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City of Miami Beach

Appearance Index Manual
(As of 8-18-21)

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Introduction

The purpose of this manual is to provide information regarding the city's Appearance Index program. The Appearance Index is a set of standards that can be used to measure the appearance of the City of Miami Beach's public areas. This includes information on the areas assessed, assessment instructions, data analysis and collection, and next steps.

The Appearance Index will provide standards on rating the appearance using four factors:

- Sidewalks
- Roadways
- Turf (Grass)
- Plant Beds

- Assist the responsible department(s) in strategically directing their resources and efforts in improving their maintenance functions.
- Assist the responsible department(s) in determining what factors affect the cleanliness and appearance of public areas.
- Evaluate if different initiatives and service levels are effective in the appearance of public areas.

Objective

To monitor impacts of recently implemented initiatives in order to identify areas of improvement and assure the quality of services. The public areas that will be measured by this index are as follows:

Public Area	Department Responsible for Appearance
Roadways and Sidewalks	Public Works (Sanitation)
Parks (Turf/Grass/Plant Beds)	Parks and Recreation

A challenge when defining a set of ratings is that the definition of its appearance may mean something different from one person to the next. What one person considers an acceptable looking sidewalk may be a worn down/damaged sidewalk to the next person. To avoid this issue, the Public Area Appearance Index must be a defined set of ratings that can effectively provide an objective measurement on the appearance of the city.

The proposed appearance index is based on a 6-point scale that rates four factors that directly affect the appearance of the public area.

Background

The Miami Beach Appearance Index is an objective measurement of performance ranging from 1.0 (Very Well Maintained) to 6.0 (Not Maintained) and includes appearance assessments for Sidewalks, Roadways, Turf (Grass) and Plant Beds. Criteria for each area are listed below:

Sidewalks

- Smooth and even with no cracked or broken panels/bricks
- Curb damage free
- Painted areas fully covered (curbs)
- No graffiti or advertisements
- Sidewalk furniture excellent condition (benches(wood/concrete/steel) bike racks, water fountains, gate/latches, handrails, bollards)

Roadways

- Asphalt Smooth
- No cracks, holes, or patches
- Pavement markings crisp and visible
- Crosswalk clearly identified
- Signage/poles/mast arms in excellent condition with no unused/unnecessary poles, etc.

Turf (Grass)

- Cut and Trim
- Green
- No Weeds
- No overgrowth
- No open holes or bare batches

Plant Beds

- Fully planted
- Fully mulched
- No Weeds
- No encroachment
- Healthy appearance and damage free

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.

Scheduling

We require our assessments done during the daytime, because that is when Streets/Sidewalks and Turf/Plant Beds are most visible. Appearance index assessments are scheduled as follows:

Monday to Sunday:

I. 8:00AM to 12:00PM
II. 12:00PM to 4:00PM

Shifts are scheduled in two 4-hour increments during the morning and early afternoon.

Shifts can occur during the weekday and/or the weekend. Assessors can sign-up for shifts or be assigned; any changes to the schedule must be made at least 24 hours prior to the date of the assessment.

Based on the calculated sample size for the cleanliness index, 24 4-hour shifts per quarter are required. (See Attachment A- See Page 55 (Streets/Sidewalks), Page 56 (Parks), and Page 58 (Parking Lots)).

- *Park Daytime Shift* (8am – 4pm)

  8 total shifts needed (Quarterly)

  4 shifts during the weekday

  4 shifts during the weekend

- *Streets and Sidewalks Daytime Shift* (8am – 4pm)

  16 total shifts needed (Quarterly)

  8 shifts during the weekday

  8 shifts during the weekend

- *Parking lot Daytime Shift* (8am – 4pm)

  8 total shifts needed (Quarterly)

  4 shifts during the weekday

  4 shifts during the weekend

- *Alleys Daytime Shift* (8am – 4pm)

4 total shifts Needed (Quarterly)

2 shifts during the weekday

2 shifts during the weekend

	Mon – Fri		Sat - Sun		Total
	I	II	I	II	
# of shifts	9	9	9	9	36

All appearance assessment jobs are specific to the public area being assessed. The following is the appearance assessments for the public right of way where the daytime weekday and weekend appearance assessments will be conducted.

