

# MIAMIBEACH

OFFICE OF THE CITY MANAGER

LTC # 203-2016

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: May 5, 2016

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2015/16 Quarter 2

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY 2015/16 Quarter 2 (January 1, 2016 to March 31, 2016).

## 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, 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. Quarterly sample sizes are set to ensure no greater than a  $\pm 5.0$  percentage point sampling error given the 95% confidence level for each of the public areas assessed.

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, FY 2011/12, FY 2012/13, FY 2013/14, FY 2014/15 and FY 2015/16. As important, the City also has a goal to ensure that 90 percent of assessments score 2.0 or better, with awareness to seasonal fluctuations.

## Summary of the Cleanliness Assessment Results FY 2015/16 Quarter 2

Overall, the citywide cleanliness index improved during FY 2015/16 Quarter 2 when compared to the same quarter in FY 2014/15. In general, the City's cleanliness has steadily progressed as evidenced by the index, anecdotal information, and results of our most recent resident survey. Additionally, 91.3% of all public area assessments scored 2.0 or better (target=90%) in FY 2015/16 Quarter 2. Cleanliness continues to remain a top priority for the City.

## Positive and Stable Areas in FY 2015/16 Quarter 2

- **Parks-** Parks improved to 1.20 a 14.9% increase from the prior quarter and 7.0% improvement from the prior FY quarter. Litter control crews, along with regular enforcement of litter control standards, support this ongoing improvement. Park rangers have also assisted with these efforts as well.

- **Streets**– Streets overall improved by 6.9% to 1.49 when compared to the prior quarter and declined 4.2 percent when compared to the same quarter in FY 2014/15. However, streets in the commercial entertainment areas and commercial non-entertainment areas continue to exceed the target of 1.50 at 1.34 and 1.39 respectively. Overall, 94.9% of streets are scoring 2.0 or better, and remain stable when compared to the prior FY quarter.
- **Waterways** - Scores improved 5.9% compared to the prior quarter and continue to be an area of focus with scores amongst the lowest at 1.75 when compared to all assessment areas. The City's waterway contractor provides service three days per week (Monday, Wednesday, and Friday) since November 2014. The contractor alternates between a north route and a south route during which staff focuses on removing debris from hotspots and any other accumulations of debris identified on their way to and from these hotspots. Overall, 88.3% of waterways are scoring 2.0 or better, and remain stable when compared to the prior FY quarter.
- **Beaches** - Beaches improved to 1.27 and 1.31 for areas covered by Miami Beach and Miami-Dade County respectively. This is a 5.2% improvement for areas covered by Miami Beach compared to the prior quarter and 9.9% when compared to the prior FY quarter.

#### **Areas of Focus in FY 2015/16 Quarter 2**

- **Alleys**– Alleys improved by 9.1% to 1.69 from the prior quarter and declined 4.3% from the prior FY quarter. A contributing factor to this improvement is the enhanced services between February 25, 2016 and April 1, 2016 in the commercial entertainment area. Additionally, service hours were extended to 1:00 a.m. Thursday to Sunday during this timeframe.
- **Sidewalks**– Sidewalks improved 4.8% to 1.38 compared to the prior quarter and remained stable from prior FY quarter. Commercial entertainment areas declined by 6.1% when compared to the prior FY quarter.
- **Parking Lots** - Scores improved to 1.56, a 4.3% increase from the prior quarter and declined 9.1% from the same quarter in FY 2014/15. The Greenspace Division's recommendation to have landscape maintenance services performed by an all-purpose crew that completes a full service in one visit before they leave the site for the day has contributed to the improvement. Additionally, the Police Department has identified and arrested individuals involved with illegal dumping in the parking lots in the North Beach area. Code will also conduct periodic site inspections for identified areas related to overflowing garbage cans and service frequency.

