

MIAMI BEACH

OFFICE OF THE CITY MANAGER

LTC # 232-2024

LETTER TO COMMISSION

TO: Honorable Mayor Steven Meiner and Members of the City Commission

FROM: Rickelle Williams, Interim City Manager *RLW*

DATE: June 7, 2024

SUBJECT: Cleanliness Index Results for FY 24 Quarter 2

The purpose of this Letter to Commission (LTC) is to communicate the results of the Cleanliness Index for Fiscal Year 2024 Quarter 2 (January 1, 2024 to March 31, 2024).

Key Q2 Metrics:

- **Citywide Cleanliness Index Rating: 1.31**
- **Citywide Cleanliness Index Compared to FY 19 Quarter 2: 21% improvement**
- **Citywide Percent Assessments Meeting Target of 2.0: 98%**

Background

The Miami Beach Public Area Cleanliness Index is an objective measurement of performance ranging from 1.0 (Extremely Clean) to 6.0 (Extremely Dirty) and includes assessments of litter/trash, garbage cans/dumpsters, organic material, and fecal matter (attachment A). The scale used is as follows: 1.0 extremely clean, 2.0 clean, 3.0 somewhat clean, 4.0 somewhat dirty, 5.0 dirty and 6.0 extremely dirty. 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 ± 5.0 percentage point sampling error given the 95% confidence level for each of the public areas assessed.

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 to date. 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. The scores are compared to the same quarter in prior years to account for seasonal variations.

The program received the 2007 Sterling Quality Team Showcase Award. All improvement action plans historically implemented are validated against the Index. Cleanliness results at the end of each quarter inform stakeholders if the action plans have worked or if they need to be adjusted. Tangible benefits obtained as a result of the program include the city's achievement of one of its strategic objectives to be cleaner.

Due to circumstances at the time, all performance initiatives, including the cleanliness index, were paused in FY 20. The index was reinvigorated in FY 24 including real time alerts for lower scoring areas, as well as a cleanliness index dashboard. The Cleanliness Index interactive dashboard of historical data is available on SharePoint and can be accessed through the following link: <https://miamibeach.sharepoint.com/dept/orgdev/BI/SitePages/Cleanliness-Dashboard.aspx>

A user manual and training videos for the dashboard are also available through the following link: <https://miamibeach.sharepoint.com/dept/orgdev/BI/SitePages/Home.aspx> The dashboard will be updated over the next few months to include FY 24 data.

Summary of the Cleanliness Assessment Results FY 24 Quarter 2

Overall, the Citywide Cleanliness Index improved during FY 24 Quarter 2 when compared to the previous quarter and the same quarter in FY 19 by 13% and 21% to 1.31. Additionally, FY averages reflect steady improvement as evidenced by the Index, anecdotal information, and results from the 2022 resident survey. Additionally, 98% of all public area assessments scored 2.0 or better (target= 90%) in FY 24 Quarter 2 which represents a 21% improvement when compared to Q2 in FY 19 and 4% when compared to the previous quarter. Cleanliness continues to remain a top priority for the City.

Positive and Stable Areas in FY 24 Quarter 2

- **Streets**— Streets scored 1.37 which is a 15% improvement when compared to the same quarter in FY 19 and an 7% improvement when compared to the previous quarter. Commercial entertainment streets improved to 1.33 which is an 18% improvement from the same quarter in FY 19 and an 5% improvement when compared to the previous quarter. 94% of streets assessed achieved a score of 2.0 or better. Commercial non-entertainment streets remained stable when compared to the same quarter in FY 19 with 96% of assessment scoring a 2.0 or better.
- **Parks**- Parks scored 1.15, a 25% improvement when compared to the same quarter in FY 19 and an 11% improvement when compared to last quarter with 99.6% of assessment scoring a 2.0 or better. Over the past several years, park rangers have been placed in active parks across the city.
- **Beaches** — Beach areas maintained by Miami Beach scored 1.17, a 26% improvement when compared to the same quarter in FY 19 and a 13% improvement compare to the previous quarter. Additionally, 98% of assessments scored a 2.0 or better. Also, Beach areas serviced by the county recorded a 16% improvement scoring 1.21 when compared the same quarter in FY 19.
- **Waterways** – Waterways scores improved by 12% reaching 1.40 when compared to the same quarter in FY 19 and 23% when compared to the previous quarter with 91% of assessments scoring a 2.0 or better.
- **Sidewalks**— Sidewalks showed improvement, scoring 1.26, a 21% improvement compared to the same quarter in FY 19 and a 16% improvement when compared to the previous quarter, with 97% of assessments scoring 2.0 or better.

