movie Nights, Mercedes Benz Corporate Run, Friday Forums, Scoop Your Poop Miami Campaign & MCAD events.
- Collaborated with the City of Miami Solid Waste Department, MPD, and BHA on educational outreach on proper pet waste disposal

Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,812** garbage bags
- DET/NEAT removed **27** instances of illegal dumping; Removed **26** syringes from the area
- Trained **12** new DET/CRA members
- DET/NEAT collaborated on litter-pick up/graffiti removal & landscape maintenance on the Corporate Run route

Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced **568** shrubs in planters

Downtown Special Vending District

- Cart Inspections conducted on **4/5** & **4/26**

Quality of Life – FACTS

- **22** incidents reported by Ambassadors
- **7** Street signs/ **12** Traffic Signals reported to MDC PW
- **20** lighting outages were reported to FPL/City of Miami & Miami-Dade County
- Collaborated with the Corporate Run staff to report safety issues along route; **25** issues reported
- **658** instances of Graffiti removed by DET & Ambassadors
- **55,061** uses to date at Pit Stop (FY 18-19); restrooms have been used **163,203** times since inception
- **165** Daily Inspections conducted by Solid Waste

Report created by:

- Jennifer L. Rodero, Sr. Manager, Quality of Life & Enhanced Services, 305-579-6675, rodero@miamidda.com