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LETTER TO COMMISSION

TO: Mayor David Dermer and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: May 2, 2007

SUBJECT: Cleanliness Index & Assessment Program Results for FY06/07 Quarters 1 & 2

The purpose of this Letter to Commission is to communicate the results of the Cleanliness Index and Assessment program for FY06/07 Quarters 1 and 2 (October 1, 2006 to December 31, 2006 and January 1, 2007 to March 31, 2007 respectively).

**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 matter, and fecal matter. The results of the assessments are used to monitor the impacts of recently implemented initiatives and target areas for future improvements.

For FY 2006/07, in conjunction with enhanced sanitation services, the City's increased 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. Any area receiving a rating of 2.0 or worse is considered as an area of focus and departments are requested to prepare action plans in response.

In addition, the City has a secondary goal to ensure that 90 percent of assessments score 2.0 or better.

**Summary of the Cleanliness Assessment Results FY 2006/07 QUARTER 1 and 2**

Overall, the Citywide Cleanliness Index improved 17% in Quarter 1 from the prior year, and 11% in Quarter 2. Cleanliness scores in all public areas assessed have improved in comparison to the same quarters in the previous year, with the exception of FY 2006/07 Quarter 2 parks and beach areas maintained by Miami-Dade County. Commercial -Non-Entertainment streets achieved their goal of cleanliness core of 1.5, however, almost all public areas, except alleys and waterways, would have achieved the previous goal of 2.0 from FY2005/06.

### Positive and Improved Areas

- **Parking Lots:** Initially an area with minimal improvement in scores, has improved by 15% in Q1 and 22.0% in Q2 when compared with the same quarter from the previous year. This improvement is related to the litter control service being transitioned to the Sanitation department.
- **Streets / Sidewalks:** Commercial-Non-Entertainment Streets have met their cleanliness targets since the inception of the cleanliness program, and have continued to improve in Q2 by 23.4% when compared to the same quarter from the previous year.
- **Waterways:** Previously an area of focus for litter, in December 2007 the litter control maintenance of waterways was outsourced, which has led to an improvement in cleanliness scores for two consecutive quarters (FY2006/07 Q1 and Q2).

### Areas of Focus

- **Waterways:** Even though waterways did not achieve their target and remains an area of focus, improvement has been realized since the litter control service has been outsourced. Public Works monitors the performance of the contractor through the cleanliness assessment scores.
- **Alleys:** Continues to score poorer than other areas due to litter/trash and dumpsters. Some improvement has been realized due to increased code enforcement. More improvement should be realized once the new dedicated Sanitation crew and equipment is deployed in Q3.
- **Parks:** Scores worsened by 15.3%. The following 9 parks scored worse than 2.0: Allison Park, Beachfront Park, Belle Isle Park, Hibiscus Island Park, Parkview Park, Pinetree Park, South Pointe Park, and Washington Park.
  - Some of these parks received poor scores due to construction issues. Parks will work with CIP on coordinating an approach to resolve these issues.
  - An analysis is being conducted to compare the scores received on specific times and days of the week with the service levels provided in these parks.

