OFFICE OF THE CITY MANAGER

LTC# 200-2012 CITY CLED'S OFFICE
LETTER TO COMMISSIONS

TO:

Mayor Matti Herrera Bower and Members of the City Commission

Kathie G. Brooks, Interim City Manager

DATE:

July 31, 2012

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2011/12 Quarter 3

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY 2011/12 Quarter 3 (April 1, 2012 to June 30, 2012).

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 FY 2006/07, the City tightened the target for the Citywide and area-specific cleanliness indicators 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 FY 2007/08, FY 2008/09, FY 2009/10, FY 2010/11, and FY 2011/12. 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 2011/12 Quarter 3

Overall, the citywide cleanliness index improved during FY 2011/12 Quarter 3 by 30.8% when compared to the same quarter in FY 2005/06 (the first year the program was implemented) and improved when compared to the same guarter in FY 2010/11 by 8.3%. In general, the City's cleanliness has steadily progressed as evidenced by the index, anecdotal information, and results of our most recent resident survey.

Positive and Improved Areas in FY 2011/12 Quarter 3

Parking Lots - Parking lots have improved 30.4% when compared to the same quarter in FY 2005/06. There has been a significant improvement in the middle beach area with a 35.3% improvement when compared to the same quarter in FY 2010/11 and a 29.2% improvement from the prior FY quarter. Sanitation continues to work with the waste hauler to increase service for garbage cans.

- Beaches Scores improved by 20.6% for areas covered by Miami Beach staff and 33.8% for areas covered by MDC compared to the same quarter in FY 2005/06, with a slight deterioration of 2.1% in Miami Beach areas of responsibility from same quarter in FY 2011/12. Cleanliness of beaches remains a priority, with multiple departments collaborating to address prior issues. Miami-Dade County personnel participate in quarterly meetings. Despite the increase in usage, beach area cleanliness scores continue to exceed our target.
- Sidewalks and Streets Sidewalks across the Beach improved by 39.9% when compared to the same quarter in FY 2005/06, with an improvement of 20.0% when compared to the same quarter in FY 2010/11. Streets across the Beach improved by 32.0% when compared to the same quarter in FY 2005/06, and improved 21.4% when compared to the same quarter in FY 2010/11. The percentage of street assessments scoring 2.0 was 92.8%. There has been a deterioration of 14.6% in commercial non-entertainment sidewalks when compared to the same quarter in FY 2010/11 due to an increase in business utilization of public garbage cans. Code Compliance will increase inspections in the North Beach area and monitor use of public garbage cans by businesses.

Areas of Focus

- Waterways Overall scores improved by 34.8% when compared the same quarter in FY 2005/06, but this continues to be an area of focus as scores remain the poorest for all assessment areas. Waterways have deteriorated by 17.2% when compared to the same quarter in FY 2010/11. Waterways in the North Beach area reflect a deterioration of 25.8% when compared to the same quarter in FY 2010/11. 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. Sanitation will reach out to Miami Dade County to discuss areas of responsibility and cleaning cycle dates. County staff have been invited to all cleanliness meetings and provided cleanliness program data. Code will continue to increase enforcement of waterway shoreline cleaning.
- Alleys Overall scores in alleys improved by 33.8% when compared to the same quarter in FY 2005/06, and improved 16.8% when compared to the same quarter in FY 2010/11. However, the rating for alley cleanliness (1.82%) remains among the poorest citywide. Illegal dumping in North Beach and overflowing garbage cans in South Beach appear to be the issue. Planned upgrading of cleanliness automation will provide for immediate email notification to code enforcement to allow for 24-hour response, thus permitting sanitation to address overflowing dumpsters immediately. Decline in code division staffing has also impacted enforcement. Beginning next quarter, assessors will be instructed to contact code directly for any illegal dumping issues. Sanitation, Code and Police are working together on the retrofitting of two (2) vehicles with camera devices to assist in the monitoring of those areas where illegal dumping continues to be a problem.

<u>Parks</u> - Scores deteriorated by 2.2% when compared to the same quarter in FY 2010/11, with a 26.4% improvement when compared to the same quarter in FY 2005/06. Parks will continue to work with sanitation to address any issues, as well as waste hauler responsibilities.