Areas of Focus in FY 24 Quarter 2

- **Parking Lots** – Parking lots scored 1.51 which is a 25% improvement from the same quarter in FY 19 with 89% of assessment scoring a 2.0 or better. Organic material and litter/trash were noted to be the driver of the lower scores with the lowest scoring lots being P#83, P#11, P#4 and P#86 at 1.95. In addition, garbage cans, litter/trash, and organic materials were the main drivers during both weekday and weekend daytime assessments, as well as for weekend late-night assessments. Also during both daytime and nighttime on weekends, garbage cans and litter/trash were the main drivers.
- **Alleys** – Alleys scored 1.61 which is a 14% improvement for the same quarter in FY 19 with 84% of the assessments scoring a 2.0 or better. Litter/trash and organic material contributed the most to the low scores reaching 1.87 and 1.92 respectively in terms of factors.

Target= 1.5 or better		FY 19				
Public Area		Q1	Q2	Q3	Q4	FY Score
Overall City Score		1.61	1.65	1.64	1.65	1.64
Streets		1.61	1.62	1.57	1.54	1.59
	Not including alleys	1.55	1.58	1.52	1.50	1.54
	Commercial - Entertainment	1.52	1.62	1.55	1.53	1.56
	Commercial - Non-Entertainment	1.57	1.63	1.58	1.52	1.58
	Residential	1.54	1.53	1.46	1.48	1.50
	Alleys	1.97	1.88	1.85	1.83	1.88
Sidewalks		1.59	1.59	1.52	1.48	1.55
	Commercial - Entertainment	1.48	1.50	1.45	1.39	1.46
	Commercial - Non-Entertainment	1.61	1.60	1.53	1.50	1.56
	Residential	1.60	1.60	1.54	1.49	1.56
Parks		1.40	1.53	1.46	1.42	1.45
Parking		2.15	1.99	1.85	1.84	1.96
Waterway		1.40	1.59	1.84	2.01	1.71
Beach Area						
	Miami Beach Responsibility Only	1.50	1.59	1.62	1.60	1.58
	Miami-Dade County Responsibility	1.25	1.44	1.39	1.39	1.37

Target= 1.5 or better		FY 24					% change from prior Qtr	% change from base year same Qtr (FY 19)
Public Area		Q1	Q2	Q3	Q4	FY Score		
Overall City Score		1.51	1.31				-13.2%	-20.6%
Streets		1.47	1.37				-6.8%	-15.4%
	Not including alleys	1.47	1.29				-12.2%	-18.4%
	Commercial - Entertainment	1.40	1.33				-5.0%	-17.9%
	Commercial - Non-Entertainment	1.56	1.29				-17.3%	-20.9%
	Residential	1.37	1.21				-11.7%	-20.9%
	Alleys		1.61					-14.4%
Sidewalks		1.50	1.26				-16.0%	-20.8%
	Commercial - Entertainment	1.53	1.28				-16.3%	-14.7%
	Commercial - Non-Entertainment	1.51	1.28				-15.2%	-20.0%
	Residential	1.42	1.19				-16.2%	-25.6%
Parks		1.29	1.15				-10.9%	-24.8%
Parking		1.62	1.51				-6.8%	-24.1%
Waterway		1.82	1.40				-23.1%	-11.9%
Beach Area								
	Miami Beach Responsibility Only	1.35	1.17				-13.3%	-26.4%
	Miami-Dade County Responsibility	1.37	1.21				-11.7%	-16.0%