- Streets – Roadways, Plant Beds and Turf
- Sidewalks – Sidewalks
- Parking Lots – Roadways, Sidewalks, and Plant Beds
- Alleys- Roadways
- Parks (depends on sub-area) – Sidewalks, Turf and Plant Beds

Procedure

For every quarter, a schedule is created based on the shifts distribution so that assessors may sign up for a shift or multiple shifts in the schedule. Appearance assessments are to be done in the city vehicle and use the access cards provided.

- Sidewalks (no cracks, damage free, painted, etc.)
- Roadways (asphalt smooth, no cracks, markings, etc.)
- Turf (cut, trim, green, etc.)
- Plant Beds (fully planted, mulched, no weeds, etc.)

Using this index assessments of the public area are conducted to score the appearance of the area based on contributing factors. The appearance index and assessments will assist in achieving the following:

- The index will provide a quantitative measurement to gauge the appearance of the city as it relates to the vision statement.
- The departments responsible for maintaining the public area can use the data captured by the index to direct their efforts in improving their maintenance functions. For example, Sanitation may use their appearance rating score to evaluate whether the service level assigned to a street and sidewalk is sufficient to keep the area acceptably clean.
- The index can assist the departments in determining what factors affect the appearance of the public area.
- The index can evaluate if different initiatives and service levels are effective in making the public area look better.

Data Analysis

Scores:

Quarterly reports help to monitor the data collected. We review average scores that range from 1.0 to 6.0, with 1.0 being the best possible score. The city's goal is for 90% of the assessments to receive a score of 2.0 or better and all assessments to score 1.5 or better.

The data reports are used to identify positive/stable performance and criteria. We can identify issues in Sidewalks, Roadways, Turf (Grass) and Plant Beds relating to appearance and appearance to address poor performance and implement strategies to improve.

Sample Size:

To determine the sample size to be utilized, three factors were considered: population size, confidence level, and margin of error.

- Population:
  Streets and sidewalks are divided into 3 categories: Commercial – Entertainment (39 Sample Block Segments), Commercial – Non-Entertainment (38 Sample Bock Segments), and Residential (54 Sample Block Segments). Two assessments will be done for every Block Segment giving a total of 262 quarterly assessments will be taken place. It will take approximately 65.5 hours to assess streets and sidewalks twice per quarter.

Streets and Sidewalks

Block Segment Classification	Actual # of Block Segments	Assessment Time (hrs) per block segment	Number of Sample Block Segments	# Of Assessments (8am-4pm)	Total Time (hrs)
Commercial-Entertainment	163	0.25	39	78	19.5
Commercial – Non-Entertainment	161	0.25	38	76	19
Residential	902	0.25	54	108	27
	1226		131	262	65.5

Parking Lots are only 2 categories: Entertainment (daytime only, 46 assessments) and non-Entertainment (daytime only, 78 assessments). Two assessments will be done for every Parking lot during the daytime (one weekday, one weekend) giving a total of 124 quarterly assessments. It will take approximately 33.5 hours to assess Parking lots twice per quarter.

Parks there are a total 32 with 70 Sub areas to be assessed. Two assessments will be done at 30 of those parks (excluding Normandy Isle & Washington Park) in which it will give 140 quarterly assessments. The total time for all assessments per Quarter would be approximately 35 hours.

Alleys include 30 segments that take 15 minutes to assess. That would give us a total of 60 Assessments Quarterly on Alleys. It takes 7.5 hours to assess all 30 alleys so it would take approximately 15 hours to assess every Alley twice in a Quarter.

Sample Reports: The following are sample reports to serve as an example of how the data is presented.

The following formulas are assigned a color arrow and letter to clarify which formulas are being used in the sample reports.

A subcategory score (such as the Parks and Parking lot scores) is determined by adding all the individual scores for that subcategory and dividing by the total number of individual scores.

$$Subcategory\ Score\ = \frac{x}{n}$$

X = sum of all sub-factor scores
N = number of assessments

The overall appearance score is determined by taking the average of the subcategories (Streets, Sidewalks, Parks and Parking lots).

$$Overall\ \ Score = \frac{(s1 + s2 + s3 + s4)}{4}$$

S1 = Streets scores
S2 = Sidewalk scores
S3 = Park scores
S4 = Parking lot scores

The Overall Streets & Sidewalks appearance score is determined by taking the average score of each agency score which they are responsible (City of Miami Beach, Miami Dade County, and Florida Department of Transportation), specifically for streets and sidewalks, see the formula from example A to calculate Parks and parking lot scores.

