Enhanced Services Report
April 2019

Downtown Ambassadors
- 10,193 Hospitality assists / 204 Safety Walks
- 102 Motorist assists / 1,113 Business Contacts
- 2,358 homeless outreach interactions
- Assisted at 7 events – including DWNTWN Movie Nights, Mercedes Benz Corporate Run, Friday Forums, Scoop Your Poop Miami Campaign & MCAD events.
- Collaborated with the City of Miami Solid Waste Department, MPD, and BHA on educational outreach on proper pet waste disposal

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,812 garbage bags
- DET/NEAT removed 27 instances of illegal dumping; Removed 26 syringes from the area
- Trained 12 new DET/CRA members
- DET/NEAT collaborated on litter-pick up/graffiti removal & landscape maintenance on the Corporate Run route

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced 568 shrubs in planters

Downtown Special Vending District
- Cart Inspections conducted on 4/5 & 4/26

Quality of Life – FACTS
- 22 incidents reported by Ambassadors
- 7 Street signs / 12 Traffic Signals reported to MDC PW
- 20 lighting outages were reported to FPL/City of Miami & Miami-Dade County
- Collaborated with the Corporate Run staff to report safety issues along route; 25 issues reported
- 658 instances of Graffiti removed by DET & Ambassadors
- 55,061 uses to date at Pit Stop (FY 18-19); restrooms have been used 163,203 times since inception
- 165 Daily Inspections conducted by Solid Waste

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