

Enhanced Services Report January 2021



Ambassadors

Assisting Downtown stakeholders



DET/NEAT

Gateway Maintenance



DET

Special Clean-up with MPD



DET/NEAT

Plants repurposed at Las Palmas



DET

Scrubbing sidewalks

Downtown Ambassadors

- 22,920** Hospitality assists / **524** Safety Walks
- 502** Motorist assists / **3,555** Business Contacts
- 1,754** homeless outreach interactions
- Assisted at **11** events: Alt B Street Stages, Rosetta Grand Opening, DWNTWN Movie Night, Crema Gourmet Grand Opening & Protests/Demonstrations
- Participated in Security & Weather Awareness Training
- Continued collaboration with disinfecting touchpoints throughout the District; increased presence in Brickell & Arts & Entertainment Districts

Downtown Enhancement Team (DET)

- DET & DET/CRA collected **2,000** garbage bags
- DET/NEAT removed **28** instances of illegal dumping; removed **42** syringes from the District
- DET/CRA team continue normal work schedules; Trained **5** new DET team staff
- DET removed litter, debris, graffiti & continued disinfecting touchpoints throughout the District; pressure cleaned and scrubbed **13** sidewalk blocks in the CBD
- Assisted MPD with special clean-ups in neglected corners & homeless encampments on **1/5, 1/12, 1/19, 1/20 & 1/26**
- 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 **3** trees & **335** shrubs in various locations throughout Downtown

Downtown Miami Special Vending District

- Weekday cart inspections conducted on **1/12 & 1/26**;
- Weekend quarterly inspection conducted on **1/30**

Quality of Life – FACTS

- 26** incidents reported by Ambassadors
- 10** Street signs / **7** Traffic Signals reported to MDC PW
- 15** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 1,111** instances of Graffiti removed by DET & Ambassadors
- 18,597** uses to date at Pit Stop (FY 20-21); restrooms have been used **305,531** times since inception

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