

Enhanced Services Report August 2020



Ambassadors
Disinfecting Touchpoints



DET
ROW Maintenance



NEAT
Landscape Maintenance



DET
Litter Removal



Pit Stop Program
Disinfecting Protocols

Downtown Ambassadors

- 6674** Hospitality assists / **69** Safety Walks
- 420** Motorist assists / **734** Business Contacts
- 559** homeless outreach interactions
- Assisted at **7** events: Demonstrations, Primary Election Polling Sites, Mary Brickell Village Walk and Grub Event & Drive-In Movie (Brickell)
- Participated in Safety Training -Social Distancing & Disinfecting Procedures
- Continued collaboration with disinfecting touchpoints throughout the District

Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,935** garbage bags
- DET/NEAT removed **16** instances of illegal dumping; removed **124** syringes from the area
- DET/CRA team continue normal work schedules; Trained **6** new DET team staff
- DET removed litter, debris, disinfecting touchpoints & graffiti throughout the District
- DET repaired **4** planters & **2** trash receptacles
- DET Supervisors participated in Defensive Driving Training Part 1 (8/12) & Part 2 (8/26)

Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- Installed **650** flowering shrubs in planters
- NEAT inspected district in preparation for Tropical Storm Laura; **77** potential projectiles reported for removal & resolution

Downtown Special Vending District

- Weekday cart inspections conducted on **8/6** & **8/10**
- Conducted cart inspections for Lottery Process

Quality of Life – FACTS

- 13** incidents reported by Ambassadors
- 7** Street signs/ **9** Traffic Signals reported to MDC PW
- 6** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 73** instances of Graffiti removed by DET & Ambassadors
- 80,786** uses to date at Pit Stop (FY 19-20); restrooms have been used **282,010** times since inception

Report created by:

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