

Enhanced Services Report July/August 2021



Ambassadors
Urban Core Meet Up



DET/NEAT
Gateway Maintenance



NEAT
Hurricane Prep / Tree Pruning



DET CRA
ROW Maintenance



Pit Stop Program
College Station Opened on 8/25

Downtown Ambassadors

- ❑ **47,224** Hospitality assists / **799** Safety Walks
- ❑ **608** Motorist assists / **4,261** Business Contacts
- ❑ Assisted at **11** events: MCAD events, Miami's 125th Birthday Celebration, Urban Core Meet Up, ROK & CVI.CHE 105 Grand Opening & Coffee with a Cop
- ❑ Staff trained on Public Engagement, Customer Service & Uniform Appearance
- ❑ Continued homeless outreach collaboration with Lotus House; **1,963** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and distributed **1,500** Restaurant & Bars QR code cards
- ❑ Continued collaboration with disinfecting touchpoints throughout the district

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **3,354** garbage bags
- ❑ DET/NEAT removed **87** instances of illegal dumping; removed **20** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Trained **5** new DET/CRA team staff
- ❑ DET removed litter, debris, graffiti; pressure cleaned and scrubbed **8** sidewalk blocks in the CBD
- ❑ Assisted MPD with special clean-ups in neglected corners & homeless encampments on **7/7, 7/21 & 8/4**
- ❑ DET/NEAT prepped and cleaned area for events; provided onsite cleaning at Miami's 125th Celebration

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT/DET installed **615** shrubs in various locations throughout Downtown

Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **7/20, 7/29, 8/17 & 8/24**
- ❑ Vendor applications distributed to interested parties
- ❑ Conducted cart inspections for Vendor Lottery Process

Quality of Life – FACTS

- ❑ **65** incidents reported by Ambassadors
- ❑ **4** Street signs / **6** Traffic Signals reported to MDC PW
- ❑ **37** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **522** instances of Graffiti removed by DET & Ambassadors
- ❑ **49,299** uses to date at Pit Stop (FY 20-21); restrooms have been used **336,163** times since inception

Report created by:

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