

Enhanced Services Report March 2020



Ambassadors
ROSS Grand Opening



NEAT/DET
ROW Maintenance



DET/CRA
ROW Maintenance



DET/NEAT
Gateway Maintenance



Ambassadors
Distributing Hand Sanitizers

Downtown Ambassadors

- **14,713** Hospitality assists / **146** Safety Walks
- **106** Motorist assists / **889** Business Contacts
- **971** homeless outreach interactions
- Assisted at **5** events — including Miami International Film Festival, MCAD events, Mary Brickell Village events, Elections, ROSS grand opening & **3** Heat games
- Participated in HR & Safety Training
- Distributed COVID-19 information, hand sanitizers & Go Local stickers to Downtown businesses

Downtown Enhancement Team (DET)

- DET & DET/CRA collected **2,223** garbage bags
- DET/NEAT removed **14** instances of illegal dumping; removed **24** 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 Miami International Film Festival, Miami Heat games & Arsht Center events

Neighborhood Enhancement Action Team (NEAT)

- NEAT/DET performed landscape maintenance and watering throughout DWNTWN; removed vandalized plant material
- NEAT/DET collaborated on landscape clean-up with the Flagler Beautification Team on **3/20**

Downtown Special Vending District

- Weekday inspections conducted on **3/5** & **3/18**
- Distributed COVID-19 information/closures to vendors

Quality of Life – FACTS

- **13** incidents reported by Ambassadors
- **8** Street signs/ **8** Traffic Signals reported to MDC PW
- **13** lighting issues were reported to FPL/City of Miami & Miami-Dade County
- **982** instances of Graffiti removed by DET & Ambassadors
- **52,044** uses to date at Pit Stop (FY 19-20); restrooms have been used **253,268** times since inception
- **24** special collections; **150** Daily Inspections conducted by Solid Waste
- Ordered PPE/supplies to prepare for COVID-19; developed operations plan/reduced work schedule for DET & CRA DET Teams

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