MIAMIBEACH

OFFICE OF THE CITY MANAGER

LTC#

568-2018

LETTER TO COMMISSION

TO:

Mayor Dan Gelber and Members of the City Commission

FROM:

Jimmy L. Morales, City Manager

DATE:

October 18, 2018

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2017/18 Quarter 4

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY 2017/18 Quarter 4 (July 1, 2018 to September 30, 2018).

Key Q4 Metrics:

Citywide Cleanliness Index Rating: 1.70

Citywide Cleanliness Index Compared to FY17 Quarter 4: 0.6% improvement

Citywide Percent Assessments Meeting Target: 81.7%

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 ±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 from FY 2007/08 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 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.

Summary of the Cleanliness Assessment Results FY 2017/18 Quarter 4

Overall, the citywide cleanliness index remained stable during FY 2017/18 Quarter 4 when compared to the same quarter in FY 2016/17 by 0.6% to 1.70. Additionally, FY averages reflect steady progression as evidenced by the index, anecdotal information, and results of our most recent resident survey. Additionally, 81.7% of all public area assessments scored 2.0 or better (target=90%) in FY 2017/18 Quarter 4 and a 84.1% average for FY 2016/17 Quarter 3. Cleanliness continues to remain a top priority for the City.

Positive and Stable Areas in FY 2017/18 Quarter 4

- Parks- Parks improved to 1.46 or 0.7% compared to the prior quarter and 3.3% improvement from prior FY with 92.3% of assessments meeting the target. Parks will review middle beach area parks to determine adjustments to service as needed due to a deterioration in scores.
- Waterways Scores improved by 13.8% or 1.46 when compared to the same
 quarter in the prior Fiscal Year. The percent of assessment meeting the 2.0 target
 improved by 2.2% or 83.3% meeting target when compared to the same quarter in
 the prior Fiscal Year. Issues appear to be organic material in non-hotspot
 waterways. The current agreement was extended and a new RFP will be drafted for
 review which may be included cleanliness data and fine issuance for not meeting
 established standards for litter.
- Sidewalks—Sidewalks improved at 1.57 or 4.3% compared to the prior quarter and remained stable compared to the prior FY with overall percent meeting target at 87.5%. Commercial entertainment areas remained stable at 1.57 and commercial non-entertainment areas improved at 1.56 compared to the same quarter in the prior FY by 4.9%. The primary issue continues to appear to be litter on the ground and organic material in non-entertainment areas during the weekday daytime hours. The dome topper program is underway with fifty (50) toppers installed to curb household garbage disposal in public garbage cans on sidewalks; however, sanitation continues to identify areas where dome toppers are ineffective due to residential misuse resulting in the relocation of three (3) toppers. As such, Code continues to assign zone officers to monitor identified areas to ensure compliance. Effective April 1, the waste hauler has dedicated a route to service litter cans only from 23rd Street south.

Areas of Focus in FY 2017/18 Quarter 4

- Alleys— Alleys improved to 1.95 or 8.5% when compared to the same quarter in the prior FY with 76.6% of assessments meeting the target of 2.0, a 9.5% improvement. This remains a poor scoring area since program inception; however, this is the most improvement in the past two year. Sanitation alley service operates Monday through Friday (5 days a week) every morning from 5th Street to Espanola Way for litter removal. Code continues to support this effort citywide with officers required to conduct a minimum of one (1) hour of sanitation and alleyway inspections each day in the morning and afternoon. Code and Sanitation will review warning weekend issuance for overflowing dumpsters to determine weekend service needs, as well as, review data.
- Parking Lots Scores at 2.08 deteriorated by 6.1% from the prior quarter and 18.9% from the same quarter in the prior FY. The percent of assessments meeting the 2.0 standard deteriorated to 67.4% compared to the same quarter in the prior FY.

Sanitation will continue to replace twist cans with larger green cans in select lots space permitting, as well as add additional cans as needed. ODPI will reach out to CIP to request inclusion of sanitation in pre-construction discussions to support litter can placements. Sanitation will review data on organic material and litter, and adjusted weekend service frequency as needed specifically in parking lots.

- Beaches Beach areas maintained by CMB improved to 1.78 or 1.1% compared to
 the same quarter in the prior FY year and areas serviced by the MDC improved to
 1.48 or 6.9% compared to the same quarter in the prior FY. The issue appears to
 be organic material on the beach during the weekend.
- Streets
 – Streets remained stable at 1.65 or 0.6% from the prior quarter.
 Commercial entertainment streets deteriorated to 1.63 or 3.2% from the same quarter in the prior FY. 84.9% of streets are scoring 2.0 or better. Commercial non-entertainment streets deteriorated by 2.5% when compared to the same quarter in the prior FY.

