Enhanced Services Report
November 2019

Downtown Ambassadors
- **16,088** Hospitality assists / **356** Safety Walks
- **181** Motorist assists / **1,020** Business Contacts
- **2,532** homeless outreach interactions
- Assisted at **18** events – including Herald Hunt, Holiday Village, History Walk & Fall Party on Avenue 3, Miami International Book Fair & 6 Miami Heat games
- Launched Brickell Daytime Ambassador

Downtown Enhancement Team (DET)
- DET & DET/CRA collected **1,508** garbage bags
- DET/NEAT removed **38** instances of illegal dumping; removed **138** (129 unused) syringes from the area
- Trained **10** new DET/CRA members
- Hosted Roundtable for WPB DDA – DET Team on **11/6**
- DET / NEAT collaborated on litter pick/graffiti removal throughout the District in preparation of Miami International Book Fair & Art Miami

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT replaced landscape/hardscape on Hyatt Ramp (SE 2 Ave / I-95 off ramp); Worked on neglected corner – Fed Ex Ramp (S. Miami Ave / I-95 On Ramp)
- Replaced **260** shrubs in planters on NE 2 Ave

Downtown Special Vending District
- Weekday inspections conducted on **11/14** & **11/21**

Quality of Life – FACTS
- **18** incidents reported b Ambassadors
- **9** Street signs / **3** Traffic Signals reported to MDC PW
- **21** lighting outages were reported to FPL/City of Miami & Miami-Dade County
- **255** instances of Graffiti removed by DET & Ambassadors
- **18,111** uses to date at Pit Stop (FY 19-20); restrooms have been used **219,335** times since inception
- **16** special collections; **98** Daily Inspections conducted by Solid Waste
- **40** issues identified & reported for Get It Done area
- Participated on NEAT Streets Miami Superbowl Sparkle Tour on **11/25**

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