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## LETTER TO COMMISSION

TO: Mayor Matti H. Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: July 21, 2008

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2007/08 Quarter 2

The purpose of this Letter to Commission is to communicate the results of the Cleanliness Index and Assessment program from FY2007/08 Quarter 2 (January 1, 2008 to March 31, 2008)

### Background

The Miami Beach Public Area Cleanliness Index is an objective measurement of performance ranging from 1.0 (Very Clean) to 6.0 (Very Dirty) and includes assessments of litter, litter/garbage cans/dumpsters, organic material, and fecal matter. The results of the assessments are used to monitor the impacts of recently implemented initiatives to target areas for future improvements, and assure the quality of services.

During FY2006/07, the City tightened the target for the Citywide and area-specific cleanliness indices from 2.0 to 1.5 – the lower the score on the cleanliness index indicates a cleaner area. This target continues to be the same for FY2007/08 and it is intended to reflect the additional resources the City has invested in cleanliness services. As important, the City also has a goal to ensure that 90 percent of assessments score 2.0 or better.

### Summary of the Cleanliness Assessment Results FY 2007 / 2008 Quarter 2

Overall, the Citywide cleanliness index remained almost the same in Quarter 2 when compared to the same quarter from the previous year, but achieved a 9% improvement when compared to the same quarter in the base year FY2005/06. All areas have achieved the FY2005/06 target of 2.0 or better, except for alleys with a score above a 2.0.

In general, City cleanliness has progressed to the point at which major improvements cannot be accomplished without additional resources. The actual improvements possible may not be justified by the potential expense and it is not recommended at this time. As a result, cleanliness assessment adjustments are focused on smaller or incremental adjustments. Also, review has started to focus on areas that might be positively influenced through legislative or other external agency changes. These changes take more time to be vetted in our public process and some noted may ultimately not be deemed feasible.

## Positive and Improved Areas

- Parks: Improved 9.6% when compared to the same quarter in FY2006/07.
- Waterways: Both hotspot and non-hotspots improved when compared to the prior quarter by 43% and 9.4% respectively. Overall waterway scores improved by 16.5% when compared to the prior quarter after Sanitation worked with the outsource vendor and trained the new captain on the requirements of the city's cleanliness index.

## Areas of Focus

- **Alleys** – Alleys continue to be the principal cleanliness issue and the worst scoring public area. Continuing problems include overflowing garbage dumpsters, illegal dumping, and large amounts of litter in concentrated areas. Action plans identified include:
  - Sanitation and Code will continue to explore the possibility of deputizing operations supervisors with the ability to issue violations related to illegal dumping and dumpsters in order to be able to address these issues on the spot and thus increase compliance.
  - Public Works and Code will research the possibility of developing an ordinance that will require multi-family units to contract to provide bulky waste pick-up service.
  - Sanitation will work with Miami-Dade County on the possibility to make bulky waste drop-off sites available to Miami Beach residents, such as the County's site on 79<sup>th</sup> Street, in order to give our residents additional options when trying to dispose of bulky waste.
- **Streets and Sidewalks (Residential Area)** – In the detailed report on streets and sidewalks, residential scores appeared as an area of focus this quarter. Further analysis showed that most of the problem is happening around the Flamingo Park area with poor litter and organic material scores. This area has a high concentration of trees that will require dedicated sanitation resources to increase the frequency of the cleaning during certain times of year due to the effects of seasonality (increased amount of fallen leaves, seeds, etc.). Also, another issue in this area is the high concentration of vehicles parked along the street which prevent cleaning crews from being able to use the mechanical sweepers in the entire area. Adding dedicated resources would be the best option to address this item; however, it was not deemed feasible at this time.
- **Parks** – Despite the improvement in scores during this quarter, the Bark Parks in the Parks scores appeared as an area focus for fecal matter. The Parks department does not have the necessary resources to enforce picking-up after the dogs inside the bark park; therefore, Parks will do some outreach to the Responsible Dog Owners on alternative options, as well as other jurisdictions that also have Bark Parks in order to better address this issue.
- **Construction Sites** – One of the main factors related to poor litter/waste and garbage cans scores has been associated with construction sites throughout the city; especially in commercial and residential areas, parks, and parking lots. Action plans identified include:
  - Public Works and Parking will work with Code and Building in order to research alternative methods to affect litter/waste in the areas assessed to include changes in building permit regulations and the potential establishment of impact fees to construction contractors that will require stricter Code enforcement.
  - Parking Department will work on an ordinance that will require construction contractors to provide a parking plan in order to have permits approved by the Building Department that will include some cleanliness requirements based on the City's index.

## Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver impacting overall quality of life. Although additional improvement is still needed, since the inception of the cleanliness assessment program, the City has seen noted increases in overall service levels and satisfaction in the community in this important service area.

