

## Enhanced Services Report May 2019



**Ambassadors**  
Business Contacts



**DET/NEAT**  
Gateway Maintenance



**DET/CRA**  
ROW Maintenance



**DET**  
Hanging Flags on Flagler Street



**DET/NEAT**  
Gateway Clean-up with MPD & NET

### Downtown Ambassadors

- **10,297** Hospitality assists / **178** Safety Walks
- **95** Motorist assists / **1,050** Business Contacts
- **2,444** homeless outreach interactions
- Assisted at **8** events – including Coffee with a Cop, Friday Forums, Scoop Your Poop Miami Campaign, Memorial Day Tribute & MCAD events.
- Participated in Active Shooter/Terrorism Awareness Training on **May 20**
- Special Assignment to patrol Maurice Ferrer Park

### Downtown Enhancement Team (DET)

- DET & DET/CRA collected **1,813** garbage bags
- DET/NEAT removed **35** instances of illegal dumping; Removed **5** syringes from the area
- Trained **5** new DET/CRA members
- DET performed annual maintenance to **200** planters
- DET hung flags along Flagler Street

### Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET collaborated on Downtown Gateway Clean-up Event with MPD & NET on **May 16 & 17**

### Downtown Special Vending District

- Cart Inspections conducted on **5/10 & 5/17**
- Locations inspected for 2019-2020 Franchise Period

### Quality of Life – FACTS

- **18** incidents reported by Ambassadors
- **5** Street signs/ **9** Traffic Signals reported to MDC PW
- **39** lighting outages were reported to FPL/City of Miami & Miami-Dade County
- **447** instances of Graffiti removed by DET & Ambassadors
- Hosted Coffee with a Cop on **5/29** at the Egg Spot; **25** attendees
- Coordinated a Downtown tour with the NAC on **May 7**
- **61,601** uses to date at Pit Stop (FY 18-19); restrooms have been used **169,743** times since inception
- **179** Daily Inspections conducted by Solid Waste

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