Enhanced Services Report
January 2020

Downtown Ambassadors
- 23,253 Hospitality assists / 351 Safety Walks
- 141 Motorist assists / 1,199 Business Contacts
- 2,080 homeless outreach interactions
- Assisted at 11 events – including Super Bowl LIV, Railvolution, Coffee with a Cop/ National Law Enforcement Officer Appreciation Day, Tech Talks, MCAD events, Mary Brickell Village events & 8 Miami Heat games
- Participated in Customer Service & Safety Training

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,855 garbage bags
- DET/NEAT removed 19 instances of illegal dumping; removed 76 syringes from the area
- Trained 8 new DET/CRA members
- DET / NEAT collaborated on litter pick/graffiti removal & landscape maintenance throughout the District in preparation for Super Bowl LIV events, Miami Heat games & Arsht Center events
- Worked with NEAT/FDOT on neglected corners & gateways

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT/DET replaced 344 shrubs (flowering plants) in 45 planters located throughout the CBD; replaced 1 tree

Downtown Special Vending District
- Weekday inspections conducted on 1/9 & 1/17

Quality of Life – FACTS
- 8 incidents reported by Ambassadors
- 4 Street signs/ 6 Traffic Signals reported to MDC PW
- 7 lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 353 instances of Graffiti removed by DET & Ambassadors
- 37,604 uses to date at Pit Stop (FY 19-20); restrooms have been used 238,828 times since inception
- 19 special collections; 180 Daily Inspections conducted by Solid Waste
- Hosted 2nd Downtown Miami Sparkle Tour on 1/29/20; 30 participants

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