Cleanliness Index Score Per Public Area (target = 1.5)

Public Area	FY2005/06 (Base Year)				
	Q1	Q2	Q3	Q4	FY Score
Overall City Score	2.20	1.94	2.24	2.03	2.10
Streets*	2.07	1.98	2.22	1.84	2.03
Not including alleys	1.99	1.85	2.16	1.74	1.94
Commercial - Entertainment	1.84	1.78	2.44	1.74	1.95
Commercial -Non-Entertainment	1.89	1.87	1.81	1.75	1.83
Residential	2.25	1.93	2.11	1.74	2.01
Alleys**	2.46	2.69	2.75	2.49	2.60
Sidewalks	2.02	2.05	2.33	1.84	2.06
Commercial - Entertainment	1.87	1.95	2.50	1.86	2.04
Commercial -Non-Entertainment	1.97	2.15	1.91	1.79	1.95
Residential	2.28	2.11	2.35	1.83	2.14
Parks	2.08	1.53	1.93	2.04	1.90
Parking	2.25	2.26	2.30	2.01	2.21
Waterway	2.77	2.12	2.93	2.53	2.59
Beach Areas					
City of Miami Beach Responsibility	2.02	1.68	1.80	1.91	1.85
Miami-Dade County Responsibility	1.96	1.78	2.04	1.95	1.93

Index
1 - Extremely Clean
2 - Clean
3 - Somewhat Clean
4 - Somewhat Dirty
5 - Dirty
6 - Extremely Dirty

Public Area	FY2006/07					% Change from base year
	Q1	Q2	Q3	Q4	FY Score	
Overall City Score	1.83	1.71	1.82	1.78	1.78	-15.1%
Streets*	1.69	1.60	1.72	1.64	1.66	-18.0%
Not including alleys	1.64	1.50	1.80	1.52	1.57	-19.1%
Commercial - Entertainment	1.54	1.56	1.80	1.53	1.56	-20.1%
Commercial -Non-Entertainment	1.65	1.43	1.51	1.44	1.51	-17.6%
Residential	1.73	1.51	1.69	1.58	1.63	-18.9%
Alleys**	2.12	2.30	2.40	2.28	2.28	-12.2%
Sidewalks	1.73	1.59	1.62	1.71	1.66	-19.3%
Commercial - Entertainment	1.58	1.62	1.60	1.66	1.61	-21.0%
Commercial -Non-Entertainment	1.77	1.53	1.53	1.73	1.64	-16.0%
Residential	1.84	1.62	1.73	1.77	1.74	-18.7%
Parks	1.56	1.76	1.77	1.89	1.75	-7.8%
Parking	1.91	1.76	1.68	1.89	1.81	-17.9%
Waterway	2.36	1.97	2.06	1.92	2.08	-19.7%
Beach Areas						
City of Miami Beach Responsibility	1.71	1.60	2.05	1.65	1.75	-5.3%
Miami-Dade County Responsibility	1.84	1.82	2.24	1.74	1.91	-1.1%

Public Area	FY2007/08				% change from prior Qtr	% change in prior FY Qtr	% change from same quarter in base year
	Q1	Q2	Q3	Q4			
Overall City Score	1.86	1.76			-5.5%	2.8%	-9.0%
Streets*	1.80	1.73			-3.9%	8.1%	-12.6%
Not including alleys	1.68	1.64			-2.4%	9.2%	-11.4%
Commercial - Entertainment	1.68	1.60			-5.0%	2.2%	-10.3%
Commercial -Non-Entertainment	1.73	1.58			-8.3%	10.6%	-15.3%
Residential	1.64	1.77			7.5%	16.8%	-8.4%
Alleys**	2.36	2.18			-7.6%	-5.3%	-18.9%
Sidewalks	1.83	1.78			-2.7%	11.9%	-13.2%
Commercial - Entertainment	1.80	1.72			-4.5%	6.2%	-11.9%
Commercial -Non-Entertainment	1.93	1.77			-8.1%	15.6%	-17.4%
Residential	1.73	1.87			7.8%	15.0%	-11.7%
Parks	1.57	1.59			1.6%	-9.6%	4.2%
Parking	1.98	1.86			-6.3%	5.5%	-17.8%
Waterway	2.35	1.96			-16.5%	-0.4%	-7.4%
Beach Areas							
City of Miami Beach Responsibility	1.65	1.65			-0.1%	3.1%	-1.8%
Miami-Dade County Responsibility	1.75	1.73			-1.1%	-5.1%	-2.8%

\* Private / Business garbage dumpsters scores are not used in the calculation of this score.

\*\* Private / Business garbage dumpsters were not assessed in FY05 Q4 and FY06 Q1.

