Enhanced Services Report
March 2019

Downtown Ambassadors
- 11,986 Hospitality assists / 179 Safety Walks
- 70 Motorist assists / 836 Business Contacts
- 1,913 homeless outreach interactions
- Assisted at 10 events – including Coffee with a Cop, DWNTWN Movie Nights, MIFF, St. Patrick’s Event (Brickell) & assisted at 9 Miami Heat Games
- Collaborated with MDC Department of Transportation & Public Works on bus route changes

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,650 garbage bags
- DET/NEAT removed 25 instances of illegal dumping; Removed 26 syringes from the area
- DET/NEAT collaborated on litter-pick up/graffiti removal for MIFF & Ultra Music Festival
- Met with D-2 Office and City Administration on DET Expansion

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- Collaborated with COM SW on prepping for Ultra along NE 11 St (Club area) with additional trash receptacles
- NEAT / DET replaced 270 shrubs in planters

Downtown Special Vending District
- Cart Inspections conducted on 3/23 & Quarterly Weekend Cart Inspections conducted on 3/29

Quality of Life – FACTS
- 16 incidents reported by Ambassadors
- 3 Street signs/ 8 Traffic Signals reported to MDC PW
- Conducted bi-annual Street Light Survey on 3/20 - 58 lighting outages were reported to FPL
- 464 instances of Graffiti removed by DET & Ambassadors
- 46,960 uses to date at Pit Stop (FY 18-19); restrooms have been used 155,102 times since inception
- Attended MDC OEM - Collaboration in Disaster Readiness Symposium on 3/5 & 3/6
- 160 Daily Inspections conducted by Solid Waste

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