

## Enhanced Services Report September 2019



**Ambassadors**  
Assisting Tourists



**DET/NEAT**  
Planter Maintenance



**DET/CRA**  
ROW Maintenance



**DET**  
Gateway Maintenance



**Ambassadors**  
Arts Launch

### Downtown Ambassadors

- **12,059** Hospitality assists / **302** Safety Walks
- **231** Motorist assists / **1,200** Business Contacts
- **2,917** homeless outreach interactions
- Assisted at **11** events – including Arts Launch, Laser Nights, Scoop Your Poop & MCAD events
- Participated in Pet Waste Outreach in Brickell on **9/30**

### Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,669** garbage bags
- DET/NEAT removed **25** instances of illegal dumping; Removed **29** syringes from the area
- Trained **9** new DET/CRA members
- DET/CRA participated in Miami Begins with Me Training

### Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced **610** shrubs in planters
- NEAT / DET collaborated on litter pick/graffiti removal in the A & E District in preparation for Arts Launch

### Downtown Special Vending District

- Cart Inspections conducted on **9/9 & 9/18**
- 2019-2020 Vendor Lottery held on **9/24**; **7** locations selected during lottery
- New accessories procured; distributed on **9/27**

### Quality of Life – FACTS

- **19** incidents reported by Ambassadors
- **8** Street signs/ **16** Traffic Signals reported to MDC PW
- **9** lighting outages were reported to FPL/City of Miami & Miami-Dade County
- **495** instances of Graffiti removed by DET & Ambassadors
- **88,965** uses to date at Pit Stop (FY 18-19); restrooms have been used **197,107** times since inception
- **15** Special collections; **190** Daily Inspections conducted by Solid Waste
- Collaborated with More than Pink staff to report safety issues along race route; **2** issues reported
- Participated on NEAT Streets Miami Sparkle Tour on **9/23**

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