

## Enhanced Services Report December 2019



**Ambassadors**

Candy Cane Distribution



**NEAT/DET**

Replacing plant material



**DET/CRA**

ROW Maintenance



**DET/NEAT**

Gateway / ROW Maintenance



**Community Outreach**

Coffee with a Cop (Starbucks)

### Downtown Ambassadors

- **24,756** Hospitality assists / **349** Safety Walks
- **123** Motorist assists / **1,758** Business Contacts
- **1,835** homeless outreach interactions
- Assisted at **12** events – including Holiday Village, PAMM event, Coffee with a Cop, Buskerfest, Business Crime Watch Meeting, MBV events & **8** Miami Heat games
- Participated in Health & Safety Training
- Distributed candy canes to Downtown stakeholders during year-end shopping season

### Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,855** garbage bags
- DET/NEAT removed **42** instances of illegal dumping; removed **35** syringes from the area
- Trained **12** new DET/CRA members
- Participated in Safety Training on **12/18**
- DET / NEAT collaborated on litter pick/graffiti removal & landscape maintenance throughout the District in preparation of Art Miami, Heat games, Arsht Center events & Super Bowl

### Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT relocated 10 planters from SE 1 St to various locations in CBD

### Downtown Special Vending District

- Weekday inspections conducted on **12/4** & **12/20**;  
Weekend quarterly inspection on **12/28**
- Relocated C-17 to C-11; due to construction

### Quality of Life – FACTS

- **13** incidents reported by Ambassadors
- **6** Street signs/ **7** Traffic Signals reported to MDC PW
- **37** lighting issues were reported to FPL/City of Miami & Miami-Dade County; Conducted review of lighting on Flagler St on 12/11; reported lighting deficiencies
- **581** instances of Graffiti removed by DET & Ambassadors
- **28,476** uses to date at Pit Stop (FY 19-20); restrooms have been used **229,700** times since inception
- **22** special collections; **140** Daily Inspections conducted by Solid Waste

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