

Enhanced Services Report June 2021



Ambassadors
Guiding & Assisting visitors



DET/NEAT
Gateway Maintenance



DET
Special Clean-ups Initiative



NEAT/DET
ROW Maintenance



Ambassadors
DDA, ShiftPixy & MDC Job Fair

Downtown Ambassadors

- ❑ **27,352** Hospitality assists / **423** Safety Walks
- ❑ **337** Motorist assists / **2,299** Business Contacts
- ❑ Assisted at **19** events: Arsht Center events (various), Demonstrations, MCAD events, Black Eyed Peas, DNA Community Event, Job Fair & Coffee with a Cop
- ❑ Staff trained on Public Engagement #5 & Productivity
- ❑ Continued homeless outreach collaboration with Lotus House; **776** homeless outreach interactions
- ❑ Engaged Downtown businesses and distributed 250 Miami-Dade County Hurricane Preparedness brochures
- ❑ Continued collaboration with disinfecting touchpoints throughout the district, increased presence in Brickell & Arts & Entertainment Districts

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,806** garbage bags
- ❑ DET/NEAT removed **39** instances of illegal dumping; removed **7** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Trained **3** new DET/CRA team staff
- ❑ DET removed litter, debris, graffiti & continued disinfecting touchpoints throughout the district; pressure cleaned and scrubbed **5** sidewalk blocks in the CBD
- ❑ Assisted MPD with special clean-ups in neglected corners & homeless encampments on **6/9, 6/23 & 6/30**
- ❑ DET/NEAT prepped and cleaned area for events scheduled in June

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT/DET installed **375** shrubs in various locations throughout Downtown

Downtown Miami Special Vending District

- ❑ Weekday cart inspections conducted on **6/3 & 6/29**

Quality of Life – FACTS

- ❑ **26** incidents reported by Ambassadors
- ❑ **8** Street signs / **5** Traffic Signals reported to MDC PW
- ❑ **20** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **311** instances of Graffiti removed by DET & Ambassadors
- ❑ **41,695** uses to date at Pit Stop (FY 20-21); restrooms have been used **328,629** times since inception

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