



OFFICE OF THE CITY MANAGER

LTC # 245-2008

LETTER TO COMMISSION

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

FROM: Jorge M. Gonzalez, City Manager

DATE: September 29, 2008

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2007/08 Quarter 3

The purpose of this Letter to Commission is to communicate the results of the Cleanliness Index and Assessment program from FY2007/08 Quarter 3 (April 1, 2008 to June 30, 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 3

Overall, the citywide cleanliness index improved slightly in Quarter 3 when compared to the same quarter from the previous year, but achieved a 24% improvement when compared to the same quarter in the base year FY2005/06. For the first time since the inception of the program, all areas have achieved the FY2005/06 target of 2.0 or better, except for waterways with an overall score of 2.01.

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

- **Streets – Commercial/Entertainment:** Achieved an overall score of 1.48, thus exceeding the target of 1.5. Also, improved by 7.6% when compared to the same quarter in FY2006/07 and 39.4% when compared to the same quarter in FY2005/06.
- **Alleys:** Improved by 24.9% when compared to the same quarter in FY2006/07 and 34.4% when compared to the same quarter in FY2005/06. Also, this is the first time the alleys achieve an overall score of less than 2.0
- **Parks – Scores** improved by 21.5% when compared to the same quarter in FY2005/06 and 14.3% when compared to the same quarter in FY2006/07.
- **Beach Areas – Both City of Miami Beach and Miami-Dade County** responsibility improved by 23% and 26.3% respectively when compared to the same quarter in FY2006/07 and by 12% and 19% respectively when compared to the same quarter in FY 2005/06.

Areas of Focus

- **Parking Lots** – Scores improved slightly, but continues to be an area of focus in North Beach area mainly due to illegal dumping between 71st and 73rd street and Normandy Shores. The Parking department will work with the Code Division to increase community outreach in this area with both residents and businesses. City's business liaison will look into including North Beach Development Corporation as part of the outreach effort in order to encourage landlord accountability in matters related to illegal dumping. Also, Parking continues to work with the Police Department to explore the possibility of using surveillance cameras in some of the City's parking lots. In addition, the Parking Department added additional garbage cans in North Beach in order to address poor litter scores due to the lack of garbage cans in some parking lots.
- **Waterways** – Hotspots in the Mid-Beach area appeared as the main area of focus mainly due to debris coming from northern area of the city. Also, litter coming from marina around 50th street and Collins is also responsible for the score above 2. Public Works Department will research a solution to be able to catch the debris coming from the northern part before it gets caught in mangroves around the Mid-Beach area. Also, Public Works will research other coastal communities to find out what they are doing regarding this issue.
- **North Beach Alleys** – Continuing problems include overflowing garbage dumpsters, illegal dumping, and large amounts of litter in concentrated areas. Action plans identified include:
 - Increased Code enforcement and outreach
 - Public Works and Code will continue to research the possibility of developing an ordinance that will require multi-family units to contract to provide bulky waste pick-up service.
 - Continue joint effort between Public Works and Code with the alley crews comprised of both Sanitation and Code employees.
 - Results show that alleys that have been repaved in South Beach obtained better scores. As a result, Public Works will make the repavement of North Beach alleys a priority.
- **Streets and Sidewalks (Commercial-Non-entertainment)** – In the detailed report on streets and sidewalks, commercial-non-entertainment scores during the weekday daytime appeared as an area of focus this quarter. Further analysis showed that most of the problem is happening around the 41st street corridor with poor litter and organic material scores. Planter boxes have been outgrown and the mulch is on the sidewalks. The Public

Works Department will evaluate also whether changes in the current cleaning shifts are needed in this area.

- **Bark Parks** – Despite the improvement in park scores during this quarter, the Bark Parks in the Parks scores continue to appear as an area of 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, they will continue to do some outreach to the Responsible Dog Owners group on alternative options. They will also research how other jurisdictions with Bark Parks are addressing this issue.