% of assessments scoring 2.0 or better (target= 90%)		FY 19				
Public Area		Q1	Q2	Q3	Q4	FY Score
Citywide		80.0%	80.7%	83.2%	83.2%	81.8%
Streets		85.6%	84.5%	86.7%	86.4%	85.8%
	Commercial - Entertainment	88.3%	85.3%	87.2%	86.7%	86.9%
	Commercial - Non-Entertainment	83.6%	83.1%	85.2%	86.3%	84.6%
	Residential	85.0%	85.2%	87.7%	86.1%	86.0%
	Alleys	73.2%	75.7%	77.8%	76.9%	75.9%
Sidewalks		86.5%	85.8%	86.7%	89.2%	87.1%
	Commercial - Entertainment	90.5%	89.8%	88.8%	92.9%	90.5%
	Commercial - Non-Entertainment	85.0%	84.8%	86.9%	88.7%	86.4%
	Residential	83.9%	82.9%	84.5%	86.1%	84.4%
Parks		92.8%	87.8%	90.5%	90.2%	90.3%
Parking		61.7%	69.8%	74.1%	73.2%	69.7%
Waterway		90.0%	88.6%	76.9%	71.6%	81.8%
Beach Area						
	Miami Beach Responsibility Only	90.4%	86.8%	87.1%	86.5%	87.7%
	Miami-Dade County Responsibility	93.8%	94.2%	92.8%	92.4%	90.3%

% of assessments scoring 2.0 or better (target= 90%)		FY 24					% change from prior Qtr	% change from base year same Qtr (FY 19)
Public Area		Q1	Q2	Q3	Q4	FY Score		
Citywide		94.4%	97.8%				3.6%	21.2%
Streets		93.7%	93.9%				0.2%	11.1%
	Commercial - Entertainment	94.8%	97.5%				2.8%	14.3%
	Commercial - Non-Entertainment	92.0%	95.5%				3.8%	14.9%
	Residential	96.9%	96.8%				-0.1%	13.6%
	Alleys		83.5%					10.3%
Sidewalks		92.3%	97.3%				5.4%	13.4%
	Commercial - Entertainment	93.6%	97.5%				4.2%	8.6%
	Commercial - Non-Entertainment	92.7%	97.3%				5.0%	14.7%
	Residential	88.8%	96.8%				9.0%	16.8%
Parks		97.9%	99.6%				1.7%	13.4%
Parking		84.9%	89.2%				5.1%	27.8%
Waterway		81.8%	90.6%				10.8%	2.3%
Beach Area								
	Miami Beach Responsibility Only	95.7%	97.5%				1.9%	12.3%
	Miami-Dade County Responsibility	97.9%	98.1%				0.2%	4.1%



Cleanliness Key Intended Outcome

Cleanliness continues to be in our community surveys as a key driver affecting overall quality of life. In addition, in the 2024 survey, residents and businesses rated cleanliness as one of the services the City should strive not to reduce. In fact, 41.8% of respondents rated cleanliness as the top and most important city service, while also identifying it as a top opportunity for improvement the city should focus on. Additionally, 64% of residents surveyed indicated they were satisfied or very satisfied with cleanliness in their neighborhoods.

Next Quarter Assessments

City part-time staff is conducting cleanliness assessments every quarter. If you or any member of your staff is interested in participating in the City's Public Area Cleanliness Index, please contact Dr. Leslie Rosenfeld, Chief Education Officer at extension 26923.

