

Enhanced Services Report November 2020



Ambassadors

Safe Walks for the Elderly



DET/NEAT

Gateway Maintenance



NEAT/DET

Tree replacement after Eta



NEAT

Relocating large planters



DET/NEAT

Special Clean-up with MPD

Downtown Ambassadors

- ❑ **15,659** Hospitality assists / **256** Safety Walks
- ❑ **303** Motorist assists / **1,461** Business Contacts
- ❑ **1,611** homeless outreach interactions
- ❑ Assisted at **4** events: Early Voting (Frost), General Election Voting Sites, Storm Prep at MCAD, and demonstrations.
- ❑ Participated in Hospitality, Safety & OSHA Training
- ❑ Continued collaboration with disinfecting touchpoints throughout the District; increased presence in Brickell & Arts & Entertainment Districts

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,601** garbage bags; repaired **5** planters; assisted with storm prep for TS Eta
- ❑ DET/NEAT removed **20** instances of illegal dumping; removed **23** syringes from the District
- ❑ DET/CRA team continue normal work schedules; Trained **9** new DET team staff
- ❑ DET removed litter, debris, graffiti & continued disinfecting touchpoints throughout the District; pressure cleaned **10** sidewalk blocks in the CBD
- ❑ Assisted MPD with special clean-ups in neglected corners & homeless encampments on **11/5**

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT assisted with the relocation and removal of planters damaged in Tropical Storm Eta
- ❑ NEAT/DET installed **2** trees & **898** shrubs in various locations throughout Downtown

Downtown Miami Special Vending District

- ❑ Weekday cart inspections conducted on **11/2** & **11/18**

Quality of Life – FACTS

- ❑ **18** incidents reported by Ambassadors
- ❑ **14** Street signs / **4** Traffic Signals reported to MDC PW
- ❑ **14** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **658** instances of Graffiti removed by DET & Ambassadors
- ❑ **9,303** uses to date at Pit Stop (FY 20-21); restrooms have been used **296,237** times since inception
- ❑ Conducted inspections on **11/18** & **11/30** of CBD area in preparation for Alt B event; **39** issues reported

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