Enhanced Services Report
February 2020

Downtown Ambassadors
- 16,544 Hospitality assists / 245 Safety Walks
- 197 Motorist assists / 1,432 Business Contacts
- 2,413 homeless outreach interactions
- Assisted at 10 events — including Super Bowl LIV, Walk for the Animals, MCAD events, Mary Brickell Village events & 5 Heat games
- Participated in Hospitality Training
- Distributed Valentine’s Day candy throughout the District during Valentine’s Day shopping season.

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,645 garbage bags
- DET/NEAT removed 14 instances of illegal dumping; removed 5 syringes from the area
- Trained 5 new DET/CRA members
- DET / NEAT collaborated on litter pick/graffiti removal & landscape maintenance throughout the District in preparation for Super Bowl LIV events, Yacht Show, Miami Marathon, 305 Half Marathon, Dolphin Cancer Challenge, Miami Heat games & Arsht Center events
- Collaborated on special-clean up with MPD, NET, Human Services and Solid Waste on 2/12

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT/DET replaced 268 shrubs (flowering plants) along NE 1 St, SE 1 St & at the Dade County Courthouse

Downtown Special Vending District
- Weekday inspections conducted on 2/6 & 2/24; Quarterly Weekend inspections conducted on 2/22

Quality of Life – FACTS
- 12 incidents reported by Ambassadors
- 3 Street signs/ 8 Traffic Signals reported to MDC PW
- 9 lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 1,100 instances of Graffiti removed by DET & Ambassadors
- 44,392 uses to date at Pit Stop (FY 19-20); restrooms have been used 245,616 times since inception
- 12 special collections; 90 Daily Inspections conducted by Solid Waste

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