

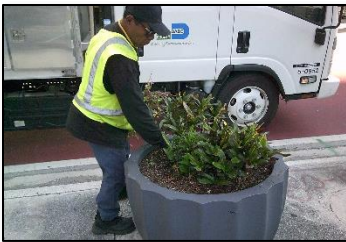
Enhanced Services Report May 2023



Ambassadors
Community Engagement.



DET
Removing Trash from ROW



NEAT
Plant Maintenance



DET CRA
Landscape Maintenance



Memorial Day Installation
Installed Flags on Flagler Street

Downtown Ambassadors

- ❑ **18,477** Hospitality assists / **473** Safety Walks
- ❑ **167** Motorist assists / **1,516** Business Contacts
- ❑ Assisted at **6** events: Adrienne Arscht Center, Film Gate Miami, Family Day & **6** Miami Heat Games
- ❑ Staff trained on **De-Escalation**.
- ❑ Continued homeless outreach & collaborated with Camillus House; **610** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and provided construction zone updates.

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **2,986** garbage bags
- ❑ DET/NEAT removed **35** instances of illegal dumping; removed **14** 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 **5/3, 5/10, 5/17, 5/24 and 5/31**.
- ❑ DET/NEAT prepped and cleaned the area for grand opening of Julia & Henry's on Flagler Street.

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET installed **360** bags of plant material soil 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 **5/16 & 5/23**

Quality of Life – FACTS

- ❑ **29** incidents reported by Ambassadors
- ❑ **1** Street/MOT signs / **2** Traffic Signals reported to MDC PW
- ❑ **18** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **2** Storm Drains issues reported to City of Miami & MDC PW
- ❑ **689** instances of Graffiti removed by DET/Ambassadors
- ❑ **109,971** uses to date at Pit Stop (FY 22-23); restrooms have been used **590,420** times since inception

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