



OFFICE OF THE CITY MANAGER

LTC # 188-2007

## LETTER TO COMMISSION

TO: Mayor David Dermer and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: August 13, 2007

SUBJECT: Cleanliness Index & Assessment Program Results for FY06/07 Quarter 3

The purpose of this Letter to Commission is to communicate the results of the Cleanliness Index and Assessment program for FY06/07 Quarter 3 (April 1, 2007 to June 30, 2007).

### **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 to target areas for future improvements, and assure the quality of services.

For FY 2006/07, in conjunction with enhanced sanitation services, the City 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. The new target is very ambitious and leaves little room for poor scores on the assessment. Also, 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 3**

Overall, the Citywide cleanliness index improved 19.9% in Quarter 3 when compared to the same quarter the previous year. Cleanliness scores in all public areas assessed have improved in comparison to the same quarters in the previous year, with the exception of the County maintained beach areas. No public areas achieved the target of 1.5. However, almost all public areas, except alleys, beaches, and waterways, would have achieved the previous goal of 2.0 from FY2005/06.

#### Positive and Improved Areas

- Streets: Streets overall improved by 27.9% from the prior year.
- Sidewalks: Sidewalks overall improved by 30.5% from the prior year although its score increased slightly from the previous quarter.
- Parking: Parking lots improved by 27% over the prior year. This was the first quarter that Sanitation was fully responsible for cleaning parking lots.

### Areas of Focus

Each quarter the principal departments involved in the Cleanliness Program meet to review and discuss in detail the quarterly cleanliness assessments, as well as trends over time. During the quarterly review specific attention is focused by the Public Works Department, the Parks Department, the Parking Department and Code Compliance on areas where a score may have dropped or some problem has been noted. In this Quarter, specific attention was focused on:

- Parks
- Waterways
- Alleys
- Beaches

### Cleanliness Adjustments

- **Parks** – Data indicated that litter was the principal problem in Parks, especially after hours or during weekends when staff was not present. The Parks Maintenance Division has re-assigned resources to provide seven (7) day coverage and after hours coverage in order to provide a higher level of cleanliness.
- **Alleys** – Alleys remain the principal cleanliness issue in the City. Even though some improvements have been made, especially with the alley repaving program, overflowing dumpsters and illegal dumping are a significant problem. In response, the Sanitation and Code Compliance Division have spent time cross training and identifying areas of concern that can be jointly addressed. Code Compliance has also reassigned some of its resources to provide for early morning coverage that will significantly improve the ability to achieve compliance with the Sanitation Code in our alleys.
- **Waterways** – Waterway scores have improved significantly since the initiation of the City's contracted waterway cleaning service. Minor adjustments in the contractors efforts were identified to improve scores relative to larger items (for example: shopping carts) in the waterways.
- **Beaches** - The most significant concern was in the County maintained areas where both litter and organic material (seaweed) are the most significant issues. Unfortunately, the level of service has not improved over time nor kept pace with the heavy utilization of the City's beaches. Miami-Dade County has been advised and several requests made for a higher level of service to be provided. In the City controlled areas, generally west of the sand dune, an area in Middle and North Beach was identified for which poor coordination existed between Sanitation and Parks resulting in some inappropriately serviced areas. This problem should now be corrected and will be observed in the next quarter scores.

### Cleanliness Key Intended Outcome

As the Commissioners are aware, cleanliness in our community was rated very high in Resident Surveys as a service to be provided by the City impacting quality of life. Since the inception of the community survey and the cleanliness assessment, the City has seen noted increases in the overall service level and satisfaction in the community in this important service area. The cleanliness assessment has proven to be a valuable service management tool providing objective data for the City employees engaged in this activity. Not coincidentally, the work of the City in the area of cleanliness has been recognized by outside agencies and organizations for the positive impact in our community.

