

Enhanced Services Report April 2020



Ambassadors
Picking up debris



NEAT
ROW Maintenance



DET/CRA
Removing Illegal Dumping



DET
ROW Maintenance/ Leaf Removal



COVID-19
Signage created for safety outreach

Downtown Ambassadors

- 3,560** Hospitality assists / **70** Safety Walks
- 58** Motorist assists / **327** Business Contacts
- 556** homeless outreach interactions
- Due to the COVID-19 pandemic; all events and HEAT games were canceled
- Participated in Smart System, Reporting & Safety Training
- Distributed hand sanitizers & Go Local stickers to Downtown businesses

Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,714** garbage bags
- DET/NEAT removed **25** instances of illegal dumping; removed **18** syringes from the area
- Staff researched, procured & ordered a new DET Truck
- DET/CRA team continues working reduced work schedules due to COVID-19 pandemic; Teams continue removing litter, debris, graffiti, attending restrooms, landscape maintenance & addressing hot spots throughout the District

Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN; removed vandalized plant material

Downtown Special Vending District

- Weekday inspections conducted on **4/7** & **4/16**

Quality of Life – FACTS

- 20** incidents reported by Ambassadors
- 12** Street signs/ **8** Traffic Signals reported to MDC PW
- 16** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 172** instances of Graffiti removed by DET & Ambassadors
- 60,485** uses to date at Pit Stop (FY 19-20); restrooms have been used **261,709** times since inception
- 10** special collections; **80** Daily Inspections conducted by Solid Waste
- Staff inspected Brickell district for ROW issues on 4/30; **15** issues were identified & reported for resolution
- Staff continues to source & procure additional PPE for field staff in preparation of the City's re-opening with social distancing restrictions in place

Report created by:

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