

Enhanced Services Report March 2023



Ambassadors

Community Engagement



DET

Gateway Maintenance



NEAT

Damaged Structural Removal



DET CRA

Encroached Tree Pruning



Post Ultra Music Fest Clean Up
Litter and Trash Removal

Downtown Ambassadors

- 22,394** Hospitality assists / **328** Safety Walks
- 171** Motorist assists / **1,643** Business Contacts
- Assisted at **10** events: Amazon AWS Networking, Family Day at the Underline, Film Festival, St. Patrick's Day Downtown Block Party, Ultra Music Festival & **10** Miami Heat Games
- Staff trained on **Crossing the Street & Who do you work for.**
- Continued outreach collaboration with Lotus House & Camillus House; **693** homeless outreach interactions
- Engaged Downtown stakeholders and provided construction zone updates.

Downtown Enhancement Team (DET)

- DET & DET/CRA collected **3,075** garbage bags
- DET/NEAT removed **27** instances of illegal dumping; removed **11** syringes from the district
- DET/CRA team continues normal work schedules; Low staffing levels; Trained **9** new DET/CRA team staff
- Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **3/1, 3/8, 3/15 3/22 and 3/29.**
- DET/NEAT prepped and cleaned the area before and after Ultra Music Festival 2023

Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET installed **220** 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 **3/8 & 3/22**

Quality of Life – FACTS

- 18** incidents reported by Ambassadors
- 1** Street/MOT signs / **1** Traffic Signals reported to MDC PW
- 2** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 6** Storm Drains issues reported to City of Miami & MDC PW
- 203** instances of Graffiti removed by DET/Ambassadors
- 84,208** uses to date at Pit Stop (FY 22-23); restrooms have been used **564,657** times since inception

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