

## Enhanced Services Report November 2021



### Ambassadors

Assisting Downtown patrons



### Solid Waste

Pressure Washing Initiative



### Wells Fargo Clean-Up Event

Planting along SE/SW 1 ST



### DET CRA

ROW Maintenance



### Wells Fargo Clean-Up Event

Graffiti Removal

### Downtown Ambassadors

- ❑ **22,171** Hospitality assists / **374** Safety Walks
- ❑ **285** Motorist assists / **1,566** Business Contacts
- ❑ Assisted at **15** events: Underline & MCAD events, Wells Fargo Clean-up, Money Heist, Flagler Street Art Festival, FIBA, Miami Int'l Book Fair & Brickell Food & Wine
- ❑ Staff trained on Emergency Management Action Plans & Engaging People on the Street Training
- ❑ Continued outreach collaboration with Lotus House & Camillus House; **627** homeless outreach interactions
- ❑ Engaged Downtown stakeholders and distributed Flagler Street Construction Updates & Road Closures
- ❑ Continued collaboration with disinfecting touchpoints throughout the district

### Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,254** garbage bags
- ❑ DET/NEAT removed **40** instances of illegal dumping; removed **3** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Low staffing levels – no new DET/CRA staff
- ❑ DET removed litter, debris, graffiti; collaborated with Solid Waste for pressure cleaning sidewalk blocks in the CBD
- ❑ Assisted MPD HEAT Detail with special clean-ups in neglected corners & homeless encampments on **11/3, 11/10, 11/17 & 11/24**.
- ❑ DET/NEAT prepped and cleaned area for events; assisted at Wells Fargo HOPE/USA Campaign Clean-up

### Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN; installed **1,282** shrubs
- ❑ NEAT/DET assisted in planting **1,042** shrubs for Wells Fargo HOPE/USA Campaign Clean-up in the CBD

### Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **11/2 & 11/16**

### Quality of Life – FACTS

- ❑ **20** incidents reported by Ambassadors
- ❑ **1** Street signs / **3** Traffic Signals reported to MDC PW
- ❑ **73** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **395** instances of Graffiti removed by DET & Ambassadors
- ❑ **18,137** uses to date at Pit Stop (FY 21-22); restrooms have been used **362,307** times since inception

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