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- marchess	Index Score Per Public Area (target •	(3)				FY06	86		The second second	ST CHECK TO BE
					•	Q		0		FY Score
Overall CI	Public Area	2		1.5		22		2.0		2.10
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Streets		The second secon	Selficial commence of the first					1.7		1.94
	Not including alleys		99	1.5	Contract of the Contract of th	2.	Control of the Contro	1.7		1.95
	Commercial - Entertainment		34	1.3	Section of the second	2.4			No. of the last of	1.95
	Commercial - Non-Entertainment		9	1.	The same and the same and	1.5		1.7		
	Residential	2		1.9	The second second	2.1		1.7	The same of the sa	2.01
	Alleys	2.	45	2.6		2.7		24	Contract of the Contract of th	2.60
Sidewalko	<u> </u>	2	02	2.	15	2.5	33	1.8	No. of the last of	2.05
	Commercial - Entertainment	1.1	87	1.5	95	2.5	10	1.8		2.04
	Commercial - Non-Entertainment	1.5	97	2.	15	1.5	91	1.7	9	1.95
	Residential	2.	28	2	11	2.2	15	1.8	3	2.14
Parks		2.1	08	1.5	53	1.5	93	2.0	*	1.90
Parking		2	25	2.	26	2.3	0	2.0	11	2.21
Waterway	×.	2	77	2	12	2.5	93	25	3	2.59
Beach Are	reac									
	Miami Beach Responsibility Only	2.	02	1.6	58	1.8	30	1.9	1	1.85
A	Mami-Dade County Responsibility	1.	35	1.	78	21	4	1.9	5	1.93
		FY05.06	FY13/14	FY14/15	FY15/16	FY16/17	FY17/10	Lancing Committee		
		F102.00	FILM		*******			% chance	Schange	
	Public Area	FY Score	FY Soore	FY Soore	FY Soore	FY Soore	FY Score	% change from prior FY	% change from base FY score	
Overall C	aty Score	2.10	1.57	1.75	1.54	1.83	1.76	4.0%	19.3%	
Streets		2.03	1.55	1.54	1.73	1.78	1.68	6.0%	20.8%	
	Not including alleys	1.94	1.43	1.20	1.55	1.68	1.60	5.0%	21.3%	
	Commercial - Entertainment	1.95	2.3	1.55	1.54	1.70	1.62	4.9%	20.4%	
	Commercial - Entertainment Commercial - Non-Entertainment	1.95		1.44	1.54	1.73	1.62	6.8%	13.0%	
			100			1.63	1.57	3.8%	28.0%	
	Residential	2.01	No. of the last	1.47	145		2.09	10.0%	24,4%	
	Aleys	2.60	1.88	1.92	2.06	2.30	Control Section 1997	Company of the Compan	25.6%	
3 idewalks		2.06		1.97	1.53	1.64	1.64	0.0%		
	Commercial - Entertainment	204	1,41	1.54	1.55	1.60	1.65	-3.0%	23.6%	
19	Commercial - Non-Entertainment	1.95	1.58	1.63	1.59	1.70	1.65	2.4%	17.5%	
	Residential	214	1,45	2.02	1.43	1.61	1.62	-0.5%	32.1%	
Parks		1.90	1.45	140 May 1		1.55	1.46	6.2%	30.1%	
Parking		2.21	1.63	1.76	1.82	1.99	2.00	-0.5%	10.5%	
Waterway	¥	2.59	1.87	2.21	1.98	2.21	1.86	18.3%	39.2%	
Beach An	mas									
	Mami Beach Responsibility Only	1.85	145	1.64	144	1.78	1.92	-7.3%	-3.6%	
,	Mami-Dade County Responsibility	1.93	541	1.55	1.48	1.71	1.55	10.3%	24.5%	
		200000000000000000000000000000000000000		FY16/17						
							% change from prior FY	% change from base PY	1	
	Public Area	Q1	02	GS	04	FY Score	from prior FY	from base FY		
Overall C	aty Score	1.84	2.01	1.74	1.71	1.83	11.5%	-12.8%]	
Streets		1.95	1.92	1.71	1.65	1.78	2.8%	-12.3%	1	
	Not including alleys	1.73	1.82	1.61	1.56	1.68	8.3%	-13.4%	1	
	Commercial - Entertainment	1.72	1.98	1.61	1.58	1.70	. 10.3%	-12.8%	1	
	Commercial - Non-Entertainment	1.79	1.87	1.65	1.60	1.73	7.4%	-5.4%	1	
	Residential	1.69	1.75	1.57	1.52	1.63	12.4%	-18.9%	1	
	Aleys	2.40	2.44	2.23	2.13	2.30	11.6%	-11.5%	1	
Sidewalk		1.60	1,77	1.52	1.57	1.64	7,1%	-20.3%	1	
9-90 Hall	Commercial - Entertainment	1.55	1.68	1.62	1.54	1.60	3.2%	-21.5%	1	
	Commercial - Non-Entertainment	1.69	1.90	1.65	1.64	1.70	5.9%	-12.8%	1	
	Residential	1.55	1.75	1.59	1.52	1.61	12.5%	-24.7%	1	
Barte	neuroffugi	1.53	1.70	1.14	1.51	1.55	14.8%	-18,4%	1	
Parks		2.13	2.25	1.81	1.75	1.99	9.3%	-9.9%	1	
Parking	_	2.13	2.52	2.03	2.02	2.21	11.6%	-14.5%	1	
Waterwa	Williams						11.00	- 3.0	-	