$$\text{Overall area appearance } score = \frac{(x1+x2+x3)}{3}$$

X1 = City of Miami Beach score
X2 = Miami Dade County score
X3 = Florida Department of Transportation score

The agency assessment score tells the performance of appearance scoring on streets and sidewalks in the 3 specific areas of assessing. (Commercial Entertainment, Commercial Non-Entertainment, Residential, and Alleys). Specifically for streets and sidewalks

$$\text{Agency assessment } score = \frac{(c1 + c2 + c3 + c4)}{4}$$

D

C1 = Commercial Entertainment
C2 = Commecial Non-Entertainment
C3 = Residential
C4 = Alleys

A fiscal year average tells us the overall performance for a certain year. The FY Average is determined by taking the average of the 4 quarters within the given fiscal year.

$$FY\ Average = \frac{(q1 + q2 + q3 + q4)}{4}$$

E

Q1 = score from 1st quarter
Q2 = score from 2nd quarter
Q3 = score from 3rd quarter
Q4 = score from 4th quarter

The "% change in prior Quarter" shows by how much the current quarter improved or decreased from the previous quarter in terms of percentage.

$$\%\ change\ in\ prior\ Qtr = \frac{(X - Y)}{Y}$$

F

X = current quarter score
Y = previous quarter score

The "% change in prior FY Quarter" shows by how much the current quarter improved or decreased from the same quarter a year prior. For example, if we are looking at quarter 1 from the FY16/17, we are comparing it to quarter 1 from the FY15/16.

$$\%\ change\ in\ prior\ FY\ Qtr = \frac{X}{Y} - 1$$

G

X = current quarter score
Y = score from same quarter one year prior

The "% change from base year Quarter" shows by how much the current quarter improved or decreased from the same quarter in the base year. If the base year is FY 15/16 then we are comparing whatever is the current quarter's score to that same quarter's score in the base year, FY 15/16. For example, if we are looking at quarter 1 from the FY 17/18, we are comparing it to quarter 1 from the FY 15/16 and not from the FY 16/17 because the base year is FY 15/16.

$$\%\ change\ from\ base\ year\ Qtr = \frac{X}{Y} - 1$$

X = current quarter score
Y = score from same quarter from the base year

	FY17/18							
Public Area	Q1	Q2	Q3	Q4	FY Score	% change from prior Qtr	% change in prior FY Qtr	% change from base year average
Overall Score	2.33	1.90	2.32	2.02	2.14	-12.90%	-18.99%	-43.16%
Streets	2.11	1.79	2.14	2.12	2.04	-1.36%	0.68%	-41.57%
City of Miami Beach (CMB)	2.42	2.05	2.26	2.27	2.25	0.39%	-14.69%	-39.40%
Not including alleys	2.31	1.92	2.14	2.10	2.12	-1.81%	-16.08%	-41.18%
Commercial-Entertainment	2.36	1.94	2.07	2.06	2.11	-0.30%	-21.15%	-44.23%
Commercial-NonEntertainment	2.26	1.81	2.20	2.10	2.09	-4.43%	-16.46%	-44.41%
Residential	2.33	2.01	2.16	2.14	2.16	-0.60%	-10.13%	-34.90%
Alleys	2.73	2.46	2.62	2.78	2.65	5.80%	-11.35%	-34.05%
Miami Dade County (MDC)	1.90	1.61	2.50	2.06	2.02	-17.50%	3.13%	-43.75%
Not including alleys	1.90	1.61	2.50	2.06	2.02	-17.50%	3.13%	-43.75%
Commercial-Entertainment								
Commercial-NonEntertainment	2.00		3.00	2.25	2.41	-25.00%		-32.49%
Residential	1.81	1.61	2.00	1.87	1.82	-6.25%	-6.25%	-55.00%
Florida Department of Transportation (FDOT)	1.99	1.71	1.68	2.02	1.85	20.24%	22.53%	-41.57%
Not including alleys	2.15	1.82	1.90	2.16	2.01	13.36%	13.55%	-39.38%
Commercial-Entertainment	1.75	1.40	1.33					
Commercial-NonEntertainment	2.16	1.74	1.80	1.72	1.85	-4.04%	0.00%	-51.94%
Residential	2.07	2.00	1.91	2.32	2.07	21.04%	4.12%	-31.20%
Sidewalks	2.60	2.16	2.57	2.43	2.44	-5.46%	-8.34%	-34.99%
City of Miami Beach (CMB)	2.55	2.22	2.46	2.13	2.34	-13.42%	-26.26%	-40.43%
Commercial-Entertainment	2.54	2.19	2.32	1.85	2.22	-20.04%	-39.92%	-49.63%
Commercial-NonEntertainment	2.79	2.23	2.61	2.39	2.50	-8.41%	-20.52%	-36.62%
Residential	2.32	2.25	2.45	2.14	2.29	-12.47%	-16.56%	-35.02%
Miami Dade County (MDC)	2.70	1.88	2.39	2.37	2.34	-0.87%	-15.18%	-36.87%
Commercial-Entertainment								
Commercial-NonEntertainment	3.00		2.66	3.00	2.88	12.50%		-22.58%
Residential	2.40	1.88	2.12	1.75	2.04	-17.65%	-37.50%	-51.16%
Florida Department of Transportation (FDOT)	2.57	2.38	2.87	2.80	2.65	-2.46%	22.67%	-27.69%
Commercial-Entertainment	2.00	1.80	3.00					
Commercial-NonEntertainment	2.71	2.43	3.06	2.61	2.70	-14.86%	-10.76%	-33.58%
Residential	3.00	2.91	2.56	3.00	2.86	17.07%	2.20%	-21.79%
Parks	2.26	1.58	2.00	1.57	1.85	-21.16%	-34.87%	-51.44%
Parking	2.36	2.09	2.56	1.96	2.24	-23.60%	-30.12%	-44.63%