**Cleanliness Summary Per Public Area**

Public Area	Average Score											% change from same quarter in the previous year
	FY04/05 Q4	FY05/06 Q1	FY05/06 Q2	FY05/06 Q3	FY05/06 Q4	FY06/07 Q1		FY06/07 Q2		FY06/07 Q3		
Target	2.00	2.00	2.00	2.00	2.00	2.00	1.5***	2.00	1.50	2.00	1.50	
Overall City Score	2.27	2.20	1.94	2.24	2.03	1.83	1.83	1.71	1.71	1.80	1.80	-19.9%
Streets*	2.02	2.07	1.98	2.22	1.84	1.69	1.69	1.60	1.60	1.60	1.60	-27.9%
Not including alleys	2.01	1.99	1.85	2.16	1.74	1.64	1.64	1.50	1.50	1.60	1.60	-25.9%
Commercial - Entertainment	2.03	1.84	1.78	2.44	1.74	1.54	1.54	1.56	1.56	1.60	1.60	-34.4%
Commercial - Non-Entertainment	1.85	1.89	1.87	1.81	1.75	1.65	1.65	1.43	1.43	1.51	1.51	-16.3%
Residential	2.16	2.25	1.93	2.11	1.74	1.73	1.73	1.51	1.51	1.69	1.69	-19.9%
Alleys**	2.19	2.46	2.69	2.75	2.49	2.12	2.12	2.30	2.30	2.40	2.40	-12.7%
Sidewalks	2.08	2.02	2.05	2.33	1.84	1.73	1.73	1.59	1.59	1.62	1.62	-30.5%
Commercial - Entertainment	2.12	1.87	1.95	2.50	1.86	1.58	1.58	1.62	1.62	1.60	1.60	-36.1%
Commercial - Non-Entertainment	2.04	1.97	2.15	1.91	1.79	1.77	1.77	1.53	1.53	1.53	1.53	-19.8%
Residential	2.06	2.28	2.11	2.35	1.83	1.84	1.84	1.62	1.62	1.73	1.73	-26.3%
Parks	1.95	2.08	1.53	1.93	2.04	1.56	1.56	1.76	1.76	1.77	1.77	-8.4%
Parking	2.26	2.25	2.26	2.30	2.01	1.91	1.91	1.76	1.76	1.68	1.68	-27.0%
Waterway	2.92	2.77	2.12	2.93	2.53	2.36	2.36	1.97	1.97	2.06	2.06	-29.6%
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	2.05	2.05	14.2%
Miami-Dade County Responsibility	2.52	1.98	1.78	2.04	1.95	1.84	1.84	1.82	1.82	2.24	2.24	9.8%

\* 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	FY06/07 Q3	
Citywide	54.9%	57.5%	71.1%	56.7%	75.5%	82.7%	85.7%	82.2%	25.5%
Streets	69.5%	65.7%	79.2%	63.9%	84.8%	89.0%	90.4%	90.6%	26.7%
Commercial-Entertainment	68.8%	66.1%	81.1%	47.5%	74.6%	92.3%	90.3%	89.3%	41.8%
Commercial - Non-Entertainment	74.2%	76.7%	70.4%	82.4%	94.9%	90.0%	90.1%	92.0%	9.6%
Residential	64.3%	55.7%	78.6%	63.8%	81.6%	80.4%	84.1%	84.6%	20.8%
Sidewalks	56.5%	62.6%	68.7%	56.4%	79.3%	86.7%	89.8%	90.8%	34.4%
Commercial-Entertainment	57.1%	69.2%	71.8%	41.7%	71.7%	93.3%	89.8%	88.8%	47.1%
Commercial - Non-Entertainment	51.6%	63.5%	55.0%	78.0%	84.5%	85.0%	91.1%	92.9%	14.9%
Residential	62.5%	51.2%	72.5%	50.0%	77.6%	77.5%	83.3%	84.6%	34.6%
Alleys*	47.6%	37.7%	36.8%	37.0%	56.2%	70.0%	66.3%	50.5%	13.5%
Parks	61.8%	46.3%	88.0%	68.2%	63.8%	78.4%	83.1%	77.6%	9.4%
Parking	47.1%	48.0%	59.5%	49.2%	69.0%	74.6%	83.0%	77.9%	28.7%
Waterway	45.6%	42.9%	83.7%	34.5%	56.8%	65.3%	72.7%	72.0%	37.5%
Beach (CMB)	13.5%	64.1%	83.8%	66.0%	78.5%	88.9%	87.5%	64.7%	-1.3%
Beach (MDC)	13.5%	75.3%	78.4%	53.9%	77.2%	81.9%	77.0%	51.8%	-2.1%

### 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.

JMG/RCM/SAM

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