

## Enhanced Services Report January 2019



**Ambassadors**  
Assisting on Boat Tour



**DET**  
Planter Maintenance



**DET/CRA**  
Proper Tree Pruning Training



**Business Community Outreach**  
Coffee with a Cop  
Brickell – Sergio's

### Downtown Ambassadors

- **9,811** Hospitality assists / **161** Safety Walks
- **103** Motorist assists / **962** Business Contacts
- **2,235** homeless outreach interactions
- Assisted at **7** events – including Coffee with a Cop, Pack Walk, Miami Marathon & assisted at **6** Miami Heat Games

### Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,634** garbage bags
- DET/NEAT removed **30** instances of illegal dumping; Removed **6** syringes from the area
- DET/NEAT collaborated on litter-pick up/graffiti removal for Miami Marathon
- DET repaired and painted **12** planters
- Proper Pruning & Tree Maintenance Training completed on **1/10/19**; provided by Miami-Dade County Cooperative Extension

### Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced plant material on gateways

### Downtown Special Vending District

- Cart Inspections conducted on **1/4** & **1/31**
- Identified and reported illegal vendor activity

### Quality of Life – FACTS

- **23** incidents reported by Ambassadors
- **7** Street signs/**10** Traffic Signals reported to MDC PW
- **24** lighting outages were reported to FPL/City of Miami & Miami-Dade County
- **467** instances of Graffiti removed by DET & Ambassadors
- **30,995** uses to date at Pit Stop (FY 18-19); restrooms have been used **139,137** times since inception
- Collaborated with **Miami Marathon** staff to report safety issues along route; **19** issues reported
- **140** Daily Inspections conducted by Solid Waste

Report created by:

- Jennifer L. Rodero, Sr. Manager, Quality of Life & Enhanced Services, 305-579-6675, [rodero@miamidda.com](mailto:rodero@miamidda.com)