

Enhanced Services Report May 2022



Ambassadors
Underline Event



Pit Stop Program
Ribbon Cutting Ceremony



NEAT/DET
Planter Maintenance



DET
Hanging flags along Flagler St.



Downtown Event
Best Buddies Friendship Walk

Downtown Ambassadors

- ❑ **22,151** Hospitality assists / **280** Safety Walks
- ❑ **492** Motorist assists / **1,581** Business Contacts
- ❑ Assisted at **21** events: Underline & MCAD events, Miami Speed Week, Street Stages, Best Buddies Friendship Walk, Coffee with a Cop & **7** Miami Heat games
- ❑ Staff trained on Diversity, Encounters, De-Escalation & Dedicated 2 Community (MPD) Training
- ❑ Continued outreach collaboration with Lotus House & Camillus House; **671** 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 **1,624** garbage bags
- ❑ DET/NEAT removed **21** instances of illegal dumping; removed **44** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Low staffing levels; Trained **10** new DET/CRA team staff
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **5/4, 5/11, 5/18 & 5/25**.
- ❑ DET/NEAT prepped and cleaned area for events; assisted in Miami Speed Week clean-ups
- ❑ Assisted at Camillus House job fairs & recruitment

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **550** shrubs at various locations
- ❑ **7** planters relocated in CBD due to construction
- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN

Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **5/2 & 5/24**
- ❑ Reviewed & Inspected Site Locations for Lottery

Quality of Life – FACTS

- ❑ **21** incidents reported by Ambassadors
- ❑ **1** Street/MOT signs / **6** Traffic Signals reported to MDC PW
- ❑ **8** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **1,084** instances of Graffiti removed by DET/Ambassadors
- ❑ **94,032** uses to date at Pit Stop (FY 21-22); restrooms have been used **438,202** times since inception
- ❑ Ribbon Cutting Ceremony took place on **5/16** at Brickell location at the Underline

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