Client/Res Index Score Per Public Area (aggrate - LE)

Public Area	FY16/66										
	Q1	Q2	Q3	Q4	FY Score	FY16/66	FY16/67	FY16/68	FY16/69	FY16/70	FY Score
<b>Overall City Score</b>	2.20	1.94	2.24	2.03	2.10						
<b>Streets</b>	2.07	1.98	2.22	1.84	2.03						
Not including alleys	1.90	1.85	2.16	1.74	1.94						
Commercial – Entertainment	1.84	1.78	2.44	1.74	1.96						
Commercial – Non-Entertainment	1.80	1.87	1.81	1.75	1.83						
Residential	2.25	1.93	2.11	1.74	2.01						
Alleys	2.46	2.69	2.75	2.40	2.60						
<b>Sidewalks</b>	2.02	2.05	2.33	1.84	2.06						
Commercial – Entertainment	1.87	1.99	2.50	1.89	2.04						
Commercial – Non-Entertainment	1.97	2.35	1.97	1.73	1.96						
Residential	2.28	2.11	2.36	1.83	2.14						
<b>Parks</b>	2.08	1.63	1.93	2.04	1.90						
<b>Parking</b>	2.26	2.29	2.30	2.01	2.21						
<b>Waterways</b>	2.17	2.12	2.33	2.53	2.29						
<b>Beach Areas</b>											
Miami Beach Responsibility Only	2.32	1.68	1.80	1.91	1.89						
Miami-Dade County Responsibility	1.96	1.78	2.04	1.95	1.93						

Public Area	FY16/66										
	FY Score	FY16/66	FY16/67	FY16/68	FY16/69	FY16/70	FY16/71	FY16/72	FY16/73	FY16/74	FY Score
<b>Overall City Score</b>	2.10	1.90	1.40	1.57	1.75	1.75	1.54	1.54	1.54	1.54	1.54
<b>Streets</b>	2.03	1.85	1.47	1.55	1.54	1.54	1.54	1.54	1.54	1.54	1.54
Not including alleys	1.94	1.42	1.36	1.43	1.37	1.33	1.33	1.33	1.33	1.33	1.33
Commercial – Entertainment	1.95	1.44	1.37	1.42	1.44	1.44	1.44	1.44	1.44	1.44	1.44
Commercial – Non-Entertainment	1.83	1.50	1.42	1.47	1.47	1.47	1.47	1.47	1.47	1.47	1.47
Residential	2.01	1.43	1.32	1.41	1.47	1.47	1.47	1.47	1.47	1.47	1.47
Alleys	2.50	1.84	1.77	1.88	1.92	1.92	1.92	1.92	1.92	1.92	1.92
Commercial – Entertainment	2.06	1.42	1.36	1.47	1.97	1.97	1.97	1.97	1.97	1.97	1.97
Commercial – Non-Entertainment	2.04	1.43	1.37	1.41	1.54	1.54	1.54	1.54	1.54	1.54	1.54
Residential	1.85	1.57	1.42	1.58	1.63	1.63	1.63	1.63	1.63	1.63	1.63
Alleys	2.14	1.42	1.31	1.46	2.02	2.02	2.02	2.02	2.02	2.02	2.02
<b>Parks</b>	1.90	1.44	1.38	1.46	1.37	1.37	1.37	1.37	1.37	1.37	1.37
<b>Parking</b>	2.21	1.75	1.63	1.63	1.76	1.76	1.76	1.76	1.76	1.76	1.76
<b>Waterways</b>	2.59	1.96	1.72	1.87	2.21	2.21	2.21	2.21	2.21	2.21	2.21
<b>Beach Areas</b>											
Miami Beach Responsibility Only	1.85	1.36	1.40	1.42	1.64	1.64	1.64	1.64	1.64	1.64	1.64
Miami-Dade County Responsibility	1.93	1.42	1.46	1.41	1.55	1.55	1.55	1.55	1.55	1.55	1.55

