

Enhanced Services Report July / August 2019



Ambassadors
National Night Out Event



DET/NEAT
Landscape Maintenance



DET/CRA
ROW Maintenance



DET
Illegal Dumping Removal



Downtown Cleanliness & Hurricane Preparedness Event

Downtown Ambassadors

- **22,270** Hospitality assists / **472** Safety Walks
- **255** Motorist assists / **2,254** Business Contacts
- **6,246** homeless outreach interactions
- Assisted at **16** events – including Downtown Cleanliness & Hurricane Preparedness, Cone & Coffee with a Cop, National Night Out & MCAD events
- Participated in Customer Service & Hospitality Training
- Distributed **200** Hurricane Preparedness Guides

Downtown Enhancement Team (DET)

- DET & DET/CRA collected **2,992** garbage bags
- DET/NEAT removed **42** instances of illegal dumping; Removed **29** syringes from the area
- Trained **26** new DET/CRA members
- DET/CRA/NEAT collaborated on storm preparations
- DET/CRA participated in Safety Training on **8/7**

Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced **295** shrubs in planters
- NEAT / DET collaborated on special clean-up with MPD, Solid Waste, and NET; areas with street feeding

Downtown Special Vending District

- Cart Inspections conducted on **7/10, 7/29, 8/8 & 8/21**

Quality of Life – FACTS

- **32** incidents reported by Ambassadors
- **12** Street signs/ **23** Traffic Signals reported to MDC PW
- **28** lighting outages were reported to FPL/City of Miami & Miami-Dade County
- **1,496** instances of Graffiti removed by DET & Ambassadors
- **82,842** uses to date at Pit Stop (FY 18-19); restrooms have been used **190,984** times since inception
- Hosted Cone with a Cop on **7/24** at Freddo's Brickell
- **40** Special collections; **295** Daily Inspections conducted by Solid Waste
- Conducted inspection of DDA District in preparation of Hurricane Dorian; **16** issues reported

Report created by:

- Jennifer L. Rodero, Sr. Manager, Quality of Life & Enhanced Services, 305-579-6675, rodero@miamidda.com