### Enhanced Services Report
#### July / August 2019

#### Downtown Ambassadors
- 22,270 Hospitality assists / 472 Safety Walks
- 255 Motorist assists / 2,254 Business Contacts
- 6,246 homeless outreach interactions
- Assisted at 16 events – including Downtown Cleanliness & Hurricane Preparedness, Cone & Coffee with a Cop, National Night Out & MCAD events
- Participated in Customer Service & Hospitality Training
- Distributed 200 Hurricane Preparedness Guides

#### Downtown Enhancement Team (DET)
- DET & DET/CRA collected 2,992 garbage bags
- DET/NEAT removed 42 instances of illegal dumping; Removed 29 syringes from the area
- Trained 26 new DET/CRA members
- DET/CRA/NEAT collaborated on storm preparations
- DET/CRA participated in Safety Training on 8/7

#### Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced 295 shrubs in planters
- NEAT / DET collaborated on special clean-up with MPD, Solid Waste, and NET; areas with street feeding

#### Downtown Special Vending District
- Cart Inspections conducted on 7/10, 7/29, 8/8 & 8/21

#### Quality of Life – FACTS
- 32 incidents reported by Ambassadors
- 12 Street signs / 23 Traffic Signals reported to MDC PW
- 28 lighting outages were reported to FPL/City of Miami & Miami-Dade County
- 1,496 instances of Graffiti removed by DET & Ambassadors
- 82,842 uses to date at Pit Stop (FY 18-19); restrooms have been used 190,984 times since inception
- Hosted Cone with a Cop on 7/24 at Freddo’s Brickell
- 40 Special collections; 295 Daily Inspections conducted by Solid Waste
- Conducted inspection of DDA District in preparation of Hurricane Dorian; 16 issues reported

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