Beach Ar	TO SECOND								-	
	Afternal Street Street Street Street	4.75	4.67			4.46	72 614			
	Mami Beach Responsibility Only	1000	1.96	1.83	1.76	1.78	23.6%	-3.7%	-	
MODE OF	Mami Beach Responsibility Only Mami-Dade County Responsibility	1000	1.96 1.96	1.55	1.76	1.78	23.6% 15.5%	-3.7% -11.4%		
-		1000	2000							1
40000	Miami-Dade County Responsibility	1.72	1.95	1.55 FY17/18	1.59	1.71	15.5%	-11.4%	% charge from same	}
		1000	2000	1.55					% change from same quarter in base year]
Overall C	Miami-Dade County Responsibility Public Area	1.72	1.95	1.55 FY17/18	1.59	1.71	15.5%	-11.4%	% change from same quarter in base year -16.3%	
	Miami-Dade County Responsibility	1.72 Q1	1.96	1.56 FY17/18	1.59	1.71 FY Score	15.5% % change from prior Qx	% change in prior PV Ob	base year	
Overall C Streets	Miami-Dade County Responsibility Public Area	1.72 or 1.71 1.70	1.86 az	1.56 FY17718 os 1.82	1.59 04 1.70	1.71 FY Score 1.76	% change from prior Grr -6.5%	% change in prior FY Gar -0.5%	-16.3%	
	Miami-Dade County Responsibility Public Area City 3-9979. Not including alleys	1.72 91 1.71 1.70 1.60	1.86 02 1.80 1.72	1.66 FY17/18 os 1.82 1.66	1.59 04 1.70 1.65	1.71 FY Score 1.76 1.68	% change from prior Gir -6.5% -0.5%	*S change in prior PY der *-0.6%	-16.3% -10.3%	
Streets	Miami-Dade County Responsibility Public Area City Score. Not including alleys Commercial — Entertainment	1.72 01 1.71 1.70 1.60 1.58	1.96 02 1.80 1.72 1.62	1.66 FY17/48 os 1.82 1.66 1.58	1.59 04 1.70 1.65 1.59	1.71 FY Score 1.76 1.68 1.60	15.5% % change from prior Gar -6.5% -0.5% 0.6%	-11.4% % change in prior PY day -0.6% 0.0%	-16.3% -10.3% -8.6%	
Streets	Miami-Dade County Responsibility Public Area City Score Not including alleys Commercial - Entertainment Commercial - Non-Entertainment	1.72 01 1.71 1.70 1.60 1.58	1.86 0.2 1.80 1.72 1.62 1.70	1.56 FY17/48 os 1.82 1.56 1.58 1.56	1.59 04 1.70 1.65 1.59 1.63	1.71 FY Score 1.76 1.68 1.60 1.52	% change from prior Gar -6.5% -0.6% 0.6% 4.5%	-11.4% % change in prior FY Gr -0.6% 0.0% 1.9% 3.2%	-16.3% -10.3% -10.3% -8.5% -6.3%	
Streets	Miami-Dade County Responsibility Public Area City Soors Not including sileys Commercial – Entertainment Commercial – Non-Entertainment	1.72 91 1.71 1.70 1.60 1.53 1.59 1.60	1.86 02 1.80 1.72 1.62 1.70 1.61 1.60	1.55 FY17/18 os 1.82 1.56 1.58 1.55 1.53	1.59 04 1.70 1.65 1.59 1.63	1.71 FY Score 1.76 1.68 1.60 1.62 1.62	% change from prior Or -5.5% -0.5% 0.5% 4.5% 0.5%	-11.4% % change in prior PY der -0.6% 0.0% 1.9% 3.2% 2.5%	-16.3% -10.3% -4.6% -6.3%	
Streets.	Miami-Dade County Responsibility Public Area City Sagre. Not including alleys Commercial - Entertainment Residential Alleys	1.72 01 1.71 1.70 1.60 1.58 1.59 1.60 2.14	1.86 02 1.80 1.72 1.62 1.61 1.60 2.19	1.55 FY17/18 on 1.82 1.56 1.58 1.55 1.55 1.54 2.09	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54	1.71 FY Score 1.76 1.69 1.60 1.62 1.62 1.97	15.5% % change from prior Gir -6.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5%	-11.4% % change in prior FY dat -0.5% -0.0% -1.9% -2.5% -1.3% -6.5%	-16.3% -10.3% -2.5% -6.3% -6.3% -11.5%	
Streets	Mami-Dade County Responsibility Public Area City 3-agre. Not including alleys Commercial – Entertainment Residential Alleys	1.72 01 1.71 1.70 1.60 1.58 1.59 1.60 2.14 1.61	1.86 02 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73	1.55 FY17/18 on 1.82 1.56 1.58 1.55 1.54 2.09	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.95 1.57	1.71 FY Score 1.76 1.69 1.60 1.62 1.57 2.09 1.64	15.5% % change from partier day -6.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5%	** Change in poter PY de** ** Change in poter PY de** ** O.D% 1.9% 3.2% 2.5% 3.2% 4.5% 0.D%	-16.3% -10.3% -2.5% -6.3% -6.3% -11.5% -21.7%	
