



OFFICE OF THE CITY MANAGER

LTC # 313-2009

LETTER TO COMMISSION

RECEIVED
2009 NOV 16 PM 4:29
CITY CLERK'S OFFICE

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

FROM: Jorge M. Gonzalez, City Manager

DATE: November 13, 2009

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2008/09 Quarter 4

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 4 (July 1, 2009 to September 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 4

Overall, the citywide cleanliness index increased slightly during FY08/09 Quarter 4 when compared to the same quarters in FY2006/07 and FY 2007/08. However, the overall citywide cleanliness score for FY2008/09 has remained steady when compared to prior fiscal year scores. All public areas achieved the FY 2005/06 target of 2.0 or better during FY 2008/09 Quarter 4; except for the alleys, sidewalk commercial non-entertainment areas, parking lots, and waterways.

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 4

- Parks – Scores remain steady and improved by 12% when comparing FY2008/09 Q4 with the same quarter in FY2005/06. Also the FY2008/09 overall score remained steady

when compared to the prior fiscal year score and improved by 18% when compared to the FY2005/06 fiscal year score.

- **Beach Areas** (Miami Beach and Miami-Dade County responsibility) – Scores improved in both Miami Beach and Miami-Dade County responsibility beach areas by 15% and 9% respectively, when compared to the same quarter in FY2005/06. The overall beach scores for FY2008/09 for City of Miami Beach and Miami-Dade County responsibility areas improved by 13% and 17% respectively, when compared to the FY2005/06 fiscal year score.

Areas of Focus

- **Alleys** – Overall scores during FY2008/09 Q4 appeared as an area of focus, especially in the South Beach area. The main factor affecting these scores was illegal dumping and litter. Both the Sanitation Division and the Code Compliance Department will reestablish their monthly meetings in order to provide greater enforcement around the alleys.
- **Waterways** – Overall scores continue to be an area of focus, especially in the waterway hotspots. The main factor affecting the score is litter accumulation on the edge of the water and debris coming down as a result of the high tide. Public Works will research the current waterway sample and data in order to determine whether the current target of 1.5 is an appropriate target for this public area and what resources are necessary to achieve this score. The current waterway contract is based on a cleanliness target of 2.5. It should be noted that we have consistently surpassed this contractual target for all four quarters.
- **Parking Lots** – This area appeared as an area of focus due to litter, especially around garbage cans. After some research, Public Works realized that the scores increased due to the change of companies servicing the garbage cans in the parking lots. Public Works has already resolved this matter, and the scores are expected to improve in the next quarter.
- **Organic Material** – This factor appeared as one of the main causes affecting scores throughout the public areas during Q4. This is a result of seasonality, and when looking at the data, the scores during this time of year show an increase in the amount of organic material present. In spite of seasonality, the Sanitation Division will research on what resources are necessary to improve scores in the Flamingo neighborhood area where scores consistently appear as an area of focus due to organic material and litter.

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 good, 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	1.76	1.83
Residential	2.25	1.83	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	1.66	2.04
Commercial -Non-Entertainment	1.87	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	1.66	1.80	1.91	1.85
Miami-Dade County Responsibility	1.96	1.75	2.04	1.95	1.93

Public Area	FY2006/07	% FY change from base year	FY2007/08	% FY change from base year
Overall City Score	1.78	-15.1%	1.75	-15.8%
Streets*	1.68	-18.0%	1.69	-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	1.51	-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%	1.87	-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	FY2006/07					% change from prior Qtr	% change in prior FY Qtr	% change from same quarter in base year	% change from prior FY score	% change from base FY score
	Q1	Q2	Q3	Q4	FY Score					
Overall City Score	1.69	1.78	1.66	1.61	1.75	15.4%	15.0%	-8.0%	5.4%	-16.6%
Streets*	1.60	1.64	1.62	1.69	1.73	16.1%	16.1%	1.9%	2.7%	-14.3%
Not including alleys	1.66	1.69	1.59	1.79	1.66	12.8%	19.3%	2.9%	3.9%	-14.4%
Commercial - Entertainment	1.66	1.61	1.59	1.73	1.66	9.2%	16.8%	-0.6%	5.8%	-15.3%
Commercial -Non-Entertainment	1.74	1.51	1.52	1.82	1.65	19.6%	20.7%	3.8%	3.1%	-10.9%
Residential	1.57	1.53	1.65	1.67	1.68	13.4%	22.6%	7.5%	2.0%	-16.5%
Alleys**	2.21	1.93	1.72	2.10	1.97	22.1%	9.3%	-15.8%	-6.9%	-24.5%
Sidewalks	1.77	1.70	1.61	1.82	1.73	12.9%	13.1%	-1.2%	0.1%	-16.2%
Commercial - Entertainment	1.73	1.66	1.62	1.74	1.60	7.6%	10.0%	-6.3%	0.7%	-17.5%
Commercial -Non-Entertainment	1.88	1.73	1.95	2.01	1.79	29.7%	22.5%	11.0%	2.2%	-8.3%
Residential	1.60	1.77	1.66	1.85	1.77	11.0%	13.7%	1.2%	1.4%	-17.5%
Parks	1.62	1.58	1.48	1.79	1.55	27.5%	26.9%	-12.3%	1.0%	-18.1%
Parking	1.66	1.62	1.61	2.14	1.98	18.7%	19.1%	6.7%	4.9%	-13.1%
Waterway	2.10	2.06	1.96	2.18	2.10	11.7%	7.6%	-13.2%	0.6%	-18.8%
Beach Areas										
City of Miami Beach Responsibility	1.68	1.67	1.61	1.61	1.62	7.0%	9.7%	-15.3%	2.0%	-12.9%
Miami-Dade County Responsibility	1.75	1.64	1.66	1.77	1.61	26.2%	6.6%	-6.1%	-5.1%	-16.7%

