




MIAMI BEACH

OFFICE OF THE CITY MANAGER
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LETTER TO COMMISSION
CITY CLERK'S OFFICE

TO: Mayor Matti Herrera Bower and Members of the City Commission
FROM: Jorge M. Gonzalez, City Manager 
DATE: March 15, 2010
SUBJECT: Cleanliness Index & Assessment Program Results for FY 2009/10 Quarter 1

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY2009/10 Quarter 1 (October 1, 2009 to December 31, 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 through FY2007/08, FY 2008/09, and FY2009/10. 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 2009/10 Quarter 1

Overall, the citywide cleanliness index improved by 22% during FY09/10 Quarter 1 when compared to the same quarter in Fy2005/06 (the first year the program was implemented), but remained steady when compared to the same quarter in FY2008/09. In general, the City's cleanliness has steadily progressed as evidenced by the index, anecdotal information, and results of our most recent resident surveys.

Positive and Improved Areas in FY 2009/10 Quarter 1

- Streets and Sidewalks – Sanitation observed the correlation between an increase in the scores during FY 2008/09 Q1 and key personnel going on vacation during the holiday season. As a result, last Q1, supervisors were asked to stagger their vacation time so that key personnel would be available throughout the quarter. Overall scores improved by 7% for streets and 2% for sidewalks when compared to the same quarter in FY 2008/09.
- Parks – Scores improved by 33% when compared to the same quarter in FY2005/06 and 3% when compared to the same quarter in FY2008/09.

- Alleys – Scores improved by 15% when compared to FY 2008/09 Q1 and by 24% when compared to the same quarter in FY 2005/06. This is one of the best scores achieved by alleys through the life of the program and it has been due to the efforts of Sanitation and Code working together and reestablishing their monthly meetings.

Areas of Focus

- **Waterways** – Overall scores improved when compared to FY 2008/09 Q1 and the same quarter in FY 2005/06, but this continues 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.
- **Parking Lots** – This area appeared as an area of focus mostly due to litter and illegal dumping, especially in Mid Beach and North Beach. After some research, Public Works realized that the scores continue to be affected because the haulers are not picking-up garbage regularly. Sanitation is currently working to address this issue with the haulers. Also, some of the blue receptacles in these parking lots will need to be replaced with the larger green receptacles in order to increase their capacity.

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)

Overall City Score	2.20		2.24	2.03	2.10
Streets*	2.07		2.22		2.03
Not including alleys			2.16		
Commercial - Entertainment			2.44		
Commercial -Non-Entertainment					
Residential	2.25		2.11		2.01
Alleys**	2.46	2.69	2.75	2.49	2.60
Sidewalks	2.02	2.05	2.33		2.06
Commercial - Entertainment			2.50		2.04
Commercial -Non-Entertainment		2.15			
Residential	2.28	2.11	2.35		2.14
Parks	2.08			2.04	
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				
Miami-Dade County Responsibility			2.04		

Overall City Score	1.78	1.75
Streets*	1.66	1.69
Not including alleys	1.57	1.59
Commercial - Entertainment	1.56	1.56
Commercial -Non-Entertainment	1.51	1.60
Residential	1.63	1.64
Alleys**	2.26	2.27
Sidewalks	1.66	1.72
Commercial - Entertainment	1.61	1.68
Commercial -Non-Entertainment	1.64	1.75
Residential	1.74	1.75
Parks	1.75	1.52
Parking	1.81	1.67
Waterway	2.76	2.59
Beach Areas		
City of Miami Beach Responsibility	1.75	1.59
Miami-Dade County Responsibility	1.91	1.70

Overall City Score	1.69	1.76	1.65	1.91	1.75	0.4%	-16.6%
Streets*	1.80	1.64	1.62	1.86	1.73	2.7%	-14.5%
Not including alleys	1.66	1.59	1.59	1.79	1.66	3.9%	-14.4%
Commercial - Entertainment	1.68	1.61	1.59	1.73	1.65	5.8%	-15.3%
Commercial -Non-Entertainment	1.74	1.51	1.52	1.82	1.65	3.1%	-10.0%
Residential	1.57	1.63	1.65	1.87	1.68	2.0%	-16.5%
Alleys**	2.25	1.83	1.72	2.35	1.97	-4.9%	-24.3%
Sidewalks	1.77	1.70	1.61	1.82	1.73	0.1%	-16.2%
Commercial - Entertainment	1.73	1.66	1.62	1.74	1.69	0.7%	-17.5%
Commercial -Non-Entertainment	1.88	1.73	1.55	2.01	1.79	2.2%	-8.3%
Residential	1.80	1.77	1.66	1.85	1.77	1.4%	-17.3%
Parks		1.58		1.79	1.55	1.9%	-18.1%
Parking	1.96	1.92	1.81	2.01	1.96	4.9%	-11.1%
Waterway	2.77	2.59	1.96	2.93	2.53	0.6%	-18.8%
Beach Areas							
City of Miami Beach Responsibility	1.68	1.67	1.51	1.61	1.62	2.0%	-12.5%
Miami-Dade County Responsibility	1.71	1.54		1.77	1.61	-5.1%	-16.7%