Streets Side walk	Mami-Dade County Responsibility Public Area Othy Soore. Not including alleys Commercial – Entertainment Residential Alleys Commercial – Entertainment	1.72 91 1.71 1.70 1.50 1.58 1.59 1.60 2.14 1.61 1.59	1.86 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73	1.55 FY17/18 On 1.82 1.56 1.58 1.55 1.53 1.54 2.09 1.54	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.54 1.57	1.71 FY Score 1.76 1.69 1.60 1.62 1.62 1.57 2.09 1.64 1.65	15.5% % change from prior Or -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.5% -0.0% -5.7% -0.0%	11.4% % change in peter PY der -0.5% 1.9% 3.2% 2.5% 1.3% -8.5% 0.0% 1.9%	-16.3% -10.3% -2.5% -6.3% -6.3% -11.5% -21.7% -14.7% -15.6%	
Streets Side walk	Miami-Dade County Responsibility Public Area Not including sileys Commercial – Entertainment Commercial – Non-Entertainment Alleys Commercial – Entertainment Commercial – Non-Entertainment	1.72 91 1.71 1.70 1.60 1.53 1.59 1.60 2.14 1.51 1.59 1.62	1.86 02 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73 1.85 1.74	1.55 FY17/18 on 1.82 1.56 1.58 1.55 1.53 1.54 2.09 1.54 2.09	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.57 1.57 1.57	1.71 FY Score 1.75 1.68 1.60 1.62 1.62 1.57 2.09 1.64 1.65 1.65	15.5% % change from prior Or -6.5% -0.5%	-11.4% % change in peter FV dir -0.5% 0.0% 1.9% 3.2% 2.5% 1.3% -6.5% 0.0%	-16,3% -10,3% -2,5% -6,3% -1,5% -11,5% -21,7% -14,7% -15,5% -12,8%	
Streets Side walk	Mami-Dade County Responsibility Public Area Othy Soore. Not including alleys Commercial – Entertainment Residential Alleys Commercial – Entertainment	1.72 91 1.71 1.70 1.50 1.53 1.59 1.60 2.14 1.51 1.59 1.62	1.86 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73	1.55 FY17/18 On 1.82 1.56 1.58 1.55 1.53 1.54 2.09 1.54	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.54 1.57	1.71 FY Score 1.76 1.69 1.60 1.62 1.62 1.57 2.09 1.64 1.65	15.5% 15.5% 15.5% 16.5%	**Change in prior PV dis ** -0.5% 0.0% 1.9% 3.2% -0.5% 0.0% 1.3% -0.5% 0.0% 1.3% -0.5% 0.0% 1.3% -0.5% 0.0% 1.9% 1.9% 1.9% 1.9% 1.9% 1.9% 1.9% 1.9	-16.3% -16.3% -10.3% -2.5% -6.3% -1.5% -21.7% -14.7% -15.55 -12.8% -13.7%	
Streets Sidewalk	Miami-Dade County Responsibility Public Area Not including sileys Commercial – Entertainment Commercial – Non-Entertainment Alleys Commercial – Entertainment Commercial – Non-Entertainment	1.72 91 1.71 1.70 1.60 1.59 1.59 1.60 2.14 1.51 1.59 1.62 1.62 1.62	1.86 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73 1.86 1.74 1.69	1.55 FY17/18 08 1.82 1.56 1.58 1.55 1.53 1.54 2.09 1.54 1.57 1.70 1.61	1.59 04 1.70 1.65 1.59 1.63 1.64 1.95 1.57 1.57 1.57	1.71 FY Score 1.76 1.69 1.60 1.62 1.62 1.67 2.09 1.64 1.65 1.66 1.62 1.62	15.5% % change from prior day -6.5% -0.5% 0.5% 4.5% 0.0% -4.3% -0.0% -1.3% -0.7%	**Change in poter FY dis ** **Change in poter FY dis ** -0.5%	-16.3% -10.3% -2.6% -5.3% -5.3% -11.5% -21.7% -14.7% -15.6% -12.8% -12.8% -28.4%	
Side walk Parks Parking	Mismi-Dade County Responsibility Public Area Otty 3-0072. Not including alleys Commercial – Entertainment Residential Alleys & Commercial – Entertainment Commercial – Non-Entertainment Residential Residential	1.72 91 1.71 1.70 1.60 1.58 1.59 1.60 2.14 1.61 1.59 1.62 1.60 1.40 1.90	1.86 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73 1.86 1.74 1.69 1.50 2.04	1.55 PY17/18 08 1.82 1.56 1.58 1.56 1.58 1.54 2.09 1.54 1.57 1.70 1.70 1.47 1.96	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.55 1.57 1.57 1.56 1.58 1.46 2.08	1.71 FY Score 1.76 1.58 1.60 1.62 1.57 2.09 1.64 1.65 1.66 1.66 1.62	15.5% % change from pilor Gar -6.5% -0.5%	11.4% % change in prior FF dat -0.5% 0.0% 1.9% 3.2% 2.5% 1.3% -0.5% 0.0% 1.9% 4.9% 1.9%	-16.3% -10.3% -10.3% -6.6% -6.3% -6.3% -11.5% -21.7% -14.7% -15.6% -12.8% -23.7% -28.4% -28.4% -28.4%	