Cleantiness Index Score Per Public Area (target = 1.5) Public Area Q1 TY Score Overall City Score Streets Not including alleys 1 24 185 1.74 Commercial - Entertainment 1.81 1.75 1.83 Commercial - Nor-Entertainment 1.39 1 87 1.74 Residential Aleys 1.84 1.86 Commercial - Entertainment 1.91 1.95 Commercial - Nor-Entertainment 1.97 1,83 Residential 1.93 1.90 Parks Parking Waterway Reach Areas Miami Reach Responsibility Only Miami-Dade County Responsibility FY00/10 FY1011 FY11/12 FY97/98 FYRE Public Area FY Scom FY Score Overall City Score 1.65 1 69 1,66 1.94 1 58 Not including alleys 1.80 1.56 1.95 Commercial Entertainment Commercial - Non-Entertainment 1.83 1.57 1.85 1.51 Residentia 1.64 1.68 1 20 189 Alleva 172 1.73 1.75 Commercial - Entertainment 1.77 1.64 1.69 168 1.// 1.95 1/5 Commercial - Non-Entertainment Residential 1.71 175 1.90 1.57 152 Parica Parling 1.70 Waterway Geach Areas Mierei Beech Responsibility Only 1.70 1.61 1.83 Miami Dade County Responsibility 1.93 -11.1% -23.6% Overall City Score 1 60 1.92 1.65 1.59 1.60 -5.1% -187% 1.54 -7.2% -20 0% 1.55 1.74 -0.2% -20.5% Commercial - Entertainmen 1 54 1.00 1.57 Commercial - Non-Entertainmen -3.6% -14.2% 1.67 1.50 1.51 1.51 Residentia 8.4% 24 8% 1.80 -27.3% -5.0% Alley: 1.75 -6.8% 1.63 1.68 168 -20 8% 1.80 1.64 4.60 -7.3% -19 6% Commercial - Entertainmen 1 83 163 -16 4% Commercial - Non-Entertainment 184 159 185 -7 Q% -25.7% Residentia 1.50 -7 0% <u>Parks</u> Parking -1 4% -26 8% -18 1% 1.59 1.63 1.76 1,80 1.70 -19.4% -34 3% Miami Beach Responsibility Only -10.0% -22 7% Miami-Dade County Responsibility -9.2% -23 3% PYTUTE N values M whoma in prior PV Cpr Public Serv 01 -3.3% 4.9% -30.8% 1.63 Overall City Score -5 0% -314% -32 0% Not including alleys 1.52 54% -20.5% -35 7% -10.7% -23 U% 45.1% Commercial - Entertainment 1.53 1.51 -1.3% -20 7% -17.7% Commercial - Non-Entertainment 54% -10 8% -29.4% 1.92 193 1.82 -5.7% -10.9% -33.8% Alleys -8.5% -20 0% -39.9% Commercial - Entertainment 1.57 -14.0% -25 0% 40.4% -17.3% -14 6% Commercial - Non-Entertainment 1.60 -1.3% -36.2% 4.2% 00% 26.4% 2.7% 2.2% -21.2% -16.2% 1.01 1.71