Overall City Score	1.71					-10.0%	1.3%	-22.1%
Streets*	1.68					-10.5%	-6.5%	-18.7%
Not including alleys	1.63					-9.0%	-2.0%	-18.1%
Commercial - Entertainment	1.70					-1.9%	1.0%	-7.5%
Commercial -Non-Entertainment	1.61					-11.6%	-7.7%	-15.0%
Residential	1.55					-17.3%	-1.2%	-31.4%
Alleys**	1.88					-10.6%	-14.9%	-23.6%
Sidewalks	1.74					-4.5%	-2.0%	-14.0%
Commercial - Entertainment	1.82					4.5%	5.3%	-2.4%
Commercial -Non-Entertainment	1.72					-14.4%	-8.8%	-12.6%
Residential	1.68					-9.3%	-7.1%	-26.5%
Parks						-21.6%	-2.3%	-32.6%
Parking						-6.6%	2.0%	-10.9%
Waterway	1.91					-13.1%	-12.7%	-31.2%
Beach Areas								
City of Miami Beach Responsibility	1.56					-3.5%	-7.3%	-22.8%
Miami-Dade County Responsibility	1.63					-8.3%	-5.1%	-17.1%

* 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%)

Citywide				75.5%
Streets		79.2%		84.8%
Commercial-Entertainment		81.1%		
Commercial - Non-Entertainment	76.7%		82.4%	82.3%
Residential		84.6%		86.1%
Sidewalks				79.3%
Commercial-Entertainment				
Commercial - Non-Entertainment			79.8%	87.4%
Residential		78.1%		82.2%
Alleys*				
Parks		88.0%		
Parking				
Waterway		83.7%		
Beach (CMB)		83.8%		78.5%
Beach (MDC)	75.3%	78.4%		77.2%

Citywide	82.4%	80.3%
Streets	89.8%	87.4%
Commercial-Entertainment		86.2%
Commercial - Non-Entertainment		88.5%
Residential	85.6%	86.1%
Sidewalks	87.6%	80.8%
Commercial-Entertainment	89.8%	84.8%
Commercial - Non-Entertainment	88.0%	77.7%
Residential	84.1%	78.3%
Alleys*		
Parks	76.8%	86.2%
Parking	76.4%	
Waterway		
Beach (CMB)	81.4%	86.2%
Beach (MDC)		84.5%

Citywide	76.2%	80.9%	88.8%	78.0%	81.0%	0.7%	15.8%
Streets	82.4%	89.8%		84.1%	87.1%	-0.4%	13.7%
Commercial-Entertainment	80.5%			86.5%	88.1%	0.0%	20.8%
Commercial - Non-Entertainment	77.8%			77.4%	84.6%	-3.9%	2.3%
Residential	89.7%	86.5%	88.0%	84.0%	87.0%	0.9%	13.6%
Sidewalks	79.7%	88.2%		80.9%	85.2%	4.4%	18.4%
Commercial-Entertainment	82.7%			85.9%	88.6%	3.8%	25.0%
Commercial - Non-Entertainment		82.9%			78.3%	0.6%	6.6%
Residential	83.1%	85.7%	86.6%	80.0%	83.9%	5.5%	17.6%
Alleys*		76.5%	77.8%			3.1%	25.0%
Parks		75.7%		75.7%	84.1%	-2.0%	17.6%
Parking			84.2%			-1.6%	16.4%
Waterway			75.9%			2.4%	17.4%
Beach (CMB)	80.3%				84.4%	-1.8%	11.3%
Beach (MDC)	75.8%	89.3%		84.2%	85.8%	1.4%	14.6%

Citywide	80.0%					2.0%	3.7%
Streets	86.5%					2.4%	4.1%
Commercial-Entertainment	86.0%					-0.5%	5.5%
Commercial - Non-Entertainment	87.0%					9.6%	9.2%
Residential	86.8%					2.8%	-2.8%
Sidewalks	79.7%					-1.3%	-0.1%
Commercial-Entertainment	78.8%					-7.0%	-3.9%
Commercial - Non-Entertainment	83.1%					15.4%	13.7%
Residential	77.9%					-2.1%	-5.2%
Alleys*						8.2%	21.7%
Parks						18.8%	2.9%
Parking						-3.9%	-5.0%
Waterway	82.8%					10.6%	14.6%
Beach (CMB)	88.6%					-2.0%	8.3%
Beach (MDC)	88.6%					4.4%	12.9%

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.

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JMG/JGG/IAS