

Enhanced Services Report March 2022



Ambassadors

Pet-A-Porter Event – Brickell Key



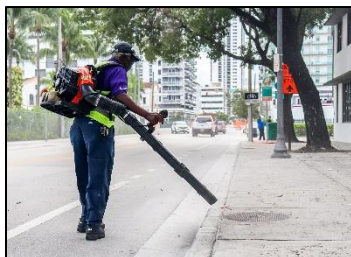
DET

Pressure Washing Initiative



NEAT

Relocating Planters



DET CRA

ROW Maintenance



Coffee with a Cop

Yve Hotel

Downtown Ambassadors

- ❑ **28,481** Hospitality assists / **339** Safety Walks
- ❑ **517** Motorist assists / **1,766** Business Contacts
- ❑ Assisted at **17** events: Underline & MCAD events, Cookie with a Cop, Pet Event(Brickell Key), MIFF, Ultra Music Fest & **11** Miami Heat games
- ❑ Staff trained on Active Shooters & Perception Training
- ❑ Continued outreach collaboration with Lotus House & Camillus House; **766** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and distributed Ultra Music Fest Updates & Road Closures
- ❑ Continued collaboration with disinfecting touchpoints throughout the district

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,489** garbage bags
- ❑ DET/NEAT removed **38** instances of illegal dumping; removed **30** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Low staffing levels; Trained **4** new DET/CRA team staff
- ❑ DET removed litter, debris, graffiti and scrubbed **8** sidewalk blocks in the CBD
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **3/2, 3/9, 3/16, 3/23 & 3/30**.
- ❑ DET/NEAT prepped and cleaned area for events; assisted in Ultra Music Fest and MIFF clean-ups

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **400** shrubs and **1** tree
- ❑ NEAT assisted in the relocation/removal of **8** planters
- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN

Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **3/11 & 3/22**

Quality of Life – FACTS

- ❑ **15** incidents reported by Ambassadors
- ❑ **2** Street signs / **4** Traffic Signals reported to MDC PW
- ❑ **15** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **604** instances of Graffiti removed by DET & Ambassadors
- ❑ **71,964** uses to date at Pit Stop (FY 21-22); restrooms have been used **416,134** times since inception

Report created by:

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