Enhanced Services Report
July 2020

Downtown Ambassadors
- 5,665 Hospitality assists / 86 Safety Walks
- 103 Motorist assists / 839 Business Contacts
- 589 homeless outreach interactions
- Assisted at 6 events: Demonstrations, Press Conference “Masks on Miami” & National Ice Cream Day
- Participated in “The Impact of What you Do” Training
- Continued collaboration with disinfecting touchpoints throughout the District

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,888 garbage bags
- DET/NEAT removed 27 instances of illegal dumping; removed 50 syringes from the area
- DET/CRA team continue normal work schedules; Trained 5 new DET team staff
- DET removed litter, debris, disinfecting touchpoints & graffiti throughout the District
- DET repaired 11 planters
- DET/NEAT prepped District for Hurricane ISAIAS

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- Installed 2 trees & 540 flowering shrubs in planters
- NEAT collaborated on planter relocation project; 16 planters relocated; 1 damaged planter removed

Downtown Special Vending District
- Weekday cart inspections conducted on 7/8 & 7/22
- Public Notice advertised for 20-21 Application Process & Lottery

Quality of Life – FACTS
- 23 incidents reported by Ambassadors
- 7 Street signs/ 15 Traffic Signals reported to MDC PW
- 3 lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 339 instances of Graffiti removed by DET & Ambassadors
- 76,752 uses to date at Pit Stop (FY 19-20); restrooms have been used 277,976 times since inception
- Staff inspected district in preparation for Hurricane ISAIAS; 28 potential projectiles reported for removal & resolution

Report created by:
- Jennifer L. Rodero, Sr. Manager, Quality of Life & Enhanced Services, 305-579-6675, rodero@miamidda.com