

## Enhanced Services Report April 2022



**Ambassadors**  
Safety Walks



**Pit Stop Program**  
Brickell Location at the Underline



**NEAT**  
Gateway Maintenance



**DET**  
Removing illegal dumping



**Downtown Event**  
Walk for the Animals at The Wharf

### Downtown Ambassadors

- ❑ **22,984** Hospitality assists / **332** Safety Walks
- ❑ **503** Motorist assists / **1,621** Business Contacts
- ❑ Assisted at **20** events: Underline & MCAD events, Corporate Run, Walk for the Animals, DNA events, NAWLEE Conference, Street Stages & **5** Miami Heat games
- ❑ Staff trained on Engagement, Encounters, Sensitivity & Hospitality/Greeting Training
- ❑ Continued outreach collaboration with Lotus House & Camillus House; **737** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and distributed Corporate Run Updates & Road Closures
- ❑ Continued collaboration with disinfecting touchpoints throughout the district

### Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,204** garbage bags
- ❑ DET/NEAT removed **25** instances of illegal dumping; removed **45** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Low staffing levels; Trained **5** new DET/CRA team staff
- ❑ DET removed litter, debris, graffiti and scrubbed **4** sidewalk blocks in the CBD
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **4/6, 4/13, 4/20 & 4/27**.
- ❑ DET/NEAT prepped and cleaned area for events; assisted in Corporate Run clean-ups

### Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **20** shrubs at NW 8 St Ramp
- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN

### Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **4/5 & 4/21**

### Quality of Life – FACTS

- ❑ **21** incidents reported by Ambassadors
- ❑ **1** Street signs / **6** Traffic Signals reported to MDC PW
- ❑ **9** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **105** instances of Graffiti removed by DET & Ambassadors
- ❑ **83,869** uses to date at Pit Stop (FY 21-22); restrooms have been used **428,039** times since inception; Brickell location opened on **4/2** at the Underline

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