



OFFICE OF THE CITY MANAGER

LTC # 204-2009

## LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: July 29, 2009

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2008/09 Quarter 3

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY2008/09 Quarter 3 (April 1, 2009 to June 30, 2009).

### 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 both FY2007/08 and FY 2008/09. 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 2008/ 09 Quarter 3

Overall, the citywide cleanliness index remained steady during FY08/09 Quarter 3 when compared to the same quarters in FY2006/07 and FY 2007/08. All public areas achieved the FY 2005/06 target of 2.0 or better during FY 2008/09 Quarter 3. Also, during this quarter, scores improved in most areas, especially parks with a 7.6% improvement when compared to the same quarter in FY 2007/08 and the Miami-Dade County responsibility beach areas with a 14% improvement during the same period.

In general, the City's cleanliness has steadily progressed as evidenced by the index, anecdotal information, and results of our most recent resident surveys. Although staff continues to refine and to focus on target areas, our overall incremental improvement has become more modest. Staff is also pursuing the possibility of improving cleanliness index scores through changes in the City Code as well as changes in how the Code is enforced. These changes take more time to be vetted in our public process and not all will be feasible.

### Positive and Improved Areas in FY 2008/09 Quarter 3

- Alleys - Improved by 5% when compared to the same quarter in FY2007/08 and 37% when compared to the same quarter in FY2005/06. We have also implemented a new

Code initiative that will focus more closely on compliance of the condition of dumpsters in the alleys, as well as standing water and oil spills in the alleys.

- Beach Areas (Miami Beach and Miami-Dade County responsibility) – Scores improved in both Miami Beach and Miami-Dade County responsibility beach areas by 5% and 14% respectively, when compared to the same quarter in FY2007/08 and by 16% and 31% when compared to the same quarter in FY2005/06.
- Commercial Non-entertainment Sidewalks – Scores improved by 7% when compared to the same quarter in FY2007/08 and by 19% when compared to the same quarter in FY 2005/06.

#### Areas of Focus

- **Waterways** – Overall scores continue to be an area of focus, especially in the South Beach area mainly due to litter accumulation on the edge of the water, as well as on the water bank. Illegal dumping also appeared as an area of concern along the waterways in some areas, as well as garbage bags filled with organic debris from landscape contractors. Code and Sanitation will provide increased enforcement along the waterways and will increase outreach to city employees working in the field to report illegal dumping, as well as any other littering of the waterways so that those responsible can be cited by Code Compliance.

#### Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver impacting overall quality of life. Also, in the 2009 survey, residents and businesses rated cleanliness as the number one service the City should strive not to reduce. Although additional improvement remains a goal, 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	1.90	2.24	2.03	2.10
Streets*	2.07	1.80	2.22	1.84	2.03
Not including alleys	1.99	1.95	2.18	1.74	1.94
Commercial - Entertainment	1.94	1.74	2.44	1.73	1.95
Commercial - Non-Entertainment	1.89	1.87	1.81	1.73	1.83
Residential	2.25	1.93	2.11	1.74	2.01
Alleys**	2.49	2.69	2.75	2.49	2.60
Sidewalks	2.02	2.05	2.33	1.54	2.06
Commercial - Entertainment	1.87	1.98	2.60	1.80	2.04
Commercial - Non-Entertainment	1.87	2.15	1.91	1.73	1.93
Residential	2.28	2.11	2.35	1.93	2.14
Parks	2.08	1.99	1.93	2.04	1.96
Parking	2.25	2.28	2.30	2.01	2.21
Waterway	2.77	2.12	2.93	2.63	2.59
Beach Areas					
City of Miami Beach Responsibility	2.02	1.86	1.80	1.91	1.85
Miami-Dade County Responsibility	1.98	1.78	2.04	1.95	1.93

Public Area	FY 2007/08	% FY Change from base year	FY 2006/09	% FY Change from Base Year
Overall City Score	1.78	-15.1%	1.75	-15.8%
Streets*	1.66	-18.0%	1.60	-15.3%
Not including alleys	1.57	-19.1%	1.59	-15.7%
Commercial - Entertainment	1.56	-20.1%	1.56	-16.0%
Commercial - Non-Entertainment	1.61	-17.6%	1.60	-12.9%
Residential	1.83	-18.9%	1.64	-17.2%
Alleys**	2.28	-12.2%	2.07	-19.3%
Sidewalks	1.66	-19.3%	1.72	-14.4%
Commercial - Entertainment	1.61	-21.0%	1.68	-14.7%
Commercial - Non-Entertainment	1.64	-16.0%	1.75	-10.6%
Residential	1.74	-18.7%	1.75	-16.8%
Parks	1.75	-7.8%	1.52	-19.3%
Parking	1.81	-17.9%	1.67	-14.6%
Waterway	2.08	-19.7%	2.09	-17.0%
Beach Areas				
City of Miami Beach Responsibility	1.75	-5.3%	1.59	-14.7%
Miami-Dade County Responsibility	1.91	-1.1%	1.70	-11.5%

