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LTC # 164-2015

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: April 21, 2015

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2014/15 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 2014/15 Quarter 2 (January 1, 2015 to March 31, 2015).

### 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. 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 and FY 2014/15. 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 2014/15 Quarter 2

Overall, the citywide cleanliness index improved during FY 2014/15 Quarter 1 when compared to the same quarter in FY 2013/14. 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, 91.2% of all public area assessments scored 2.0 or better (target=90%) in FY 2014/15 Quarter 2. Cleanliness continues to remain a top priority for the City.

### Positive and Stable Areas in FY 2014/15 Quarter 2

- **Sidewalks**– Sidewalks overall improved compared to the same quarter in FY 2013/14 by 5.5% to 1.38. Public Works continues to sustain increased levels of

dumping for overflowing litter cans in the commercial entertainment areas and outreach to residents regarding the cleanliness of sidewalks in residential areas.

- **Parks-** Parks improved by 13.4% to 1.29 when compared to the same quarter in FY 2013/14. This improvement is the best score to date since the inception of the cleanliness program. Litter control crews, along with regular enforcement of litter control standards, support this improvement. Parks will continue to monitor cleanliness of parks and adjust as needed.
- **Parking Lots** - Scores improved 18.8% compared to the prior quarter and 14.9% to 1.43 when compared to the same quarter in FY 2013/14. An afternoon shift has been added during peak days, with instructions to rove the City surveying parking lot conditions and addressing the immediate cleaning needs resulting from lot usage. Additionally, parking dispatchers will continue to notify this crew of conditions needing attention.
- **Alleys**– Alleys improved by 19.4% and 13.8% respectively when compared to the prior quarter and prior FY quarter. Alley ratings this quarter were the best in comparison to all other quarters since program inception. The Code Department will sustain an increased enforcement for all shifts responsible for sanitation detail. As such, there has been an increase in violations and work orders to address issues identified. Code will continue to monitor specific hot spots and deploy resources to these areas.
- **Waterways** - Scores improved by 12.3% compared to the prior quarter and 10.5% when compared to the same quarter in FY 2013/14, but this continues to be an area of focus as scores remain amongst the lowest at 1.79 when compared to all assessment areas. Environmental Division will sustain the increased frequency of waterway cleaning from two times per week to three times per week citywide and remains cognizant of tide fluctuations as they affect cleanliness. Code will continue to conduct inspections and area sweeps of the out lots to support this effort.

### **Areas of Focus**

- **Streets**– Streets overall improved by 9.5% to 1.43 when compared to the same quarter in FY 2013/14. Commercial entertainment streets and residential streets declined slightly; however, scores at 1.29 and 1.39 indicate a positive trend. Overall, 93.9% of streets are scoring 2.0 or better, and have improved when compared to the prior FY quarter. The Public Works Department will work with Communications and Code to continue outreach to the community to support our efforts.
- **Beaches** - Beaches declined for those areas covered by the City of Miami Beach by 2.2% when compared to the same quarter in FY 2013/14. Areas covered by Miami-Dade County improved by 13.7% when compared to the same quarter in FY 2013/14. Cleanliness of beaches remains a priority, with multiple departments collaborating to address litter on the beaches.

Public Area	FY06/06				FY Score
	Q1	Q2	Q3	Q4	
<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	1.99	1.95	2.16	1.74	1.94
Commercial – Entertainment	1.84	1.75	2.44	1.74	1.95
Commercial – Non-Entertainment	1.89	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	2.49	2.60
<b>Sidewalks</b>	2.02	2.05	2.23	1.84	2.08
Commercial – Entertainment	1.87	1.95	2.50	1.86	2.04
Commercial – Non-Entertainment	1.97	2.15	1.91	1.79	1.96
Residential	2.28	2.11	2.35	1.83	2.14
<b>Parks</b>	2.08	1.83	1.93	2.04	1.90
<b>Parking</b>	2.25	2.29	2.30	2.01	2.21
<b>Waterway</b>	2.77	2.12	2.93	2.53	2.59
<b>Beach Areas</b>					
Miami Beach Responsibility Only	2.02	1.68	1.80	1.91	1.86
Miami-Dade County Responsibility	1.96	1.78	2.04	1.95	1.93

