

Enhanced Services Report June 2023



Ambassadors
Community Engagement



DET
Landscape Maintenance



NEAT
Gateway Maintenance



DET CRA
Graffiti Removal



Community Training Exercise
Emergency Operations Center

Downtown Ambassadors

- ❑ **15,891** Hospitality assists / **416** Safety Walks
- ❑ **169** Motorist assists / **1,440** Business Contacts
- ❑ Assisted at **3** events: Brunch with a Cop, Ocean World Day, New Storage @ Grand Station
- ❑ Staff trained on **Mental-Health Awareness**
- ❑ Continued homeless outreach & collaborated with Camillus House; **589** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and provided construction zone updates.
- ❑ **17** Incidents/Interactions with City of Miami Police Dept. or Fire Rescue.

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,471** garbage bags
- ❑ DET/NEAT removed **11** instances of illegal dumping; removed **7** syringes from the district
- ❑ DET/CRA team continues normal work schedules; High staffing levels; Trained **8** new DET/CRA team staff
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **6/7, 6/14, 6/21 and 6/28**.
- ❑ DET/NEAT continue to clean the area now opened at Julia & Henry's on Flagler Street.

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **300 plants** for the City of Miami Department of Human Services Project in the Central Business District
- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN

Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **6/11 & 6/28**

Quality of Life – FACTS

- ❑ **1** Street/MOT signs / **3** Traffic Signals reported to MDC PW
- ❑ **10** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **1** Storm Drains issues reported to City of Miami & MDC PW
- ❑ **311** instances of Graffiti removed by DET/Ambassadors
- ❑ **119,660** uses to date at Pit Stop (FY 22-23); restrooms have been used **600,109** times since inception

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