1.91

194

Mani Reach Responsibility Only

Miami-Dade County Responsibility

-34.8%

-20 6%

17.2%

-11 2%

5.9%

-0.7%

					FY06/8		Qt	
Public Area	QI		42		4	Cal.		100
reats	200		70.20	79.2%			75.5%	
Commercial - Entertainment	-		81.1%		47.9%		(4.5%	
Commercial - Non-Entertainment	76.7%		01.178		22.4%		97,576	
Residential	20		84.6%		00.7%		85.1%	
Aleys	37.76		200		37.8%		50.75	
Idewalks	52.0%		16.7%		2.15		79.3%	
Commercial - Entertainment	60	250	71.8%		41.7%		7176	
Commercial - Non-Entertainment	63.5%		66 4°s		79.8	8	87.4%	
Residential	10 4%		78 1%		5011	-	80.7%	
acies	48.3%		88.0%		60.2%		6,115	
arking	891		50.5%		817		615	
faterway	42	156	83.7%		313		20.25	
each Areas				3000				
Miam Beach Responsibility Only	54.1%		83.8%		66.0		78.5%	
Miami-Dade County Responsibility	75.3%		78.4%		54.9	*	77.7%	
	FY90.09		FY09/10					
Public Area	PYR		PY No.					
itywide	81.0%		79.4%					
traets	07.1%		86.4%					
Commercial - Entertainment	88.1%		87.8%					
Commercial Non Entertainment	84.5%		87.3%					
Residential	87.0%		82.5%					
Aleys	6126		10.0hz					
idewalks	85.2%		80.9%					
Commercial - Entertainment	80.6%		81.4%					
Commercial - Non-Entertainment	78.3%		81.4%					
Residential	03.9%		79.6%					
arks	84.1%		89.1%					
Parlana	12.3%		69.0%					
Vaterway	713%		71.6%					
Beach Areas	-							
Miam Beach Responsibility Only	84.			87.3%				
Miami Dade County Responsibility	95.	8%	88.7%					
		-54	FYIMIS					
Public Area	Q1	Q4		Q4	TY Boars	Crem prior	1	
itywide	88.6%	84.3%	78.5%		35.5%	12.1%	20.3%	
treets	88.019	84.3%	78.5%	212	02.5%	15.1%	10.8%	
Commercial - Entertainment	90.04	22.50	79.1%	28	20.20	13,7%	23.0%	
Commercial - Non-Entertainment	-	91.3%	75.8%	EN	89.0%	18.8%	6.7%	
Residential	1116	50 (6)	R3 7%	275	00.016	12.8%	17,4%	
Aleys	82.9%	- 10 10	CANADA .	80.8%	14.70	12,4%	32.6%	
idewalks	88.3%	86 3%	79.0%	60.0%	R6 7%	14.1%	20.0%	
Commercial – Entertainment	TION.	84.8%	76.0%	52.61	80.1%	16.6%	22,5%	
Commercial - Non-Entertainment	10.0%	42.14	73.7%	01.84	86.8%	18.7%	15.0%	
Residential	81.7%	82.2%	87.8%	HILL	80.0%	7.0%	20.4%	
Parks	SIAS	98.9%	1215	W.14	34.7%	3.1%	28.1%	
Par Nins	81.4%	0739	1200	89.4%	78.0%	15.8%	21.6%	
Naterway	78.9%	87.1%	88.5%	81.0%	83.9%	-7.5%	29.4%	7 7
Seach Areas							-	9.7
Miam Beach Responsibility Only	1350	9.4	12.76	81.0%	30.2%	-11.3%	17.1%	
Miami-Dade County Responsibility	7.5		88.2%	31.5%	100	3.0%	22.0%	
			PY11/12					
			Name and Address of the Owner, where the Owner, which is the Owner, where the Owner, which is the Owner, where the Owner, which is the		Total Control	Littlerance	Universe	Underence
Public Aron	91	est .	40	Qt.	PY Soore	Trons prior	FY Or	THE DAME
Citywide.	86.0%	04.3%	09.1%			4.0%	10.6%	32.4%
itreets	89.0%	_ E.M.				2.4%	13.3%	28.9%
Commercial Entertainment	88.3%	89,8%	100			6.0%	16.7%	48.3%
Commercial - Non-Entertainment	87.2%	88.3%	89.6%			1.3%	13.8%	7.2%
Residential	P1 57%		2015	The state of	1000	0.0%	0.4%	26.0%
Aleys	75.8%	191.8	81.8%			8,1%	13.4%	44.8%
		88.4%	3144	Talakaka		3,2%	12.6%	35.2%
		87.3%			Page 1	8.9%	20.2%	54.5%
Commercial - Entertainment			87.3%			0.4%	14.2%	7.5%
Commercial – Entertainment Commercial – Non-Entertainment	\$0.7%	85.9%	07.0.0					
Commercial – Entertainment Commercial – Non-Entertainment Residential		N. P.	5126			0.3%	3.5%	39.2%
Commercial - Entertainment Commercial - Non-Entertainment Residential	\$0.7%	21 TE	1120			1.6%	0.3%	23.6%
Commercial - Entertainment Commercial - Non-Entertainment Residential Parka Parkano		N. P.	87.3%			1.6%	0.3%	23.6% 38.1%
Commercial - Entertainment Commercial - Non-Entertainment Residential Parka Parka Parka Naterway	\$0.7%	21 TE	1120			1.6%	0.3%	23.6%
Commercial - Entertainment Commercial - Non-Entertainment Residential Parke Parkena Materyay Seach Areas	\$0.7%	21 TE	87.3%			1.6% 11.8% 5.4%	0.3% 13.7% 11.1%	23.6% 38.1% 42.0%
Commercial - Non-Entertainment	\$0.7%	21 TE	87.3%			1.6%	0.3%	23.6% 38.1%

EZ 3%

Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver affecting overall quality of life. In addition, in the 2012 survey, residents and businesses rated cleanliness as the number one service the City should strive not to reduce. The City has implemented increases in service levels and community satisfaction levels have improved. Overall scores have improved by 23.8% from FY2005/06 to FY2010/11.

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 Dr. Leslie Rosenfeld with the Office of Budget and Performance Improvement Organizational Development Division at extension 6923.

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

KGB/LDR