Public Area	FY06/06	FY10/11	FY11/12	FY12/13	FY13/14	FY14/15	% change from prior FY score	% change from base FY score
	<b>Overall City Score</b>	2.10	1.60	1.59	1.45	1.57		
<b>Streets</b>	2.03	1.65	1.55	1.47	1.55			
Not including alleys	1.94	1.54	1.45	1.36	1.43			
Commercial – Entertainment	1.95	1.55	1.44	1.37	1.42			
Commercial – Non-Entertainment	1.83	1.57	1.50	1.42	1.47			
Residential	2.01	1.51	1.43	1.32	1.41			
Alleys	2.60	1.89	1.84	1.77	1.88			
<b>Sidewalks</b>	2.06	1.63	1.45	1.36	1.47			
Commercial – Entertainment	2.04	1.64	1.43	1.37	1.41			
Commercial – Non-Entertainment	1.95	1.63	1.57	1.42	1.58			
Residential	2.14	1.59	1.42	1.31	1.46			
<b>Parks</b>	1.90	1.39	1.44	1.35	1.46			
<b>Parking</b>	2.21	1.81	1.75	1.63	1.63			
<b>Waterway</b>	2.55	1.70	1.96	1.72	1.87			
<b>Beach Areas</b>								
Miami Beach Responsibility Only	1.86	1.43	1.36	1.40	1.45			
Miami-Dade County Responsibility	1.93	1.48	1.42	1.45	1.41			

Public Area	FY13/14					% change from prior FY score	% change from base FY score
	Q1	Q2	Q3	Q4	FY Score		
<b>Overall City Score</b>	1.60	1.60	1.51	1.58	1.57	5.3%	-25.2%
<b>Streets</b>	1.59	1.58	1.44	1.58	1.55	5.4%	-23.6%
Not including alleys	1.47	1.46	1.33	1.45	1.43	5.1%	-26.2%
Commercial – Entertainment	1.53	1.40	1.31	1.45	1.42	3.5%	-27.1%
Commercial – Non-Entertainment	1.47	1.60	1.34	1.45	1.47	3.5%	-19.5%
Residential	1.26	1.49	1.35	1.45	1.41	6.8%	-29.8%
Alleys	1.94	1.88	1.76	1.92	1.88	6.2%	-27.5%
<b>Sidewalks</b>	1.50	1.45	1.39	1.53	1.47	8.0%	-28.6%
Commercial – Entertainment	1.44	1.35	1.35	1.49	1.41	2.9%	-30.8%
Commercial – Non-Entertainment	1.60	1.67	1.49	1.57	1.58	11.2%	-18.9%
Residential	1.41	1.53	1.40	1.49	1.45	11.4%	-31.7%
<b>Parks</b>	1.46	1.49	1.37	1.50	1.46	5.8%	-23.1%
<b>Parking</b>	1.57	1.68	1.52	1.75	1.63	0.0%	-26.2%
<b>Waterway</b>	1.91	2.00	1.90	1.87	1.87	8.7%	-27.8%
<b>Beach Areas</b>							
Miami Beach Responsibility Only	1.57	1.58	1.42	1.42	1.45	3.5%	-21.5%
Miami-Dade County Responsibility	1.42	1.46	1.43	1.31	1.41	-3.4%	-26.9%

Public Area	FY14/15				FY Score	% change from prior Qtr	% change in prior FY Qtr	% change from same quarter in base year
	Q1	Q2	Q3	Q4				
<b>Overall City Score</b>	1.60	1.45				-8.8%	-8.8%	-24.7%
<b>Streets</b>	1.48	1.43				-3.4%	-9.5%	-27.8%
Not including alleys	1.36	1.35				-0.7%	-7.5%	-27.0%
Commercial – Entertainment	1.28	1.29				0.8%	-7.9%	-27.5%
Commercial – Non-Entertainment	1.46	1.42				-2.7%	-11.3%	-24.1%
Residential	1.36	1.39				2.2%	-6.7%	-28.0%
Alleys	2.01	1.62				-19.4%	-13.8%	-39.8%
<b>Sidewalks</b>	1.51	1.35				-8.6%	-5.5%	-32.7%
Commercial – Entertainment	1.45	1.31				-9.7%	-3.0%	-32.8%
Commercial – Non-Entertainment	1.56	1.50				-3.8%	-10.2%	-30.2%
Residential	1.44	1.31				-9.0%	-14.4%	-37.9%
<b>Parks</b>	1.32	1.29				-2.3%	-13.4%	-15.7%
<b>Parking</b>	1.76	1.43				-18.8%	-14.9%	-36.7%
<b>Waterway</b>	2.04	1.79				-12.3%	-10.5%	-15.6%
<b>Beach Areas</b>								
Miami Beach Responsibility Only	1.49	1.41				-5.4%	2.2%	-16.1%
Miami-Dade County Responsibility	1.46	1.25				-13.7%	-13.7%	-29.2%