Sidewalk Sidewalk Parks Parking Waterwa	Miami-Dade County Responsibility Public Area Not including sileys Commercial – Entertainment Residential Alleys SE Commercial – Non-Entertainment Residential Residential Residential	1.72 91 1.71 1.70 1.60 1.59 1.59 1.60 2.14 1.51 1.59 1.62 1.62 1.62	1.86 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73 1.86 1.74 1.69	1.55 FY17/18 08 1.82 1.56 1.58 1.55 1.53 1.54 2.09 1.54 1.57 1.70 1.61	1.59 04 1.70 1.65 1.59 1.63 1.64 1.95 1.57 1.57 1.57	1.71 FY Score 1.76 1.69 1.60 1.62 1.62 1.67 2.09 1.64 1.65 1.66 1.62 1.62	15.5% % change from prior day -6.5% -0.5% 0.5% 4.5% 0.0% -4.3% -0.0% -1.3% -0.7%	**Change in poter FY dis ** **Change in poter FY dis ** -0.5%	-16.3% -10.3% -2.6% -5.3% -5.3% -11.5% -21.7% -14.7% -15.6% -12.8% -12.8% -28.4%	
Side walk Parks Parking	Miami-Dade County Responsibility Public Area Not including sileys Commercial – Entertainment Residential Alleys SE Commercial – Non-Entertainment Residential Residential Residential	1.72 01 1.71 1.70 1.60 1.58 1.59 1.60 2.14 1.61 1.59 1.62 1.62 1.90 1.75	1.86 02 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73 1.96 1.74 1.69 1.50 2.04	1.55 FY17/18 03 1.82 1.56 1.58 1.56 1.54 2.09 1.54 1.57 1.70 1.51 1.47 1.95	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.95 1.57 1.56 1.59 1.46 2.08	1.71 FY Score 1.76 1.58 1.50 1.52 1.57 2.09 1.54 1.65 1.65 1.65 1.52 1.45 2.00 1.86	15.5% 15.5% 15.5% 16	"11.4% % change in pater PV die -0.5% -0.0% 1.9% 3.2% -2.5% -1.3% -8.5% -0.0% 3.9% -3.3% 18.9% -16.8%	-16.3% -16.3% -10.3% -2.5% -2.5% -21.7% -14.7% -15.5% -12.8% -13.7% -28.4% -33.5%	
Sidewalk Sidewalk Parks Parking Waterwa	Miami-Dade County Responsibility Public Area Not including sileys Commercial – Entertainment Residential Alleys SE Commercial – Non-Entertainment Residential Residential Residential	1.72 01 1.71 1.70 1.60 1.58 1.59 1.60 2.14 1.61 1.62 1.62 1.90 1.75	1.86 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73 1.86 1.74 1.69 1.50 2.04	1.55 PY17/18 08 1.82 1.56 1.58 1.56 1.58 1.54 2.09 1.54 1.57 1.70 1.70 1.47 1.96	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.55 1.57 1.57 1.56 1.58 1.46 2.08	1.71 FY Score 1.76 1.58 1.60 1.62 1.57 2.09 1.64 1.65 1.66 1.66 1.62	15.5% % change from pilor Gar -6.5% -0.5%	11.4% % change in prior FF dat -0.5% 0.0% 1.9% 3.2% 2.5% 1.3% -0.5% 0.0% 1.9% 4.9% 1.9%	-16.3% -10.3% -10.3% -6.6% -6.3% -6.3% -11.5% -21.7% -14.7% -15.6% -12.8% -23.7% -28.4% -28.4% -28.4%	
Sidewalk Sidewalk Parks Parking Waterwal Beach Ar	Miami-Dade County Responsibility Public Area Not including alleys Commercial - Entertainment Residential Alleys Commercial - Entertainment Residential Residential	1.72 01 1.71 1.70 1.60 1.58 1.59 1.60 2.14 1.61 1.59 1.62 1.60 1.76 1.90 1.76	1.86 02 1.80 1.72 1.62 1.70 1.61 1.60 2.19 1.73 1.96 1.74 1.69 1.50 2.04	1.55 FY17/18 03 1.82 1.56 1.58 1.56 1.54 2.09 1.54 1.57 1.70 1.51 1.47 1.95	1.59 04 1.70 1.65 1.59 1.63 1.64 1.54 1.95 1.57 1.56 1.59 1.46 2.08	1.71 FY Score 1.76 1.58 1.50 1.52 1.57 2.09 1.54 1.65 1.65 1.65 1.52 1.45 2.00 1.86	15.5% 15.5% 15.5% 16	"11.4% % change in pater PV die -0.5% -0.0% 1.9% 3.2% -2.5% -1.3% -8.5% -0.0% 3.9% -3.3% 18.9% -16.8%	-16.3% -16.3% -10.3% -2.5% -2.5% -21.7% -14.7% -15.5% -12.8% -13.7% -28.4% -33.5%	

