Enhanced Services Report
February 2019

Downtown Ambassadors
- 8,849 Hospitality assists / 127 Safety Walks
- 85 Motorist assists / 850 Business Contacts
- 2,150 homeless outreach interactions
- Assisted at 8 events – including Coffee with a Cop, DWNTWN Movie Nights, MCAD Events & assisted at 5 Miami Heat Games
- Attended Hospitality Training / Miami Begins with Me
- Distributed candy to Downtown stakeholders during Valentine’s Day shopping season

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,385 garbage bags
- DET/NEAT removed 20 instances of illegal dumping; Removed 18 syringes from the area
- DET/NEAT collaborated on litter-pick up/graffiti removal for Yacht Show & Art Wynwood
- Attended Landscape Training on 2/28 at the MDC Cooperative Extension

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced 400 shrubs in planters

Downtown Special Vending District
- Cart Inspections conducted on 2/5 & 2/26

Quality of Life – FACTS
- 23 incidents reported by Ambassadors
- 7 Street signs/ 3 Traffic Signals reported to MDC PW
- 7 lighting outages were reported to FPL/City of Miami & Miami-Dade County
- 740 instances of Graffiti removed by DET & Ambassadors
- 37,532 uses to date at Pit Stop (FY 18-19); restrooms have been used 145,674 times since inception
- Conducted A & E Virtual Walk-through on 2/13; 85 issues/tasks were identified and reported to individual entities for resolution
- 110 Daily Inspections conducted by Solid Waste

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