

Enhanced Services Report February 2023



Ambassadors

Community Engagement



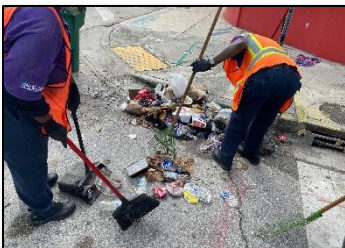
DET

Gateway Maintenance



NEAT

Planters Maintenance



DET CRA

Trash Removal on ROW



Power Washing Initiative

Dirt and Stain Removal

Downtown Ambassadors

- ❑ **19,939** Hospitality assists / **318** Safety Walks
- ❑ **167** Motorist assists / **1,407** Business Contacts
- ❑ Assisted at **3** events: Academia de Tecnologia para Negocios (Prospera), Family Fun at the Underline, Mana Fashion Show.
- ❑ Staff trained on **Mental Health Awareness & Time keeping.**
- ❑ Continued outreach collaboration with Lotus House & Camillus House; **1,172** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and provided construction zone updates.

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,743** garbage bags
- ❑ DET/NEAT removed **20** instances of illegal dumping; removed **17** syringes from the district
- ❑ DET/CRA team continues normal work schedules; Low staffing levels; Trained **4** new DET/CRA team staff
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **2/1, 2/8, 2/15 and 2/22.**
- ❑ DET/NEAT prepped and cleaned the area before Miami Boat Show

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **120** shrubs at various locations in the Central Business District
- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN

Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **2/7 & 2/24**

Quality of Life – FACTS

- ❑ **15** incidents reported by Ambassadors
- ❑ **1** Street/MOT signs / **1** Traffic Signals reported to MDC PW
- ❑ **16** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **219** instances of Graffiti removed by DET/Ambassadors
- ❑ **67,219** uses to date at Pit Stop (FY 22-23); restrooms have been used **547,668** times since inception

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