Public Area	FY16/66										
	Q1	Q2	Q3	Q4	FY Score	FY16/66	FY16/67	FY16/68	FY16/69	FY16/70	FY Score
<b>Overall City Score</b>	1.90	1.42	1.75	2.19	1.75	11.4%	-15.6%	-15.6%	-15.6%	-15.6%	-15.6%
<b>Streets</b>	1.48	1.43	1.59	1.66	1.54	-0.6%	-0.6%	-0.6%	-0.6%	-0.6%	-0.6%
Not including alleys	1.38	1.35	1.46	1.40	1.35	-2.8%	-2.8%	-2.8%	-2.8%	-2.8%	-2.8%
Commercial – Entertainment	1.28	1.25	1.41	1.54	1.33	-6.3%	-6.3%	-6.3%	-6.3%	-6.3%	-6.3%
Commercial – Non-Entertainment	1.46	1.42	1.42	1.41	1.44	-2.0%	-2.0%	-2.0%	-2.0%	-2.0%	-2.0%
Residential	1.36	1.35	1.59	1.53	1.47	4.2%	4.2%	4.2%	4.2%	4.2%	4.2%
Alleys	2.01	1.62	1.87	2.18	1.92	3.1%	3.1%	3.1%	3.1%	3.1%	3.1%
Commercial – Entertainment	1.51	1.37	1.69	3.39	1.97	34.0%	34.0%	34.0%	34.0%	34.0%	34.0%
Commercial – Non-Entertainment	1.42	1.31	1.81	1.78	1.54	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
Residential	1.66	1.50	1.66	1.78	1.63	3.1%	3.1%	3.1%	3.1%	3.1%	3.1%
<b>Parks</b>	1.44	1.29	1.69	3.76	2.02	38.3%	38.3%	38.3%	38.3%	38.3%	38.3%
<b>Parking</b>	1.92	1.25	1.96	1.51	1.37	-6.1%	-6.1%	-6.1%	-6.1%	-6.1%	-6.1%
<b>Waterways</b>	1.76	1.43	1.77	2.06	1.76	7.9%	7.9%	7.9%	7.9%	7.9%	7.9%
<b>Beach Areas</b>	2.04	1.79	2.36	2.66	2.21	18.1%	18.1%	18.1%	18.1%	18.1%	18.1%
Miami Beach Responsibility Only	1.47	1.41	1.81	1.86	1.64	13.1%	13.1%	13.1%	13.1%	13.1%	13.1%
Miami-Dade County Responsibility	1.46	1.26	1.81	1.88	1.55	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Public Area	FY16/66										
	Q1	Q2	Q3	Q4	FY Score	FY16/66	FY16/67	FY16/68	FY16/69	FY16/70	FY Score
<b>Overall City Score</b>	1.65	1.44				-7.1%	-0.7%	-0.7%	-0.7%	-0.7%	-0.7%
<b>Streets</b>	1.60	1.40				-8.9%	4.2%	4.2%	4.2%	4.2%	4.2%
Not including alleys	1.41	1.36				-3.5%	0.7%	0.7%	0.7%	0.7%	0.7%
Commercial – Entertainment	1.32	1.34				-0.7%	3.9%	3.9%	3.9%	3.9%	3.9%
Commercial – Non-Entertainment	1.43	1.30				-6.1%	-2.1%	-2.1%	-2.1%	-2.1%	-2.1%
Residential	1.56	1.32				-2.9%	-0.0%	-0.0%	-0.0%	-0.0%	-0.0%
Alleys	1.86	1.69				-5.1%	4.3%	4.3%	4.3%	4.3%	4.3%
Commercial – Entertainment	1.42	1.39				-4.6%	0.7%	0.7%	0.7%	0.7%	0.7%
Commercial – Non-Entertainment	1.41	1.30				-1.4%	6.1%	6.1%	6.1%	6.1%	6.1%
Residential	1.57	1.41				-10.2%	-0.0%	-0.0%	-0.0%	-0.0%	-0.0%
Alleys	1.34	1.32				-1.5%	2.3%	2.3%	2.3%	2.3%	2.3%
<b>Parks</b>	1.41	1.20				-14.9%	-7.0%	-7.0%	-7.0%	-7.0%	-7.0%
<b>Parking</b>	1.63	1.56				-4.9%	0.1%	0.1%	0.1%	0.1%	0.1%
<b>Waterways</b>	1.86	1.75				-5.9%	-2.2%	-2.2%	-2.2%	-2.2%	-2.2%
<b>Beach Areas</b>											
Miami Beach Responsibility Only	1.34	1.27				-5.2%	-0.0%	-0.0%	-0.0%	-0.0%	-0.0%
Miami-Dade County Responsibility	1.32	1.31				-0.8%	4.0%	4.0%	4.0%	4.0%	4.0%