rcentage of Assessments scoring 2.0 or better	ALCOHOLOGICA DE LA COLONIA DE								
	(target = 50%)								π.
					FYSS				
Public Area	0		01		95.7		Q4 75.51		FY Score
Trwide	57.: 65.		71.1	and the second second	63.9		84.81		73.4%
treets	66.		81.1		47.5	The second second	74.61	2000	67.3%
Commercial – Entertainment Commercial – Non-Entertainment	75.	The second second	72.2		82.4	The second secon	97.91		82.3%
Residential	56.		84.6		66.2		85.11	AND DESCRIPTION OF THE PERSON NAMED IN	73.5%
	37.		36.8		37.0	THE RESERVE AND DESCRIPTION OF THE PERSON NAMED IN	55.21		41.9%
Alleys Idewalks	52	THE RESERVE AND ADDRESS OF THE PARTY OF THE	58.7	The second second second second	55.4	Service Control of the	79.31	The second secon	66.7%
Commercial - Entertainment	69.		71.5		41.7	The second secon	71.71		63.6%
Commercial - Non-Entertainment	63.		56.4	The second second	79.8	The second secon	87.41		71.8%
Residential	52.	The second second	78.1		52.1	117	82.21	-	66.2%
Parks	45.		88.0		68.2	A STATE OF THE PARTY OF THE PAR	63.81	7	66.6%
Parking	48.		59.5%		49.2%		69.0%		55.4%
Vaterway	42.9%		83.7%		34.5	Company of the Compan	56.81		54.5%
Seach Areas									
Mami Beach Responsibility Only	64.	1%	83.8	3%	66.0	7%	78.51	6	73.1%
Miami-Dade County Responsibility	75.		78.4		53.9		77.21	7	71.2%
			FY15	446					
	FYS		FYS	PROPERTY AND ADDRESS OF THE PARTY AND ADDRESS					
Publio Area Citywide	84.		84.6	THE RESERVE OF THE PERSON NAMED IN					
Streets.	92		89.3						
Commercial - Entertainment	34		89.5						
Commercial - Non-Entertainment	92	704	87.5						
Residental	91.		90.5						
Aleys	74.		711						
idewalks	82	3%	89.9	9%					
Commercial - Entertainment	87.		90.5	1%					
Commercial - Non-Entertainment	84.		88.5	7%					
Residental	74.	8%	90.4%						
Parks	93.4%		93.5	96					
Parking	80.	4%	79.6	5%					
Waterway	54.	5%	75.6	5%					
Beach Areas									
Mami Beach Responsibility Only	84.	5%	92.5%						
Miami-Dade County Responsibility	95.	9%	90.3	7%.					
			FY16/17					1	
Public Area	Of	œ	08	04	FY Score	thora prior	from base		
Citywide	74.8%	72.2%	82.3%	84.1%		Ott	Yr score		
		The state of the s			78.4%	1.8%	13.2%		
Streets	78.5%	77.0%	87.2%		78.4% 82.9%	7.00	9.5%		
	78.6% 79.1%	77.0% 76.4%	87.2% 87.4%	88.9%	78.4% 82.9% 83.0%	1.8%			
Streets Commercial – Entertainment Commercial – Non-Entertainment				88.9%	82.9%	1.7%	9.5%		
Commercial - Entertainment	79.1%	76.4%	87.4%	88.9% 99.2%	82.9% 83.0%	1.7%	9.5% 16.7%		
Commercial – Entertainment Commercial – Non-Entertainment	79.1% 75.2%	76.4% 76.3%	87.4% 86.2%	88.9% 89.2% 87.7%	82.9% 83.0% 81.6%	1.7% 1.8% 1.6%	9.5% 16.7% -0.7%		
Commercial – Entertainment Commercial – Non-Entertainment Residential Alleys	79.1% 76.2% 80.5%	76.4% 76.3% 78.3%	87.4% 86.2% 88.1%	88.9% 89.2% 87.7% 89.7%	82.9% 83.0% 81.6% 84.2%	1.7% 1.8% 1.6% 1.6%	9.5% 16.7% -0.7% 10.7%		
Commercial – Entertainment Commercial – Non-Entertainment Residential Alleys	79.1% 75.2% 80.5% 56.1%	76.4% 76.3% 78.3% 57.9%	87.4% 86.2% 88.1% 64.6%	88.9% 89.2% 87.7% 89.7% 67.1%	82.9% 83.0% 81.6% 84.2% 61.4%	1.7% 1.8% 1.6% 1.6% 2.6%	9.5% 16.7% -0.7% 10.7% 19.6%		