Cleanliness Summary Per Public Area

Public Area	Average Score						% change from Q1 in the previous year	FY06/07 Q2		% change from Q2 in the previous year
	Target	FY04/05 Q4	FY05/06 Q1	FY05/06 Q2	FY05/06 Q3	FY05/06 Q4		FY06/07 Q1	2.0/ 1.50	
Overall City Score	2.00	2.00	2.00	2.00	2.00	2.00	2.0/ 1.5	1.71	1.71	-11.5%
Streets*	2.02	2.07	1.98	2.22	1.84	1.69	1.69	1.60	1.60	-19.2%
Not including alleys	2.01	1.99	1.85	2.16	1.74	1.64	1.64	1.50	1.50	-18.8%
Commercial - Entertainment	2.03	1.84	1.78	2.44	1.74	1.54	1.54	1.56	1.56	-12.3%
Commercial - Non-Entertainment	1.85	1.89	1.87	1.81	1.75	1.65	1.65	1.43	1.43	-23.4%
Residential	2.16	2.25	1.93	2.11	1.74	1.73	1.73	1.51	1.51	-21.6%
Alleys**	2.19	2.46	2.69	2.75	2.49	2.12	2.12	2.30	2.30	-14.3%
Sidewalks	2.08	2.02	2.05	2.33	1.84	1.73	1.73	1.59	1.59	-22.4%
Commercial - Entertainment	2.12	1.87	1.95	2.50	1.86	1.58	1.58	1.62	1.62	-17.1%
Commercial - Non-Entertainment	2.04	1.97	2.15	1.91	1.79	1.77	1.77	1.53	1.53	-28.5%
Residential	2.06	2.28	2.11	2.35	1.83	1.84	1.84	1.62	1.62	-23.2%
Parks	1.95	2.08	1.53	1.93	2.04	1.56	1.56	1.76	1.76	15.3%
Parking	2.26	2.25	2.26	2.30	2.01	1.91	1.91	1.76	1.76	-22.0%
Waterway	2.92	2.77	2.12	2.93	2.53	2.36	2.36	1.97	1.97	-7.0%
Beach Areas										
City of Miami Beach Responsibility	2.41	2.02	1.68	1.80	1.91	1.71	1.71	1.60	1.60	-4.8%
Miami-Dade County Responsibility	2.52	1.96	1.78	2.04	1.95	1.84	1.84	1.82	1.82	2.4%

\* 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.  
 \*\*\* Target for FY06/07 was changed to 1.5.

Index
1 - Extremely Clean
2 - Clean
3 - Somewhat Clean
4 - Somewhat Dirty
5 - Dirty
6 - Extremely Dirty

Percentage of Assessments scoring 2.0 or better

Public Area	% of assessments scoring 2.0 or better							Difference from last year
	FY04/05 Q4	FY05/06 Q1	FY05/06 Q2	FY05/06 Q3	FY05/06 Q4	FY06/07 Q1	FY06/07 Q2	
Citywide	54.9%	57.5%	71.1%	56.7%	75.5%	82.7%	85.7%	14.6%
Streets	69.5%	65.7%	79.2%	63.9%	84.8%	89.0%	90.4%	11.2%
Commercial-Entertainment	68.8%	66.1%	81.1%	47.5%	74.6%	92.3%	90.3%	9.2%
Commercial - Non-Entertainment	74.2%	76.7%	70.4%	82.4%	94.9%	90.0%	90.1%	19.7%
Residential	64.3%	55.7%	78.6%	63.8%	81.6%	80.4%	84.1%	5.5%
Sidewalks	56.5%	62.6%	68.7%	56.4%	79.3%	86.7%	89.8%	21.1%
Commercial-Entertainment	57.1%	69.2%	71.8%	41.7%	71.7%	93.3%	89.8%	18.0%
Commercial - Non-Entertainment	51.6%	63.5%	55.0%	78.0%	84.5%	85.0%	91.1%	36.1%
Residential	62.5%	51.2%	72.5%	50.0%	77.6%	77.5%	83.3%	10.8%
Alleys	47.6%	37.7%	36.8%	37.0%	56.2%	70.0%	66.3%	29.4%
Parks	61.8%	46.3%	88.0%	68.2%	63.8%	78.4%	83.1%	-4.9%
Parking	47.1%	48.0%	59.5%	49.2%	69.0%	74.6%	83.0%	23.5%
Waterway	45.6%	42.9%	83.7%	34.5%	56.8%	65.3%	72.7%	-11.0%
Beach (CMB)	13.5%	64.1%	83.8%	66.0%	78.5%	88.9%	87.5%	3.7%
Beach (MDC)	13.5%	75.3%	78.4%	53.9%	77.2%	81.9%	77.0%	-1.4%

### **Next Quarter Assessments**

City employees 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 Theo Carrasco with the Office of Budget and Performance Improvement at extension 6230.

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

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