

Enhanced Services Report September 2021



Ambassadors
Providing Directions



DET/NEAT
Gateway Maintenance



Ambassadors
Corporate Run



DET CRA
ROW Maintenance



Pit Stop Program
Pit Stop Unveiling Ceremony

Downtown Ambassadors

- ❑ **25,992** Hospitality assists / **430** Safety Walks
- ❑ **177** Motorist assists / **1,569** Business Contacts
- ❑ Assisted at **4** events: Mercedes Benz Corporate Run, Pit Stop Unveiling, D-5 Safer, Cleaner Streets Campaign Launch Event & D-5 Mom & Pop Grant Distribution
- ❑ Participated in Safety Training & Uniform Appearance
- ❑ Continued homeless outreach collaboration with Lotus House; **924** homeless outreach interactions
- ❑ Distributed traffic closure information to Downtown businesses and residents for Corporate Run
- ❑ Continued collaboration with disinfecting touchpoints throughout the district

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,305** garbage bags
- ❑ DET/NEAT removed **22** instances of illegal dumping; removed **10** syringes from the district
- ❑ DET/CRA team continue normal work schedules; Trained **1** new DET/CRA team staff
- ❑ DET/CRA assisted MPD with special clean-ups in neglected corners & homeless encampments on **9/1, 9/8, 9/15 & 9/22**; continued collaboration with MPD HEAT to provide outreach
- ❑ DET prepped and cleaned area for September events; including Mercedes Benz Corporate Run & Pit Stop Unveiling Ceremony

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ NEAT/DET installed **230** shrubs in gateways in Downtown

Downtown Miami Special Vending District

- ❑ Cart inspections conducted on **9/7 & 9/23**
- ❑ Lottery held on 9/21; 5 locations selected for 2021-2022 Franchise Period
- ❑ Vendor supplies returned and distributed on 9/30

Quality of Life – FACTS

- ❑ **14** incidents reported by Ambassadors
- ❑ **2** Street signs / **1** Traffic Signals reported to MDC PW
- ❑ **1** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **244** instances of Graffiti removed by DET & Ambassadors
- ❑ **57,236** uses through 9/30/21 at Pit Stop (FY 20-21); restrooms have been used **344,170** times since inception

Report created by:

- ❑ Jennifer L. Rodero, Sr. Manager, Quality of Life & Enhanced Services, 305-579-6675, rodero@miamidda.com