Commercial — Entertainment Commercial — Non-Entertainment Residential Alleys Eldewalks	79.1% 76.2% 80.5% 56.1% 86.9%	76.4% 76.3% 78.3% 57.9% 82.7%	87.4% 86.2% 88.1% 64.6% 86.7%	88.9% 89.2% 87.7% 89.7% 67.1% 87.0%	82.9% 83.0% 81.6% 84.2% 61.4%	1.7% 1.8% 1.6% 1.8% 2.6% 0.3%	9.5% 16.7% -0.7% 10.7% 18.6%		
Commercial – Entertainment Commercial – Non-Entertainment Residential Alleys Eldewalks Commercial – Entertainment	79.1% 75.2% 80.5% 56.1% 86.9% 89.8%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8%	87.4% 86.2% 88.1% 64.6% 96.7% 86.8%	88.9% 89.2% 87.7% 89.7% 67.1% 87.0% 87.7%	82.9% 83.0% 81.6% 84.2% 51.4% 85.9% 87.5%	1.7% 1.8% 1.6% 1.6% 2.6% 0.3%	9.5% 16.7% -0.7% 10.7% 18.6% 18.1% 23.9%		
Commercial – Entertainment Commercial – Non-Entertainment Residential Alleys Sidewalks Commercial – Entertainment Commercial – Non-Entertainment Residential	79.1% 76.2% 80.5% 56.1% 86.9% 89.8% 83.6%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4%	87.4% 86.2% 88.1% 64.6% 86.7% 86.8% 85.2%	88.9% 89.2% 87.7% 89.7% 67.1% 87.0% 87.7% 84.5%	82.9% 83.0% 81.6% 84.2% 61.4% 85.9% 87.5% 83.7%	1.7% 1.8% 1.6% 1.6% 2.6% 0.3% 0.8%	9.5% 16.7% -0.7% 10.7% 18.6% 18.1% 23.9% 11.8%		
Commercial — Entertainment Commercial — Non-Entertainment Residential Alleys Sidewalks Commercial — Entertainment Commercial — Non-Entertainment Residential	79.1% 75.2% 80.5% 56.1% 86.9% 89.8% 83.6% 87.4%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4% 81.0%	87.4% 86.2% 88.1% 64.6% 86.7% 86.8% 85.2%	88.9% 89.2% 87.7% 89.7% 67.1% 87.0% 87.7% 84.5%	82.9% 83.0% 81.6% 84.2% 61.4% 85.8% 87.5% 63.7% 96.3%	1.7% 1.8% 1.6% 1.6% 2.6% 0.3% 0.9% -0.6%	9.5% 16.7% -0.7% 10.7% 18.6% 18.1% 23.9% 11.9% 20.1%	9	
Commercial - Entertainment Commercial - Non-Entertainment Residential Alleys Sidewalks Commercial - Entertainment Commercial - Non-Entertainment Residential Parks Parking	79.1% 76.2% 80.5% 56.1% 86.9% 89.8% 83.6% 87.4% 89.6%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4% 81.0% 81.8%	87.4% 86.2% 88.1% 64.6% 96.7% 96.9% 95.2% 88.0%	88.9% 89.2% 87.7% 83.7% 67.1% 87.0% 87.7% 84.5% 98.8%	82.9% 83.0% 81.6% 84.2% 61.4% 85.8% 87.9% 83.7% 86.3% 85.5%	1.7% 1.8% 1.6% 1.6% 2.6% 0.3% 0.9% -4.6% 0.8%	9.5% 16.7% -0.7% 10.7% 18.6% 18.1% 23.8% 11.8% 20.1%		
Commercial — Entertainment Commercial — Non-Entertainment Residential Alleys Eldewalks Commercial — Entertainment Commercial — Non-Entertainment Residential Parks Parksing Waterway	79.1% 76.2% 80.5% 56.1% 86.3% 89.8% 83.6% 87.4% 89.6%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4% 81.0% 81.5% 61.5%	87.4% 86.2% 88.1% 64.6% 86.7% 96.8% 95.2% 88.0% 93.3%	88.9% 89.2% 87.7% 85.7% 67.1% 87.0% 87.6% 84.5% 88.8% 93.6% 83.7%	82.9% 83.0% 81.6% 84.2% 61.4% 85.8% 87.5% 83.7% 86.3% 89.9% 72.0%	1.7% 1.8% 1.6% 1.8% 2.6% 0.3% 0.9% -4.8% 0.6% 3.0%	9.5% 16.7% -0.7% 10.7% 19.6% 19.1% 23.9% 11.8% 22.9% 16.0%		
