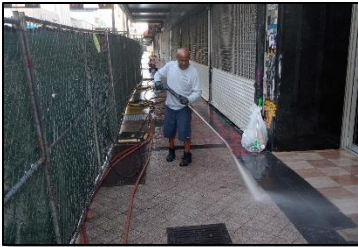


Enhanced Services Report January 2023



Ambassadors
Community Engagement



DET
Pressure Washing Maintenance



NEAT
Palm Fronds Road Maintenance



DET CRA
ROW Maintenance



Lotus House Engagement
Organization Outreach Tour

Downtown Ambassadors

- ❑ **25,937** Hospitality assists / **494** Safety Walks
- ❑ **188** Motorist assists / **1,500** Business Contacts
- ❑ Assisted at **5** events: Biscayne Brewery Soft Opening, Community Meeting, Mana Fashion Show, Lifetime Marathon, & **7** Miami Heat Games.
- ❑ Staff trained on **Giving Great Descriptions, Uniform Success**
- ❑ Continued outreach collaboration with Lotus House & Camillus House; **1,323** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and provided construction zone updates.

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,979** garbage bags
- ❑ DET/NEAT removed **54** instances of illegal dumping; removed **20** syringes from the district
- ❑ DET/CRA team continues normal work schedules; Low staffing levels; Trained **10** new DET/CRA team staff
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **1/4, 1/11, 1/18 and 1/25.**
- ❑ DET/NEAT prepped and cleaned the area before Miami Lifetime Marathon

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **4** Trees & **328** 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 **1/2**

Quality of Life – FACTS

- ❑ **22** incidents reported by Ambassadors
- ❑ **2** Street/MOT signs / **0** Traffic Signals reported to MDC PW
- ❑ **11** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **294** instances of Graffiti removed by DET/Ambassadors
- ❑ **54,273** uses to date at Pit Stop (FY 22-23); restrooms have been used **534,722** times since inception

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