Enhanced Services Report
April 2020

Downtown Ambassadors
- 3,560 Hospitality assists / 70 Safety Walks
- 58 Motorist assists / 327 Business Contacts
- 556 homeless outreach interactions
- Due to the COVID-19 pandemic; all events and HEAT games were canceled
- Participated in Smart System, Reporting & Safety Training
- Distributed hand sanitizers & Go Local stickers to Downtown businesses

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,714 garbage bags
- DET/NEAT removed 25 instances of illegal dumping; removed 18 syringes from the area
- Staff researched, procured & ordered a new DET Truck
- DET/CRA team continues working reduced work schedules due to COVID-19 pandemic; Teams continue removing litter, debris, graffiti, attending restrooms, landscape maintenance & addressing hot spots throughout the District

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN; removed vandalized plant material

Downtown Special Vending District
- Weekday inspections conducted on 4/7 & 4/16

Quality of Life – FACTS
- 20 incidents reported by Ambassadors
- 12 Street signs/ 8 Traffic Signals reported to MDC PW
- 16 lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 172 instances of Graffiti removed by DET & Ambassadors
- 60,485 uses to date at Pit Stop (FY 19-20); restrooms have been used 261,709 times since inception
- 10 special collections; 80 Daily Inspections conducted by Solid Waste
- Staff inspected Brickell district for ROW issues on 4/30; 15 issues were identified & reported for resolution
- Staff continues to source & procure additional PPE for field staff in preparation of the City’s re-opening with social distancing restrictions in place

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