

Enhanced Services Report May 2020



Ambassadors

Disinfecting Touchpoints



NEAT/DET

Installing new plant material



DET/Pit Stop Program

Cleaning & Disinfecting Restrooms



Dade County Courthouse

Replaced damaged planter



George Floyd Protests

Property damage

Downtown Ambassadors

- ❑ **3,665** Hospitality assists / **112** Safety Walks
- ❑ **55** Motorist assists / **542** Business Contacts
- ❑ **534** homeless outreach interactions
- ❑ Assisted at **4** events; including Bike Mobility Tour, Appreciation Parade, Bayfront Fireworks Show & George Floyd Demonstrations
- ❑ Participated in COVID-19, Protests/Demonstrations & Safety Training
- ❑ Collaborated on the City's Re-opening Task Force & disinfected touchpoints throughout the District

Downtown Enhancement Team (DET)

- ❑ DET & DET/CRA collected **1,450** garbage bags
- ❑ DET/NEAT removed **35** instances of illegal dumping; removed **17** syringes from the area
- ❑ DET/CRA team returned to normal work schedules; Trained **10** new DET/ CRA members
- ❑ DET assisted in removing litter, debris & graffiti throughout the District
- ❑ Installed American flags along Flagler Street in observation of national holidays

Neighborhood Enhancement Action Team (NEAT)

- ❑ NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- ❑ Installed **2** trees & **600** flowering shrubs in planters; removed & replaced damaged planter at Courthouse

Downtown Special Vending District

- ❑ Weekday inspections conducted on **5/8** & **5/14**;
- Vendors re-opened on **5/18**

Quality of Life – FACTS

- ❑ **16** incidents reported by Ambassadors
- ❑ **23** Street signs/ **2** Traffic Signals reported to MDC PW
- ❑ **34** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- ❑ **102** instances of Graffiti removed by DET & Ambassadors
- ❑ **66,801** uses to date at Pit Stop (FY 19-20); restrooms have been used **268,025** times since inception
- ❑ **6** special collections; **70** Daily Inspections conducted by Solid Waste
- ❑ Staff inspected A& E/CBD district for ROW issues; **64** issues were identified & reported for resolution

Report created by:

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