# MIAMI BEACH

Percentage of Assessments scoring 2.0 or better (target = 80%)

	FY2008					FY Score
	Q1	Q2	Q3	Q4	Q4	
<b>Citywide</b>	87.5%	71.1%	86.7%	75.5%	85.2%	85.2%
<b>Streets</b>	65.7%	79.2%	63.9%	64.8%	73.4%	73.4%
Commercial - Entertainment	66.1%	81.1%	47.5%	74.6%	67.3%	67.3%
Commercial - Non-Entertainment	76.7%	72.2%	82.4%	59.9%	82.3%	82.3%
Residential	56.6%	64.6%	66.2%	66.1%	73.5%	73.5%
Alleys	37.7%	36.8%	37.0%	56.2%	41.9%	41.9%
<b>Allovalais</b>	62.6%	68.7%	56.4%	78.3%	66.7%	66.7%
Commercial - Entertainment	69.2%	71.6%	41.7%	71.7%	63.6%	63.6%
Commercial - Non-Entertainment	63.6%	56.4%	79.8%	87.4%	71.8%	71.8%
Residential	52.4%	78.1%	52.1%	82.2%	66.2%	66.2%
Parks	46.3%	68.0%	69.2%	63.8%	66.6%	66.6%
Parkina	49.0%	59.5%	49.2%	59.0%	56.4%	56.4%
Waterway	42.9%	83.7%	34.5%	56.8%	54.5%	54.5%
<b>Beach Annex</b>						
Miami Beach Responsibility Only	64.1%	93.6%	66.0%	78.6%	73.1%	73.1%
Miami-Dade County Responsibility	75.3%	78.4%	63.9%	77.2%	71.2%	71.2%

	FY2012		FY2013		FY Score
	Q1	Q2	Q3	Q4	
<b>Citywide</b>	87.6%	83.1%	83.1%	83.1%	83.1%
<b>Streets</b>	91.6%	92.7%	92.7%	92.7%	92.7%
Commercial - Entertainment	89.6%	94.4%	94.4%	94.4%	94.4%
Commercial - Non-Entertainment	93.6%	91.3%	91.3%	91.3%	91.3%
Residential	93.1%	93.5%	93.5%	93.5%	93.5%
Alleys	79.6%	81.5%	81.5%	81.5%	81.5%
<b>Allovalais</b>	91.3%	92.9%	92.9%	92.9%	92.9%
Commercial - Entertainment	92.5%	92.0%	92.0%	92.0%	92.0%
Commercial - Non-Entertainment	88.4%	91.3%	91.3%	91.3%	91.3%
Residential	93.1%	92.5%	92.5%	92.5%	92.5%
Parks	93.3%	95.8%	95.8%	95.8%	95.8%
Parkina	74.0%	80.0%	80.0%	80.0%	80.0%
Waterway					
<b>Beach Annex</b>					
Miami Beach Responsibility Only	95.4%	92.4%	92.4%	92.4%	92.4%
Miami-Dade County Responsibility	94.2%	91.5%	91.5%	91.5%	91.5%

	FY2014					FY Score
	Q1	Q2	Q3	Q4	Q4	
<b>Citywide</b>	87.5%	86.6%	90.4%	86.0%	87.2%	87.2%
<b>Streets</b>	92.0%	91.4%	93.2%	91.1%	91.4%	91.4%
Commercial - Entertainment	92.7%	91.0%	94.7%	90.7%	92.1%	92.1%
Commercial - Non-Entertainment	90.6%	88.1%	94.2%	92.6%	91.3%	91.3%
Residential	92.6%	92.6%	90.6%	90.6%	90.6%	90.6%
Alleys	77.5%	77.6%	82.3%	73.0%	77.6%	77.6%
<b>Allovalais</b>	90.2%	88.6%	93.2%	89.9%	90.2%	90.2%
Commercial - Entertainment	94.2%	92.9%	94.2%	93.5%	93.5%	93.5%
Commercial - Non-Entertainment	87.0%	86.5%	90.1%	90.1%	88.1%	88.1%
Residential	92.4%	88.1%	92.5%	90.3%	90.3%	90.3%
Parks	92.2%	88.6%	93.6%	88.9%	90.3%	90.3%
Parkina	87.2%	84.7%	90.9%	81.9%	86.1%	86.1%
Waterway	77.7%	71.6%	81.8%	66.6%	79.4%	79.4%
<b>Beach Annex</b>						
Miami Beach Responsibility Only	88.7%	86.6%	94.4%	91.6%	92.6%	92.6%
Miami-Dade County Responsibility	93.9%	91.4%	92.8%	94.7%	93.2%	93.2%

