

Enhanced Services Report April 2021



Ambassadors
Assisting visitors in Brickell



DET
Special Clean-ups



DET/CRA
Special Clean-ups with MPD



NEAT/DET
Planter Landscape Maintenance



Ambassadors
Lotus House Outreach

Downtown Ambassadors

- ❑ **22,024** Hospitality assists / **298** Safety Walks
- ❑ **325** Motorist assists / **2,285** Business Contacts
- ❑ Assisted at **17** events: Arsht Center events (various), Demonstrations, MCAD events (various) & Jazz Day event; Assisted at **9** Heat Games
- ❑ Participated in Public Engagement #3, & Personal Protective Equipment
- ❑ Continued homeless outreach collaboration with Lotus House ;**1,073** homeless outreach interactions
- ❑ Continued collaboration with disinfecting touchpoints throughout the District; increased presence in Brickell & Arts & Entertainment Districts

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,967** garbage bags
- ❑ DET/NEAT removed **38** instances of illegal dumping; removed **13** syringes from the District
- ❑ DET/CRA team continue normal work schedules; Trained **2** new DET/CRA team staff
- ❑ DET removed litter, debris, graffiti & continued disinfecting touchpoints throughout the District; pressure cleaned and scrubbed **10** sidewalk blocks in the CBD
- ❑ Assisted MPD with special clean-ups in neglected corners & homeless encampments on **4/14, 4/27 & 4/28**
- ❑ DET/NEAT prepared area at Intercontinental & Bayfront Park for Miami Crypto Experience Conference

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT/DET installed **508** shrubs in various locations throughout Downtown

Downtown Miami Special Vending District

- ❑ Weekday cart inspections conducted on **4/13 & 4/26**;
- ❑ Weekend Quarterly Inspection conducted on **4/24**

Quality of Life – FACTS

- ❑ **21** incidents reported by Ambassadors
- ❑ **13** Street signs / **10** Traffic Signals reported to MDC PW
- ❑ **20** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **217** instances of Graffiti removed by DET & Ambassadors
- ❑ **32,768** uses to date at Pit Stop (FY 20-21); restrooms have been used **319,702** times since inception

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