

Enhanced Services Report March 2021



Ambassadors

Assisting the Elderly on Safe Walk



NEAT/DET

Planting Techniques Training



DET

Pressure Washing Initiative



DET/NEAT

Gateway Maintenance



Ambassadors

Lotus House Outreach

Downtown Ambassadors

- ❑ **28,802** Hospitality assists / **334** Safety Walks
- ❑ **384** Motorist assists / **3,470** Business Contacts
- ❑ Assisted at **7** events: Alt B Street Stages, DWNTWN Movie Nights, Arsht Center events & Miami Newcomers Networking Event; Assisted at **7** Heat Games
- ❑ Participated in Public Engagement, Scooter Demo & Active Shooter Training
- ❑ Collaborated in new target homeless outreach with Lotus House ; **1,083** total homeless outreach interactions
- ❑ Continued collaboration with disinfecting touchpoints throughout the District; increased presence in Brickell & Arts & Entertainment Districts

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,178** garbage bags
- ❑ DET/NEAT removed **40** instances of illegal dumping; removed **44** syringes from the District
- ❑ DET/CRA team continue normal work schedules; Trained **11** new DET team staff
- ❑ DET removed litter, debris, graffiti & continued disinfecting touchpoints throughout the District; pressure cleaned and scrubbed **14** sidewalk blocks in the CBD
- ❑ Assisted MPD with special clean-ups in neglected corners & homeless encampments on **3/17** & **3/31**
- ❑ DET participated in Proper Planting Techniques Training on **3/3**

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT/DET installed **6** trees & **190** shrubs in various locations throughout Downtown

Downtown Miami Special Vending District

- ❑ Weekday cart inspections conducted on **3/9** & **3/16**

Quality of Life – FACTS

- ❑ **19** incidents reported by Ambassadors
- ❑ **6** Street signs / **8** Traffic Signals reported to MDC PW
- ❑ **14** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **296** instances of Graffiti removed by DET & Ambassadors
- ❑ **28,505** uses to date at Pit Stop (FY 20-21); restrooms have been used **315,439** times since inception

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