When dealing with percentages instead of index scores, the following formulas are altered:

I

$$Subcategory\ Score\ \% = \frac{x}{n} \times 100$$

X = number of sub-factor scores with a score of 2.0 or better
N = number of assessments

$$Overall\ Public\ Area\ Score = \frac{(x1\ \times 3) + (x2\ \times 3) + x3 + x4}{8}$$

J

X1 = Overall Street score
X2 = Overall sidewalk score
X3 = Park's score
X4 = Parking score

E

Percentage of assessments scoring 2.0 or better

Public Area	FY14/15 Q1	Q2	Q3	Q4	FY Score
J → Overall Score	48.30%	21.06%	16.76%	14.33%	25.12%
Streets	51.32%	17.71%	15.93%	15.87%	25.21%
City of Miami Beach (CMB)	50.94%	22.18%	20.12%	21.90%	28.79%
Miami Dade County (MDC)	50.00%	0.00%	12.50%	0.00%	15.63%
Flordia Department of Transportation (FDOT)	62.16%	21.93%	16.67%	15.69%	29.11%
Streets Overall	49.80%	19.22%	15.68%	17.55%	25.57%
→ Not including alleys	52.25%	21.42%	19.16%	20.71%	28.39%
I Commercial-Entertainment	46.53%	22.74%	19.88%	16.19%	26.34%
Commercial-NonEntertainment	43.94%	17.39%	13.21%	18.60%	23.29%
Residential	66.28%	24.14%	24.39%	27.36%	35.54%
Alleys	40.00%	10.42%	1.79%	4.89%	14.28%
Sidewalks	41.58%	23.94%	12.46%	12.43%	22.61%
City of Miami Beach (CMB)	50.25%	22.35%	13.23%	16.74%	25.64%
Miami Dade County (MDC)	25.00%	25.00%	0.00%	0.00%	12.50%
Flordia Department of Transportation (FDOT)	31.58%	28.72%	20.83%	9.30%	22.61%
Sidewalk Overall	46.07%	22.89%	13.30%	15.24%	24.38%
→ Commercial-Entertainment	48.39%	24.38%	18.38%	14.46%	26.40%
I Commercial-NonEntertainment	37.50%	17.50%	7.14%	15.38%	19.38%
Residential	52.33%	26.79%	14.39%	15.89%	27.35%
Parks	56.00%	17.22%	15.19%	8.43%	24.21%
Parking	44.32%	25.38%	23.48%	20.62%	28.45%

