Enhanced Services Report
January 2019

Downtown Ambassadors
- 9,811 Hospitality assists / 161 Safety Walks
- 103 Motorist assists / 962 Business Contacts
- 2,235 homeless outreach interactions
- Assisted at 7 events – including Coffee with a Cop, Pack Walk, Miami Marathon & assisted at 6 Miami Heat Games

Downtown Enhancement Team (DET)
- DET & DET/CRA collected 1,634 garbage bags
- DET/NEAT removed 30 instances of illegal dumping; Removed 6 syringes from the area
- DET/NEAT collaborated on litter-pick up/graffiti removal for Miami Marathon
- DET repaired and painted 12 planters
- Proper Pruning & Tree Maintenance Training completed on 1/10/19; provided by Miami-Dade County Cooperative Extension

Neighborhood Enhancement Action Team (NEAT)
- NEAT/DET performed landscape maintenance and watering throughout DWNTWN
- NEAT / DET replaced plant material on gateways

Downtown Special Vending District
- Cart Inspections conducted on 1/4 & 1/31
- Identified and reported illegal vendor activity

Quality of Life – FACTS
- 23 incidents reported by Ambassadors
- 7 Street signs/10 Traffic Signals reported to MDC PW
- 24 lighting outages were reported to FPL/City of Miami & Miami-Dade County
- 467 instances of Graffiti removed by DET & Ambassadors
- 30,995 uses to date at Pit Stop (FY 18-19); restrooms have been used 139,137 times since inception
- Collaborated with Miami Marathon staff to report safety issues along route; 19 issues reported
- 140 Daily Inspections conducted by Solid Waste

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