

## Enhanced Services Report November 2019



**Ambassadors**  
Herald Hunt



**NEAT/DET**  
Replacing plant material



**DET/CRA**  
ROW Maintenance



**DET/NEAT**  
Gateway Maintenance



**DET Team Roundtable**  
West Palm Beach DDA Tour

### Downtown Ambassadors

- ❑ **16,088** Hospitality assists / **356** Safety Walks
- ❑ **181** Motorist assists / **1,020** Business Contacts
- ❑ **2,532** homeless outreach interactions
- ❑ Assisted at **18** events – including Herald Hunt, Holiday Village, History Walk & Fall Party on Avenue 3, Miami International Book Fair & **6** Miami Heat games
- ❑ Launched Brickell Daytime Ambassador

### Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,508** garbage bags
- ❑ DET/NEAT removed **38** instances of illegal dumping; removed **138 (129 unused)** syringes from the area
- ❑ Trained **10** new DET/CRA members
- ❑ Hosted Roundtable for WPB DDA – DET Team on **11/6**
- ❑ DET / NEAT collaborated on litter pick/graffiti removal throughout the District in preparation of Miami International Book Fair & Art Miami

### Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT replaced landscape/hardscape on Hyatt Ramp (SE 2 Ave / I-95 off ramp); Worked on neglected corner – Fed Ex Ramp (S. Miami Ave / I-95 On Ramp)
- ❑ Replaced **260** shrubs in planters on NE 2 Ave

### Downtown Special Vending District

- ❑ Weekday inspections conducted on **11/14** & **11/21**

### Quality of Life – FACTS

- ❑ **18** incidents reported b Ambassadors
- ❑ **9** Street signs/ **3** Traffic Signals reported to MDC PW
- ❑ **21** lighting outages were reported to FPL/City of Miami & Miami-Dade County
- ❑ **255** instances of Graffiti removed by DET & Ambassadors
- ❑ **18,111** uses to date at Pit Stop (FY 19-20); restrooms have been used **219,335** times since inception
- ❑ **16** special collections; **98** Daily Inspections conducted by Solid Waste
- ❑ **40** issues identified & reported for Get It Done area
- ❑ Participated on NEAT Streets Miami Superbowl Sparkle Tour on **11/25**

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