Enhanced Services Report
May 2020

Downtown Ambassadors
- 3,665 Hospitality assists / 112 Safety Walks
- 55 Motorist assists / 542 Business Contacts
- 534 homeless outreach interactions
- Assisted at 4 events; including Bike Mobility Tour, Appreciation Parade, Bayfront Fireworks Show & George Floyd Demonstrations
- Participated in COVID-19, Protests/Demonstrations & Safety Training
- Collaborated on the City’s Re-opening Task Force & disinfected touchpoints throughout the District

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,450 garbage bags
- DET/NEAT removed 35 instances of illegal dumping; removed 17 syringes from the area
- DET/CRA team returned to normal work schedules; Trained 10 new DET/ CRA members
- DET assisted in removing litter, debris & graffiti throughout the District
- Installed American flags along Flagler Street in observation of national holidays

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- Installed 2 trees & 600 flowering shrubs in planters; removed & replaced damaged planter at Courthouse

Downtown Special Vending District
- Weekday inspections conducted on 5/8 & 5/14; Vendors re-opened on 5/18

Quality of Life – FACTS
- 16 incidents reported by Ambassadors
- 23 Street signs/ 2 Traffic Signals reported to MDC PW
- 34 lighting issues were reported to FPL/City of Miami & Miami-Dade County
- 102 instances of Graffiti removed by DET & Ambassadors
- 66,801 uses to date at Pit Stop (FY 19-20); restrooms have been used 268,025 times since inception
- 6 special collections; 70 Daily Inspections conducted by Solid Waste
- Staff inspected A& E/CBD district for ROW issues; 64 issues were identified & reported for resolution

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