* Private / Business garbage dumpsters across 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%	58.7%	75.5%	65.2%
Streets	65.7%	79.2%	63.9%	84.8%	73.4%
Commercial-Entertainment	88.1%	81.1%	47.5%	74.6%	67.3%
Commercial - Non-Entertainment	78.7%	72.2%	82.4%	87.9%	82.3%
Residential	56.8%	84.6%	86.2%	88.1%	79.5%
Sidewalks	62.6%	68.7%	56.4%	79.3%	66.7%
Commercial-Entertainment	89.2%	71.8%	41.7%	71.7%	63.6%
Commercial - Non-Entertainment	63.5%	58.4%	79.8%	87.4%	71.8%
Residential	52.4%	78.1%	52.1%	82.2%	68.2%
Alleys*	37.7%	38.8%	37.0%	56.2%	41.9%
Parks	46.3%	88.0%	68.2%	63.8%	66.6%
Parking	48.0%	58.5%	49.2%	89.0%	58.4%
Waterway	42.9%	83.7%	34.5%	56.8%	54.5%
Beach (CMB)	84.1%	83.8%	66.0%	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	92.4%	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	88.8%	28.2%	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*	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	Difference from prior score	Difference from Base Year
	Q1	Q2	Q3	Q4	FY Score					
Citywide	76.2%	80.9%	88.8%	78.0%	81.0%	-10.9%	-6.1%	2.5%	0.7%	15.8%
Streets	82.4%	89.8%	87.9%	84.1%	87.1%	-7.8%	-7.6%	-0.6%	-0.4%	13.7%
Commercial-Entertainment	80.5%	91.0%	94.5%	86.5%	88.1%	-8.0%	-4.5%	11.9%	0.0%	20.8%
Commercial - Non-Entertainment	77.8%	91.0%	82.0%	77.4%	84.6%	-14.6%	-17.9%	-20.5%	-3.9%	2.3%
Residential	89.7%	86.5%	88.0%	84.0%	87.0%	-4.0%	-5.8%	-2.1%	0.9%	13.6%
Sidewalks	79.7%	88.2%	91.8%	80.9%	85.2%	-10.9%	-4.3%	1.6%	4.4%	18.4%
Commercial-Entertainment	82.7%	91.4%	94.4%	85.9%	86.6%	-8.6%	0.4%	14.1%	3.8%	25.0%
Commercial - Non-Entertainment	86.4%	82.9%	93.2%	67.7%	76.3%	-25.5%	-15.8%	-19.6%	0.6%	6.6%
Residential	83.1%	85.7%	86.6%	80.0%	83.9%	-6.6%	-8.4%	-2.2%	5.5%	17.6%
Alleys*	50.0%	76.5%	77.8%	63.5%	67.0%	-14.3%	-3.9%	7.3%	3.1%	25.0%
Parks	81.7%	75.7%	83.5%	75.7%	84.1%	-17.9%	-20.5%	11.9%	-2.0%	17.6%
Parking	70.0%	87.9%	84.2%	69.0%	72.8%	-15.2%	-5.1%	0.0%	-1.6%	16.4%
Waterway	68.3%	71.2%	75.9%	72.2%	71.9%	-3.7%	-2.5%	15.5%	2.4%	17.4%
Beach (CMB)	80.3%	72.6%	94.0%	80.7%	84.4%	-3.3%	-4.3%	12.2%	-1.8%	11.3%
Beach (MDC)	75.8%	88.3%	94.0%	84.2%	85.8%	-9.8%	-5.0%	7.0%	1.4%	14.6%

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/JSG/IAS