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	1.95	2.11	1.74	2.01
Alleys**	2.46	2.89	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	1.87	2.15	1.91	1.79	1.95
Residential	2.26	2.11	2.35	1.83	2.14
Parks	2.08	1.83	1.93	2.04	1.90
Parking	2.25	2.28	2.30	2.01	2.21
Waterway	2.77	2.12	2.83	2.53	2.58
Beach Areas					
City of Miami Beach Responsibility	2.02	1.88	1.80	1.81	1.85
Miami-Dade County Responsibility	1.96	1.78	2.04	1.85	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	1.79	-18.1%
Streets*	1.89	1.80	1.72	1.64	1.66	-18.0%
Not including alleys	1.64	1.50	1.60	1.52	1.57	-19.1%
Commercial - Entertainment	1.54	1.56	1.60	1.53	1.56	-20.1%
Commercial - Non-Entertainment	1.85	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	1.82	1.71	1.66	-19.3%
Commercial - Entertainment	1.58	1.62	1.80	1.66	1.61	-21.6%
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	1.78	1.77	1.89	1.75	-7.8%
Parking	1.81	1.76	1.88	1.89	1.81	-17.9%
Waterway	2.36	1.97	2.08	1.92	2.08	-19.7%
Beach Areas						
City of Miami Beach Responsibility	1.71	1.80	2.05	1.85	1.75	-5.3%
Miami-Dade County Responsibility	1.94	1.82	2.24	1.74	1.81	-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	1.68	1.78	1.70		-3.2%	-6.2%	-24.0%
Streets*	1.60	1.73	1.81		-8.9%	-8.4%	-27.8%
Not including alleys	1.68	1.64	1.58		-4.9%	-2.5%	-27.8%
Commercial - Entertainment	1.68	1.60	1.46		-7.6%	-7.6%	-39.4%
Commercial - Non-Entertainment	1.73	1.58	1.57		-0.9%	3.9%	-13.1%
Residential	1.84	1.77	1.64		-7.1%	-2.9%	-22.3%
Alleys**	2.36	2.16	1.80		-17.4%	-24.9%	-34.4%
Sidewalks	1.83	1.78	1.68		-5.0%	3.7%	-27.9%
Commercial - Entertainment	1.80	1.72	1.61		-6.4%	0.4%	-35.8%
Commercial - Non-Entertainment	1.93	1.77	1.67		-5.8%	9.2%	-12.4%
Residential	1.73	1.87	1.77		-5.9%	2.4%	-24.5%
Parks	1.57	1.59	1.52		-4.8%	-14.3%	-21.5%
Parking	1.98	1.88	1.83		-1.3%	9.1%	-20.3%
Waterway	2.35	1.98	2.01		2.6%	-2.6%	-31.4%
Beach Areas							
City of Miami Beach Responsibility	1.65	1.65	1.58		-4.1%	-23.0%	-12.1%
Miami-Dade County Responsibility	1.75	1.73	1.65		-4.6%	-36.3%	-18.1%

* 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%	66.7%	75.5%	68.2%
Streets	66.7%	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%	71.6%	41.7%	71.7%	63.6%
Commercial - Non-Entertainment	63.6%	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%	66.2%	41.9%
Parks	46.3%	86.0%	68.2%	63.8%	66.6%
Parking	48.0%	59.5%	46.2%	69.0%	56.4%
Waterway	42.9%	63.7%	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	82.3%	90.3%	89.3%	88.5%	90.1%	22.7%
Commercial - Non-Entertainment	90.0%	90.1%	94.6%	95.1%	92.4%	16.1%
Residential	84.9%	84.1%	88.6%	84.6%	85.6%	12.1%
Sidewalks	88.7%	89.6%	90.8%	83.0%	87.8%	20.8%
Commercial-Entertainment	93.3%	89.6%	88.6%	87.2%	89.8%	26.2%
Commercial - Non-Entertainment	85.0%	91.1%	95.5%	80.4%	86.0%	16.2%
Residential	81.9%	86.7%	68.9%	78.9%	84.1%	17.9%
Alleys*	70.0%	66.3%	50.9%	51.8%	59.6%	17.7%
Parks	78.4%	83.1%	77.3%	68.3%	76.6%	18.2%
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%	78.7%	81.5%		1.8%	-0.7%	24.6%
Streets	84.8%	85.9%	87.3%		1.3%	-3.3%	23.4%
Commercial-Entertainment	83.2%	86.4%	92.0%		5.6%	2.7%	44.5%
Commercial - Non-Entertainment	83.6%	88.5%	86.5%		-2.1%	-8.0%	4.1%
Residential	88.9%	82.9%	82.9%		0.0%	-5.7%	16.6%
Sidewalks	75.6%	81.3%	81.0%		-0.3%	-9.8%	24.6%
Commercial-Entertainment	80.8%	84.2%	88.6%		4.4%	-0.2%	46.9%
Commercial - Non-Entertainment	65.8%	82.3%	79.2%		-3.1%	-16.3%	-0.6%
Residential	77.5%	75.2%	74.3%		-1.0%	-14.6%	22.1%
Alleys*	59.8%	63.6%	64.5%		0.9%	14.0%	27.5%
Parks	82.0%	78.5%	93.1%		13.7%	12.8%	21.9%
Parking	69.2%	76.8%	77.4%		0.6%	-0.5%	28.2%
Waterway	62.3%	72.1%	69.0%		-3.1%	-3.0%	34.5%
Beach (CMB)	80.3%	84.0%	85.6%		1.6%	20.9%	19.6%
Beach (MDC)	80.7%	79.3%	86.7%		9.3%	35.9%	34.8%

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