

## Enhanced Services Report June 2022



**Ambassadors**  
Community Engagement



**DET/Volunteers**  
Removing Trash from ROW



**NEAT/Volunteers**  
Replacing landscape in planters



**Graffiti Removal Day**  
Volunteers Removing Graffiti



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### Downtown Ambassadors

- ❑ **17,573** Hospitality assists / **326** Safety Walks
- ❑ **388** Motorist assists / **1,452** Business Contacts
- ❑ Assisted at **15** events: Underline & MCAD events, Make Music Miami, Mana Fashion Pop-Up Bazaar, Chuck E Cheese Summer of Fun Concert & Street Stages
- ❑ Staff trained on **Weather Awareness & Safety training**
- ❑ Continued outreach collaboration with Lotus House & Camillus House; **865** homeless outreach interactions
- ❑ Engaged Downtown businesses in Solid Waste outreach
- ❑ Continued collaboration with disinfecting touchpoints throughout the district

### Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,021** garbage bags
- ❑ DET/NEAT removed **22** instances of illegal dumping; removed **29** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Low staffing levels; Trained **11** new DET/CRA team staff
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **6/1, 6/8, 6/15, 6/22, 6/29**.
- ❑ DET/NEAT prepped and cleaned area for June events; assisted in Street Stages clean-ups
- ❑ Attended Safety Training on **6/21** provided by City of Miami Risk Management

### Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **4** trees and **1,101** 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 **6/8 & 6/23**
- ❑ Updated Vendor Application & Vendor Ad for 2022/2023 Franchise Period

### Quality of Life – FACTS

- ❑ **26** incidents reported by Ambassadors
- ❑ **1** Street/MOT signs / **4** Traffic Signals reported to MDC PW
- ❑ **25** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **269** instances of Graffiti removed by DET/Ambassadors
- ❑ **105,930** uses to date at Pit Stop (FY 21-22); restrooms have been used **447,701** times since inception
- ❑ Graffiti Removal Days Initiative & Downtown Clean-up took place on **6/22** in the Central Business District

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