City of Miami Beach
Public Area Appearance Index

Public Area	FY18/19 Q1	Q2	Q3	Q4	FY Score	Difference from prior Qtr	Difference from prior FY Qtr	Difference from base Yr Qtr
J Overall Score	78.43%	76.39%				-2.03%	1.98%	55.33%
Streets	78.73%	76.34%				-2.39%	0.42%	58.62%
City of Miami Beach (CMB)	76.68%	71.76%				-4.92%	-2.95%	49.58%
Miami Dade County (MDC)	90.00%	90.00%				0.00%	1.11%	
Flordia Department of Transportation (FDOT)	84.00%	81.69%				-2.31%	0.92%	59.76%
Streets Overall	76.32%	73.93%				-2.38%	0.79%	54.71%
Not including alleys	81.19%	76.47%				-4.71%	-1.18%	55.05%
I Commercial-Entertainment	90.32%	83.33%				-6.99%	1.19%	60.59%
Commercial-NonEntertainment	80.86%	73.39%				-7.47%	-6.61%	56.00%
Residential	72.39%	72.70%				0.31%	1.88%	48.56%
Alleys	56.86%	63.79%				6.93%	8.69%	53.37%
Sidewalks	72.57%	71.24%				-1.32%	6.14%	47.30%
City of Miami Beach (CMB)	73.23%	68.01%				-5.22%	1.64%	45.66%
Miami Dade County (MDC)	71.43%	94.12%				22.69%	16.34%	69.12%
Flordia Department of Transportation (FDOT)	71.43%	73.77%				2.34%	22.21%	45.05%
Sidewalk Overall	72.98%	65.71%				-7.27%	0.70%	42.82%
I Commercial-Entertainment	72.97%	56.25%				-16.72%	-10.42%	31.87%
Commercial-NonEntertainment	71.84%	67.50%				-4.34%	0.64%	50.00%
Residential	74.15%	73.38%				-0.77%	11.88%	46.59%
Parks	88.64%	75.44%				-13.20%	-10.27%	58.22%
Parking	73.77%	82.56%				8.79%	11.63%	57.18%

DATA COMES FROM HOLISTIC SCORE FOR EACH PARKING LOT. IT IS THE AVERAGE OF ALL FACTORS APPLICABLE TO PARKING LOTS.

Scores between 79.99% - 0%
Scores between 89.99% - 80.00%
Scores between 100% - 90%

E F G H

Training

The following are training slides on how each area should be assessed.

APPEARANCEINDEX
SIDEWALKS

The following index will be used to rate and provide a yes or no response for sidewalks.

Sidewalk Index	Smooth and even with no cracked or broken panels/bricks	Curb damage free	Painted areas fully covered (curbs)	No graffiti or advertisements	Sidewalk furniture excellent condition (benches (wood/concrete/steel) , bike racks, water fountains, gate/latches, handrails, bollards)
YES Extremely Well Maintained					

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APPEARANCEINDEX ROADWAYS

The following index will be used to rate and provide a yes or no response for roadways.

Roadway Index	Asphalt Smooth	No cracks, holes, or patches	Pavement markings crisp and visible	Crosswalk clearly identified	Signage/poles/mast arms in excellent condition with no unused/unnecessary poles, etc.
YES Extremely Well Maintained					

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NO-NOTMAINTAINED

MIAMIBEACH

NO-NOTMAINTAINED

MIAMIBEACH

APPEARANCEINDEX
TURF

The following index will be used to rate and provide a yes or no response for turf.

Turf Index	Cut and Trim	Green	No Weeds	No overgrowth	No open holes or bare batches
YES Extremely Well Maintained					

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APPEARANCEINDEX
PLANT BEDS

The following index will be used to rate and provide a yes or no response for plant beds.

Plant Beds Index	Fully planted	Fully mulched	No weeds	No encroachment	Healthy appearance and damage free
YES Extremely Well Maintained					

MIAMIBEACH

NO-NOTMAINTAINED
MIAMIBEACH

NO-NOTMAINTAINED
MIAMIBEACH

Conclusion

The Appearance Index program is utilized to communicate the status of the level of service regarding Sidewalks, Roadways, Turf (Grass), Plant Beds in Miami Beach. The results, ranging from 1.0 (very well maintained) to 6.0 (not maintained), provide an understanding of what criteria perform well and which do not. By analyzing the results, change can be made in areas in need of improvement so that the City of Miami Beach may provide better quality appearance throughout the city. Quarterly data is shared with the commission via LTC with input from responsible department(s) regarding opportunities to improve performance.