Public Area	FY2008/09					% change from prior Qtr	% change in prior FY Qtr	% change from same quarter in base year
	Q1	Q2	Q3	Q4	FY Score			
Overall City Score	1.69	1.76	1.65			-6.3%	-3.1%	-26.4%
Streets*	1.60	1.64	1.62			-1.4%	0.5%	-27.1%
Not including alleys	1.68	1.59	1.59			-0.2%	1.7%	-26.6%
Commercial - Entertainment	1.68	1.61	1.60			-1.3%	7.3%	-35.0%
Commercial - Non-Entertainment	1.74	1.51	1.52			0.8%	-3.2%	-15.8%
Residential	1.57	1.83	1.65			1.3%	0.4%	-22.0%
Alleys**	2.21	1.83	1.72			-5.8%	-4.5%	-37.3%
Sidewalks	1.77	1.70	1.61			-5.2%	-4.1%	-30.8%
Commercial - Entertainment	1.73	1.66	1.62			-2.4%	0.8%	-35.3%
Commercial - Non-Entertainment	1.88	1.73	1.55			-10.6%	-7.4%	-18.9%
Residential	1.80	1.77	1.66			-6.1%	-6.1%	-29.1%
Parks	1.43	1.58	1.40			-11.5%	-7.6%	-27.6%
Parking	1.96	1.92	1.81			-6.1%	-1.4%	-21.4%
Waterway	2.19	2.06	1.98			-4.7%	-2.2%	-32.8%
Beach Areas								
City of Miami Beach Responsibility	1.68	1.67	1.51			-9.4%	-4.4%	-16.0%
Miami-Dade County Responsibility	1.71	1.54	1.43			-8.2%	-14.3%	-30.6%

\* 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	85.7%	79.2%	83.9%	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%	87.3%	82.3%
Residential	56.8%	84.6%	66.2%	86.1%	73.5%
Sidewalks	62.8%	69.7%	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 <sup>+</sup>	37.7%	38.8%	37.0%	56.2%	41.9%
Parks	46.3%	88.0%	68.2%	63.8%	66.8%
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%	86.0%	78.5%	73.1%
Beach (MDC)	75.3%	78.4%	53.9%	77.2%	71.2%

Public Area	FY 2006/07	Difference from base year	FY 2007/08	Difference from Base Year
Citywide	82.4%	17.2%	80.3%	15.1%
Streets	89.8%	16.4%	87.4%	14.1%
Commercial-Entertainment	90.1%	22.7%	88.2%	20.8%
Commercial - Non-Entertainment	82.4%	10.1%	88.5%	6.2%
Residential	85.6%	12.1%	86.1%	12.7%
Sidewalks	87.6%	20.8%	80.8%	14.1%
Commercial-Entertainment	89.8%	26.2%	84.8%	21.2%
Commercial - Non-Entertainment	88.0%	16.2%	77.7%	5.9%
Residential	84.1%	17.9%	78.3%	12.1%
Alleys <sup>+</sup>	59.6%	17.7%	63.8%	21.9%
Parks	76.8%	10.2%	86.2%	19.6%
Parking	76.4%	19.9%	74.4%	18.0%
Waterway	69.4%	14.9%	69.5%	15.1%
Beach (CMB)	81.4%	8.3%	86.2%	13.1%
Beach (MDC)	74.0%	2.8%	84.5%	13.3%

Public Area	FY2008/09					Difference from prior Qtr	Difference from prior FY Qtr	Difference from same quarter in base year
	Q1	Q2	Q3	Q4	FY Score			
Citywide	76.2%	80.9%	88.8%			8.0%	7.3%	32.2%
Streets	82.4%	89.6%	91.9%			2.1%	4.7%	28.0%
Commercial-Entertainment	80.5%	91.0%	94.0%			3.5%	2.5%	47.0%
Commercial - Non-Entertainment	77.8%	91.0%	92.0%			1.0%	5.5%	9.6%
Residential	89.7%	86.5%	88.0%			1.5%	5.1%	21.7%
Sidewalks	79.7%	88.2%	91.0%			3.6%	10.8%	35.4%
Commercial-Entertainment	82.7%	91.4%	94.4%			3.0%	5.8%	52.7%
Commercial - Non-Entertainment	69.4%	82.9%	93.2%			10.3%	14.1%	13.5%
Residential	83.1%	85.7%	86.6%			0.9%	12.3%	34.5%
Alleys <sup>+</sup>	50.0%	76.5%	77.8%			1.3%	13.3%	40.8%
Parks	91.7%	75.7%	83.5%			17.9%	3.4%	25.3%
Parking	70.0%	67.9%	84.2%			16.3%	6.8%	35.0%
Waterway	68.3%	71.2%	75.6%			4.7%	6.9%	41.4%
Beach (CMB)	80.3%	72.6%	94.0%			21.4%	8.4%	28.0%
Beach (MDC)	75.8%	89.3%	94.0%			4.7%	5.3%	40.2%

**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/TJKGB/IAS