Percentage of Assessments scoring 3.0 or better (target = 90%)

Public Area	FY2020				
	Q1	Q2	Q3	Q4	FY Score
<b>Citywide</b>	57.5%	71.1%	56.7%	75.0%	65.2%
<b>Streets</b>	65.7%	79.2%	63.0%	84.8%	73.4%
Commercial – Entertainment	66.1%	81.1%	47.5%	74.6%	67.3%
Commercial – Non-Entertainment	76.7%	72.2%	82.4%	87.3%	82.9%
Residential	56.8%	84.6%	66.2%	86.7%	73.5%
Alleys	37.7%	36.8%	37.0%	56.2%	41.9%
<b>Sidewalks</b>	62.6%	68.7%	56.4%	78.3%	66.7%
Commercial – Entertainment	62.2%	71.8%	47.7%	71.7%	63.9%
Commercial – Non-Entertainment	63.5%	56.4%	70.8%	87.4%	71.8%
Residential	52.4%	78.1%	52.1%	82.2%	66.2%
<b>Parks</b>	46.3%	68.0%	66.2%	63.9%	66.6%
<b>Parking</b>	48.0%	59.5%	49.2%	60.0%	56.4%
<b>Waterway</b>	42.9%	83.7%	34.5%	56.6%	54.5%
<b>Beach Areas</b>					
Miami Beach Responsibility Only	64.1%	83.8%	66.0%	78.0%	73.1%
Miami-Dade County Responsibility	75.3%	78.4%	63.0%	77.2%	71.2%

Public Area	FY2019	FY2018
	FY Score	FY Score
<b>Citywide</b>	60.1%	67.2%
<b>Streets</b>	32.7%	31.4%
Commercial – Entertainment	34.4%	32.1%
Commercial – Non-Entertainment	31.3%	31.2%
Residential	32.5%	30.8%
Alleys	81.5%	77.8%
<b>Sidewalks</b>	32.3%	30.2%
Commercial – Entertainment	34.5%	32.5%
Commercial – Non-Entertainment	31.3%	68.1%
Residential	33.8%	30.1%
<b>Parks</b>	32.5%	30.3%
<b>Parking</b>	85.8%	86.1%
<b>Waterway</b>	80.0%	75.4%
<b>Beach Areas</b>		
Miami Beach Responsibility Only	33.4%	32.9%
Miami-Dade County Responsibility	35.5%	33.7%