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


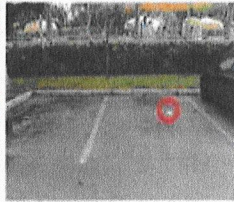







Attachment A- Cleanliness Index Scoring Guide

- c: Eric Carpenter, Deputy City Manager
- Mark Taxis, Assistant City Manager
- Joe Gomez, Public Works Director
- John Rebar, Parks and Recreation Director
- Jose R. Gonzalez, Transportation and Mobility Director
- Hernan Cardeno, Code Compliance Director
- Amy Knowles, Chief Resiliency Officer Environment & Sustainability
- Bradford Kaine, Sanitation Division Director
- Jason D. Greene, Chief Financial Officer
- Dr. Leslie Rosenfeld, Chief Education Officer

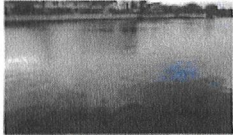
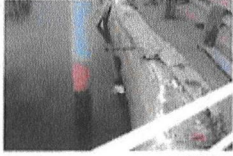

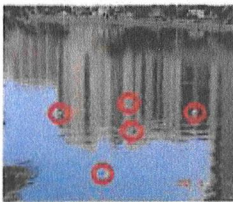


 
JDG/LDR/OD

Attachment A

Cleanliness Index for Streets, Sidewalks, Alleys, Parks, Parking Lots and Beaches

Index	Litter / Trash	Garbage Cans / Dumpsters	
1 Extremely Clean	<ul style="list-style-type: none"> No litter and/or debris on entire block face. 	<ul style="list-style-type: none"> Can is in good working order, no more than 3/4 full. Can is free of items (i.e. stickers, graffiti.) 	
	Organic Materials	Fecal Matter	
2 Clean	<ul style="list-style-type: none"> Isolated instances of small fresh organic material (i.e. leaves, branches) cover the paved area. 	<ul style="list-style-type: none"> Fecal matter is not visible. 	
	Litter / Trash	Garbage Cans / Dumpsters	
3 Somewhat Clean	<ul style="list-style-type: none"> Isolated pieces of litter on the entire assessed area, which is not void of litter, but may contain an isolated incidence of litter. 	<ul style="list-style-type: none"> Can is in good working order, no more than 3/4 full. Isolated piece of trash outside of the can. Can is free of items (i.e. stickers, graffiti.) 	
	Organic Materials	Fecal Matter	
4 Somewhat Dirty	<ul style="list-style-type: none"> Less than 10% of a 10 step distance paved area is covered by small organic materials, but no more than 10% of the entire assessed area. 	<ul style="list-style-type: none"> Past residue of fecal matter. It seems that an attempt was made to clean the fecal matter, but residue was left behind. 	
	Litter / Trash	Garbage Cans / Dumpsters	
5 Dirty	<ul style="list-style-type: none"> Small to moderate amounts of litter. Litter accumulation should account to less than 10 small pieces or 2-4 pieces of large litter, but no more than 10% of the entire assessed area. 	<ul style="list-style-type: none"> Can is functioning, but is full with trash, which can be seen from the eye level. No litter above the rain guard. One small isolated instance of a sticker or graffiti, which the eye is not drawn to it. 	
	Organic Materials	Fecal Matter	
6 Extremely Dirty	<ul style="list-style-type: none"> Between 10% - 30% of a 10 step paved area is covered by organic materials, but no more than 10% of the entire assessed area. 1 to 3 pieces of large organic materials 	<ul style="list-style-type: none"> One instance of fecal matter is present on the public area. 	
	Litter / Trash	Garbage Cans / Dumpsters	
7 Very Dirty	<ul style="list-style-type: none"> Consistently scattered trash. The trash accumulation should account to more than 10 pieces of small litter or over 4 pieces of large litter, but no more than 10% of the entire assessed area. 	<ul style="list-style-type: none"> Can is full and there is trash above the rain guard. Can is in a usable and working condition, but contains items (i.e. stickers, graffiti) on them and/or some damage (ex. dents). 	
	Organic Materials	Fecal Matter	
8 Extremely Dirty	<ul style="list-style-type: none"> Over 50% of paved area is covered by organic materials. Over 10 pieces of large organic materials. 3-4 instances of organic material accumulation caused by standing water and poor drainage. 	<ul style="list-style-type: none"> Can is full and there is trash above the rain guard and beginning to overflow. A large area of the can contains items (i.e. stickers or graffiti) on them. 	
	Litter / Trash	Garbage Cans / Dumpsters	
9 Extremely Dirty	<ul style="list-style-type: none"> Area is blocked by an accumulation of trash and litter. Illegal dumping may be evident. Hazardous materials on the street. 	<ul style="list-style-type: none"> Can is full and trash has overflowed to the ground. In some cases, there is a rat/rodent/insect infestation. Can is covered of items (i.e. stickers or graffiti) and needs to be replaced. 	
	Organic Materials	Fecal Matter	