Note: Target in FY2005/06 was 2.0 and was changed to 1.5 in FY2006/07

**Percentage of Assessments scoring 2.0 or better (target = 90%)**

Public Area	FY2005/06 (Base year)				
	Q1	Q2	Q3	Q4	FY Score
Citywide	57.5%	71.1%	56.7%	75.5%	65.2%
Streets	65.7%	79.2%	63.9%	84.8%	73.4%
Commercial-Entertainment	66.1%	81.1%	47.5%	74.6%	67.3%
Commercial - Non-Entertainment	76.7%	72.2%	82.4%	97.9%	82.3%
Residential	56.8%	84.6%	66.2%	86.1%	73.5%
Sidewalks	62.6%	68.7%	56.4%	79.3%	66.7%
Commercial-Entertainment	69.2%	71.8%	41.7%	71.7%	63.6%
Commercial - Non-Entertainment	63.5%	56.4%	79.8%	87.4%	71.8%
Residential	52.4%	78.1%	52.1%	82.2%	66.2%
Alleys*	37.7%	36.8%	37.0%	56.2%	41.9%
Parks	46.3%	88.0%	68.2%	63.8%	66.6%
Parking	48.0%	59.5%	49.2%	69.0%	56.4%
Waterway	42.9%	83.7%	34.5%	56.8%	54.5%
Beach (CMB)	64.1%	83.8%	66.0%	78.5%	73.1%
Beach (MDC)	75.3%	78.4%	53.9%	77.2%	71.2%

Public Area	FY2006/07					Difference from base year
	Q1	Q2	Q3	Q4	FY Score	
Citywide	82.7%	85.7%	82.2%	79.0%	82.4%	17.2%
Streets	89.0%	90.4%	90.6%	89.2%	89.8%	16.4%
Commercial-Entertainment	92.3%	90.3%	89.3%	88.5%	90.1%	22.7%
Commercial - Non-Entertainment	90.0%	90.1%	94.5%	95.1%	92.4%	10.1%
Residential	84.9%	84.1%	88.6%	84.6%	85.6%	12.1%
Sidewalks	86.7%	89.8%	90.8%	83.0%	87.6%	20.8%
Commercial-Entertainment	93.3%	89.8%	88.8%	87.2%	89.8%	26.2%
Commercial - Non-Entertainment	85.0%	91.1%	95.5%	80.4%	88.0%	16.2%
Residential	81.9%	86.7%	88.9%	78.9%	84.1%	17.9%
Alleys*	70.0%	66.3%	50.5%	51.8%	59.6%	17.7%
Parks	78.4%	83.1%	77.3%	68.3%	76.8%	10.2%
Parking	74.6%	83.0%	77.9%	70.0%	76.4%	19.9%
Waterway	65.3%	72.7%	72.0%	67.6%	69.4%	14.9%
Beach (CMB)	88.9%	87.5%	64.7%	84.6%	81.4%	8.3%
Beach (MDC)	81.9%	77.0%	51.8%	85.3%	74.0%	2.8%

Public Area	FY2007/08				Difference from prior Qtr	Difference from prior FY Qtr	Difference from same quarter in base year
	Q1	Q2	Q3	Q4			
Citywide	75.8%	79.7%			3.9%	-6.0%	8.6%
Streets	84.8%	85.9%			1.1%	-4.5%	6.7%
Commercial-Entertainment	83.2%	86.4%			3.2%	-3.8%	5.3%
Commercial - Non-Entertainment	83.6%	88.5%			5.0%	-1.6%	16.4%
Residential	88.9%	82.9%			-6.0%	-1.2%	-1.7%
Sidewalks	75.8%	81.3%			5.5%	-8.5%	12.6%
Commercial-Entertainment	80.8%	84.2%			3.4%	-5.6%	12.4%
Commercial - Non-Entertainment	65.8%	82.3%			16.5%	-8.8%	25.9%
Residential	77.5%	75.2%			-2.2%	-11.5%	-2.9%
Alleys*	59.8%	63.6%			3.8%	-2.7%	26.7%
Parks	82.0%	76.5%			-5.5%	-6.6%	-11.5%
Parking	69.2%	76.8%			7.6%	-6.2%	17.3%
Waterway	62.3%	72.1%			9.9%	-0.6%	-11.6%
Beach (CMB)	80.3%	84.0%			3.7%	-3.5%	0.2%
Beach (MDC)	80.7%	79.3%			-1.4%	2.3%	1.0%

**Next Quarter Assessments**

City employees and Neighborhood Leadership Academy alumni and students are conducting cleanliness assessments every quarter. If you or any member of your staff is interested in participating in the City's Public Area Cleanliness Program, please contact Isabel Stillone with the Office of Budget and Performance Improvement at extension 6354.

If you have any further questions, please feel free to contact me.

JMG/RCM/KGB/JDF/IAS