Public Area	FY2019					Difference from prior Q1	Difference from Base FY score
	Q1	Q2	Q3	Q4	FY Score		
<b>Citywide</b>	86.0%	91.3%	87.3%	73.9%	84.6%	-13.4%	16.4%
<b>Streets</b>	93.6%	93.0%	92.9%	90.0%	92.6%	-2.9%	19.2%
Commercial – Entertainment	95.0%	96.0%	94.9%	93.8%	94.7%	-1.1%	27.4%
Commercial – Non-Entertainment	91.3%	93.0%	92.7%	90.9%	92.0%	-1.8%	9.7%
Residential	94.4%	93.6%	91.2%	85.4%	91.2%	-5.8%	17.7%
Alleys	80.0%	83.6%	80.5%	64.4%	74.4%	-16.1%	32.9%
<b>Sidewalks</b>	86.1%	92.0%	85.1%	67.5%	82.9%	-23.8%	15.8%
Commercial – Entertainment	90.3%	93.0%	86.8%	78.6%	87.4%	-8.2%	23.8%
Commercial – Non-Entertainment	87.3%	90.6%	83.1%	77.8%	84.7%	-5.3%	12.9%
Residential	89.0%	96.0%	85.4%	28.0%	74.8%	-57.4%	8.6%
<b>Parks</b>	94.3%	94.0%	96.7%	88.5%	93.4%	-8.2%	28.8%
<b>Parking</b>	83.0%	91.3%	81.2%	65.0%	80.4%	-16.2%	24.0%
<b>Waterway</b>	71.8%	77.0%	82.6%	48.4%	64.9%	-16.2%	10.0%
<b>Beach Areas</b>							
Miami Beach Responsibility Only	80.4%	90.2%	82.4%	76.8%	84.9%	-6.6%	11.4%
Miami-Dade County Responsibility	88.7%	94.8%	85.4%	74.6%	85.9%	-10.6%	14.7%

Public Area	FY2018				FY Score	Difference from prior Q1	Difference from prior FY Q1	Difference from Base FY Q1
	Q1	Q2	Q3	Q4				
<b>Citywide</b>	88.6%	91.3%				2.8%	0.0%	20.2%
<b>Streets</b>	92.7%	94.0%				2.2%	1.0%	15.7%
Commercial – Entertainment	94.3%	94.3%				0.6%	-0.1%	13.8%
Commercial – Non-Entertainment	91.2%	95.0%				3.8%	2.6%	22.8%
Residential	92.6%	94.8%				2.2%	1.2%	16.2%
Alleys	79.0%	80.0%				3.4%	-0.7%	46.1%
<b>Sidewalks</b>	91.6%	93.1%				1.9%	-0.4%	24.4%
Commercial – Entertainment	94.8%	93.0%				-1.3%	-0.4%	21.7%
Commercial – Non-Entertainment	88.8%	93.0%				4.2%	2.4%	36.6%
Residential	91.3%	92.9%				1.6%	-3.1%	14.8%
<b>Parks</b>	92.3%	97.3%				5.0%	3.3%	9.3%
<b>Parking</b>	86.0%	88.1%				1.8%	-3.2%	28.6%
<b>Waterway</b>	80.0%	88.3%				7.8%	11.3%	4.6%
<b>Beach Areas</b>								
Miami Beach Responsibility Only	93.1%	93.8%				0.7%	3.6%	10.0%
Miami-Dade County Responsibility	93.0%	93.6%				0.6%	-1.2%	15.2%

## Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver affecting overall quality of life. In addition, in the 2014 survey, residents and businesses rated cleanliness as one of the services 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 16.6% from FY 2005/06 to FY 2014/15.

## **Next Quarter Assessments**

City part-time staff is conducting cleanliness assessments every quarter. Additionally, residents are always welcome to participate. If you or any member of your staff is interested in participating in the City's Public Area Cleanliness and Appearance Program, please contact Dr. Leslie Rosenfeld with Organization Development Performance Initiatives at extension 6923.

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

- c: Eric Carpenter, Assistant City Manager and Public Works Director  
Mark Taxis, Assistant City Manager  
Kathie G. Brooks, Assistant City Manager  
Dr. Leslie Rosenfeld, Chief Learning Development Officer   
John Rebar, Parks and Recreation Director  
Saul Francis, Parking Director  
Mariano Fernandez, Building Director  
Hernan Cardeno, Code Compliance Director  
Robert Santos-Alborna, Code Compliance Division Director  
Al Zamora, Sanitation Division Director

  
EC/KGB/LDR 