

## Enhanced Services Report January 2020



**Ambassadors**  
Biscayne Blvd Crew



**NEAT/DET**  
Replacing plant material



**DET/CRA**  
ROW Maintenance



**DET/NEAT**  
Gateway / ROW Maintenance



**Downtown Spark Tour**  
Bus Tour of DDA District

### Downtown Ambassadors

- **23,253** Hospitality assists / **351** Safety Walks
- **141** Motorist assists / **1,199** Business Contacts
- **2,080** homeless outreach interactions
- Assisted at **11** events – including Super Bowl LIV, Railvolution, Coffee with a Cop/ National Law Enforcement Officer Appreciation Day, Tech Talks, MCAD events, Mary Brickell Village events & **8** Miami Heat games
- Participated in Customer Service & Safety Training

### Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,855** garbage bags
- DET/NEAT removed **19** instances of illegal dumping; removed **76** syringes from the area
- Trained **8** new DET/CRA members
- DET / NEAT collaborated on litter pick/graffiti removal & landscape maintenance throughout the District in preparation for Super Bowl LIV events, Miami Heat games & Arsht Center events
- Worked with NEAT/FDOT on neglected corners & gateways

### Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT/DET replaced **344** shrubs (flowering plants) in **45** planters located throughout the CBD ; replaced **1** tree

### Downtown Special Vending District

- Weekday inspections conducted on **1/9** & **1/17**

### Quality of Life – FACTS

- **8** incidents reported by Ambassadors
- **4** Street signs/ **6** Traffic Signals reported to MDC PW
- **7** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- **353** instances of Graffiti removed by DET & Ambassadors
- **37,604** uses to date at Pit Stop (FY 19-20); restrooms have been used **238,828** times since inception
- **19** special collections; **180** Daily Inspections conducted by Solid Waste
- Hosted 2nd Downtown Miami Sparkle Tour on **1/29/20**; **30** participants

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