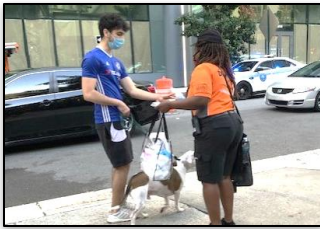


# Enhanced Services Report February 2021



**Ambassadors**

Proper Pet Waste Disposal Outreach



**NEAT**

Gateway Maintenance



**DET**

Special Clean-ups



**DET/NEAT**

Removing illegal dumping



**DET**

COVID-19 Graffiti Removal Program

## Downtown Ambassadors

- ❑ **22,153** Hospitality assists / **451** Safety Walks
- ❑ **440** Motorist assists / **3,180** Business Contacts
- ❑ **1,293** homeless outreach interactions
- ❑ Assisted at **6** events: Alt B Street Stages, Crema Gourmet Opening, Proper Pet Waste Disposal Outreach, DWNTWN Movie Night & Miami Newcomers Networking Event; Assisted at **4** Heat Games
- ❑ Participated in Active Shooter, SMART system & See Something, Say Something Trainings
- ❑ Continued collaboration with disinfecting touchpoints throughout the District; increased presence in Brickell & Arts & Entertainment Districts

## Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,903** garbage bags
- ❑ DET/NEAT removed **31** instances of illegal dumping; removed **41** syringes from the District
- ❑ DET/CRA team continue normal work schedules; Trained **2** new DET team staff
- ❑ DET removed litter, debris, graffiti & continued disinfecting touchpoints throughout the District; pressure cleaned and scrubbed **12** sidewalk blocks in the CBD
- ❑ Assisted MPD with special clean-ups in neglected corners & homeless encampments on **2/3** & **2/17**
- ❑ DET assisted with event cleanup for Alt B street stages

## Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT/DET installed **1** tree & **585** shrubs in various locations throughout Downtown

## Downtown Miami Special Vending District

- ❑ Weekday cart inspections conducted on **2/9** & **2/26**

## Quality of Life – FACTS

- ❑ **19** incidents reported by Ambassadors
- ❑ **5** Street signs / **4** Traffic Signals reported to MDC PW
- ❑ **41** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **793** instances of Graffiti removed by DET & Ambassadors
- ❑ **22,781** uses to date at Pit Stop (FY 20-21); restrooms have been used **309,715** times since inception

Report created by:

- ❑ Jennifer L. Rodero, Sr. Manager, Quality of Life & Enhanced Services, 305-579-6675, [rodero@miamidda.com](mailto:rodero@miamidda.com)