Cleanliness Index for Waterways

Index	Litter / Trash	Organic Materials	
1 Extremely Clean	<ul style="list-style-type: none"> No litter and/or debris floating on or in the water and up to the high tide watermark. No signs of floating liquid. 	<ul style="list-style-type: none"> No or isolated instances of small fresh organic material. No large organic material, such as tree limbs or palm fronds in the water and up to the high tide watermark. 	
2 Clean	<ul style="list-style-type: none"> Isolated pieces of litter floating on or in the entire area of water and up to the high tide watermark. No signs of floating liquid. 	<ul style="list-style-type: none"> Less than 10% of about a 20 sq. foot area of water and up to the high tide watermark is covered by organic material, but occurring in no more than 10% of the entire water area. No large organic material, such as tree limbs or palm fronds in the water and up to the high tide watermark. 	
3 Somewhat Clean	<ul style="list-style-type: none"> Small amount of litter including floating liquids, such as oil. This includes litter floating on the water or in the water and up to the high tide watermark. More than two pieces of litter and less than 5% of about a 20 sq. foot area of water up to the high tide watermark are covered by litter, but occurring in no more than 10% of the entire water area up to the high tide watermark being assessed. 	<ul style="list-style-type: none"> Between 10% - 30% of about a 20 sq. foot area of water and up to the high tide watermark is covered by organic material, but occurring in no more than 10% of the entire water area. Between 1 and 3 pieces of large organic material, such as tree limbs or palm fronds in the water and up to the high tide watermark. 	
4 Somewhat Dirty	<ul style="list-style-type: none"> Small to moderate amounts of litter, including floating liquids, such as oil. Between 5% and 10% of about a 20 sq. foot area of water up to the high tide watermark is covered by litter, but occurring in no more than 10% of the entire water area being assessed. Slight unnatural or foul smell is being emitted. 	<ul style="list-style-type: none"> Between 30% - 50% of about a 20 sq. foot area of water and up to the high tide watermark is covered by organic material. Between 4 and 10 pieces of large organic material, such as tree limbs or palm fronds in the water and up to the high tide watermark. 	
5 Dirty	<ul style="list-style-type: none"> Consistent accumulation of trash including floating liquids, such as oil. Between 10% and 25% of about a 20 sq. foot area of water up to the high tide watermark is covered by litter, but occurring in no more than 10% of the entire water area up to the high tide watermark being assessed. One extra-large piece of litter, such as a tire, a grocery cart, etc. Strong unnatural or foul smell is being emitted. 	<ul style="list-style-type: none"> Over 50% of about a 20 sq. foot area of water and up to the high tide watermark are covered by organic material, but occurring in no more than 10% of the entire water area up to the high tide watermark. Over 10 pieces of large organic material, such as tree limbs or palm fronds in the water and up to the high tide watermark. 	
6 Extremely Dirty	<ul style="list-style-type: none"> Large accumulation of litter and trash including floating liquids, such as oil. Over 25% of about a 20 sq. foot area of water area up to the high tide watermark are covered by litter. There may be evidence of illegal dumping. Two or more extra-large pieces of litter, such as tires, a grocery carts, etc. Very strong unnatural or foul smell is being emitted. 	<ul style="list-style-type: none"> 90-100% of the water and up to the high tide watermark is covered by organic material. 	

Note:

When assessing litter/trash for all areas:

- If the litter density for the observed condition is occurring between 10-25% of the assessed area, then add 1 point on the rating scale.
- If the litter density for the observed condition is occurring more than 25% of the assessed area, then add 2 points on the rating scale.

When assessing organic material for all areas:

- If organic material density for the observed condition is occurring in more than 10% of the entire assessed area, then add 1 point on the rating scale.