Enhanced Services Report
October 2019

Downtown Ambassadors
- 16,417 Hospitality assists / 330 Safety Walks
- 242 Motorist assists / 1,192 Business Contacts
- 3,074 homeless outreach interactions
- Assisted at 22 events – including Iron Fork, Boo Parade, National Coffee with a Cop & 3 Miami Heat games
- Distributed Halloween candy to Downtown stakeholders throughout the District

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,818 garbage bags
- DET/NEAT removed 25 instances of illegal dumping; removed 20 syringes from the area
- Trained 12 new DET/CRA members
- Performed maintenance to Robert F. Clark Plaza Park

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT replaced 2 sabal palms on Hyatt Ramp (SE 2 Ave / I-95 off ramp); replaced 486 shrubs on gateways
- DET / NEAT collaborated on litter pick/graffiti removal in the A & E District in preparation of Heat / Arsht seasons

Downtown Special Vending District
- Initial cart Inspections conducted on 10/1 (franchise period); weekday inspection conducted on 10/23

Quality of Life – FACTS
- 16 incidents reported by Ambassadors
- 4 Street signs/ 9 Traffic Signals reported to MDC PW
- 4 lighting outages were reported to FPL/City of Miami & Miami-Dade County
- 396 instances of Graffiti removed by DET & Ambassadors
- 7,300 uses to date at Pit Stop (FY 19-20); restrooms have been used 208,524 times since inception
- 14 special collections; 160 Daily Inspections conducted by Solid Waste
- 40 issues identified & reported for Get It Done area
- Participated on NEAT Streets Miami Art Basel Sparkle Tour on 10/28; 16 issues identified & reported

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