	FY2015					FY Score
	Q1	Q2	Q3	Q4	Q4	
<b>Citywide</b>	86.0%	91.2%				86.0%
<b>Streets</b>	93.6%	93.9%				93.6%
Commercial - Entertainment	95.0%	95.0%				95.0%
Commercial - Non-Entertainment	81.3%	93.0%				81.3%
Residential	84.4%	93.6%				84.4%
Alleys	69.0%	62.6%				69.0%
<b>Allovalais</b>	86.1%	93.4%				86.1%
Commercial - Entertainment	90.3%	93.9%				90.3%
Commercial - Non-Entertainment	87.3%	90.6%				87.3%
Residential	86.6%	95.1%				86.6%
Parks	84.3%	84.0%				84.3%
Parkina	83.9%	91.3%				83.9%
Waterway	71.8%	77.0%				71.8%
<b>Beach Annex</b>						
Miami Beach Responsibility Only	86.4%	93.2%				86.4%
Miami-Dade County Responsibility	88.7%	94.9%				88.7%

	FY2008		FY2014		Difference from FY2008
	Q1	Q2	Q1	Q2	
<b>Citywide</b>	87.5%	71.1%	87.5%	86.0%	-0.6%
<b>Streets</b>	65.7%	79.2%	92.0%	91.4%	-2.1%
Commercial - Entertainment	66.1%	81.1%	92.7%	92.1%	-0.6%
Commercial - Non-Entertainment	76.7%	72.2%	90.6%	91.3%	-1.7%
Residential	56.6%	64.6%	92.6%	90.6%	6.0%
Alleys	37.7%	36.8%	77.5%	77.6%	-0.6%
<b>Allovalais</b>	62.6%	68.7%	90.2%	89.9%	-2.6%
Commercial - Entertainment	69.2%	71.6%	94.2%	93.5%	-4.6%
Commercial - Non-Entertainment	63.6%	56.4%	88.4%	88.1%	0.0%
Residential	52.4%	78.1%	92.4%	90.3%	-4.7%
Parks	46.3%	68.0%	92.2%	88.6%	-8.0%
Parkina	49.0%	59.5%	87.2%	84.7%	-8.0%
Waterway	42.9%	83.7%	77.7%	71.6%	4.8%
<b>Beach Annex</b>					
Miami Beach Responsibility Only	64.1%	93.6%	88.7%	86.6%	-2.6%
Miami-Dade County Responsibility	75.3%	78.4%	93.9%	91.4%	1.9%

	FY2008		FY2015		Difference from FY2008
	Q1	Q2	Q1	Q2	
<b>Citywide</b>	87.5%	71.1%	86.0%	91.2%	4.6%
<b>Streets</b>	65.7%	79.2%	93.9%	93.9%	4.6%
Commercial - Entertainment	66.1%	81.1%	95.0%	95.0%	4.6%
Commercial - Non-Entertainment	76.7%	72.2%	81.3%	93.0%	1.7%
Residential	56.6%	64.6%	93.6%	93.6%	4.4%
Alleys	37.7%	36.8%	69.0%	62.6%	14.6%
<b>Allovalais</b>	62.6%	68.7%	90.3%	93.4%	4.3%
Commercial - Entertainment	69.2%	71.6%	93.9%	93.9%	4.3%
Commercial - Non-Entertainment	63.6%	56.4%	87.3%	90.6%	1.4%
Residential	52.4%	78.1%	92.6%	95.1%	6.5%
Parks	46.3%	68.0%	84.3%	84.0%	8.0%
Parkina	49.0%	59.5%	83.9%	91.3%	7.4%
Waterway	42.9%	83.7%	71.8%	77.0%	6.9%
<b>Beach Annex</b>					
Miami Beach Responsibility Only	64.1%	93.6%	86.4%	93.2%	5.4%
Miami-Dade County Responsibility	75.3%	78.4%	88.7%	94.9%	10.4%

### 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 25.2% from FY 2005/06 to FY 2013/14.

### **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: Mark Taxis, Assistant City Manager
- Kathie G. Brooks, Assistant City Manager
- Dr. Leslie Rosenfeld, Chief Learning Development Officer
- Eric Carpenter, Public Works Director
- 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

MT/KGB/LDR