Commercial — Entertainment Commercial — Non-Entertainment Residential Alleys Sidewalks Commercial — Entertainment Commercial — Non-Entertainment Residential Parks Parking Waterway	79.1% 76.2% 80.5% 56.1% 86.3% 89.8% 83.6% 87.4% 89.6%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4% 81.0% 81.5% 61.5%	87.4% 86.2% 88.1% 64.6% 86.7% 96.8% 95.2% 88.0% 93.3%	88.9% 89.2% 87.7% 85.7% 67.1% 87.0% 87.6% 84.5% 88.8% 93.6% 83.7%	82.9% 83.0% 81.6% 84.2% 61.4% 85.8% 87.5% 83.7% 86.3% 89.9% 72.0%	1.7% 1.8% 1.6% 1.8% 2.6% 0.3% 0.9% -4.8% 0.6% 3.0%	9.5% 16.7% -0.7% 10.5% 10.5% 12.1% 23.9% 11.96 20.1% 22.9% 16.8% 13.3%		
Commercial — Entertainment Commercial — Non-Entertainment Residential Alleys Sidewalks Commercial — Entertainment Commercial — Non-Entertainment Residential Parkis Parkis Materway Beach Areas	79.1% 76.2% 80.5% 56.1% 86.3% 89.3% 83.5% 83.5% 63.0% 66.7%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4% 81.0% 61.5% 50.0%	87.4% 86.2% 88.1% 64.6% 86.7% 86.8% 85.2% 88.0% 93.3 79.8%	88.9% 89.2% 87.7% 89.7% 67.1% 87.0% 87.7% 84.5% 88.8% 93.7% 81.3%	82.9% 83.0% 81.6% 84.2% 51.4% 85.9% 87.9% 83.7% 86.3% 89.9% 72.0%	1.7% 1.8% 1.8% 1.8% 1.8% 0.8% 0.8% 0.8% 0.8% 0.8% 0.8%	9.5% 16.7% -0.7% 10.7% 18.1% 23.9% 11.8% 20.1% 22.9% 16.8% 13.3%		
Commercial - Non-Entertainment Residential Alleys 2 idewalks Commercial - Entertainment Commercial - Non-Entertainment Residential Parks Parking Waterway Beach Areas Miami Beach Responsibility Only	79.1% 76.2% 80.5% 56.1% 85.8% 83.6% 87.4% 89.5% 63.0% 65.7%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4% 81.0% 81.8% 61.5% 50.0%	87.4% 86.2% 88.1% 64.6% 86.7% 86.8% 85.2% 88.0% 93.1% 93.1% 83.5%	88.9% 99.2% 87.7% 87.7% 67.1% 87.0% 87.7% 84.9% 98.8% 93.7% 81.3% 83.6%	82.9% 83.0% 81.6% 81.6% 85.8% 87.5% 83.7% 83.7% 85.9% 72.0% 87.5%	1.7% 1.8% 1.6% 2.6% 0.3% 0.9% -0.8% 0.8% 0.8% 0.6% 3.9% 3.0%	9.5% 16.7% -0.7% 10.5% 10.5% 12.1% 23.9% 11.96 20.1% 22.9% 16.8% 13.3%		
Commercial — Entertainment Commercial — Non-Entertainment Residential Alleys Sidewalks Commercial — Entertainment Commercial — Non-Entertainment Residential Parks Parking Waterwax Beach Areac Mami Beach Responsibility Only Miami-Dade County Responsibility	79.1% 76.2% 80.5% 56.1% 56.1% 89.8% 83.6% 87.4% 89.6% 63.0% 66.7% 82.0% 83.3%	76.4% 76.3% 76.3% 78.3% 57.5% 82.7% 85.8% 81.0% 81.5% 51.5% 50.0% 77.5%	87.4% 86.2% 85.1% 64.6% 86.7% 86.8% 85.2% 88.0% 93.79.8% 73.1% 82.1% 83.5% FY17/18	88.9% 89.2% 87.7% 87.7% 67.1% 87.0% 87.7% 94.5% 93.6% 83.7% 81.3% 93.6% 95.9%	82.9% 83.0% 81.6% 84.2% 61.4% 85.9% 87.5% 87.5% 86.3% 85.5% 72.0% 67.8% 81.3% 82.1%	1.7% 1.8% 1.6% 1.8% 2.6% 0.3% 0.9% -3.6% 0.8% 0.8% 0.6% 2.4%	8.5% 16.7% 16.7% 10.7% 10.5% 11.6% 12.1% 22.5% 11.8% 22.1% 22.5% 16.8% 13.3%	Difference	
Commercial - Entertainment Commercial - Non-Entertainment Residential Alleys Sidewalks Commercial - Entertainment Commercial - Non-Entertainment Residential Parks Parking Waterway Beach Areas Marmi Beach Responsibility Only	79.1% 76.2% 80.5% 56.1% 85.8% 83.6% 87.4% 89.5% 63.0% 65.7%	76.4% 76.3% 78.3% 57.9% 82.7% 85.8% 81.4% 81.0% 81.8% 61.5% 50.0%	87.4% 86.2% 88.1% 64.6% 86.7% 86.8% 85.2% 88.0% 93.1% 93.1% 83.5%	88.9% 99.2% 87.7% 87.7% 67.1% 87.0% 87.7% 84.9% 98.8% 93.7% 81.3% 83.6%	82.9% 83.0% 81.6% 81.6% 85.8% 87.5% 83.7% 83.7% 85.9% 72.0% 87.5%	1.7% 1.8% 1.6% 2.6% 0.3% 0.9% -0.8% 0.8% 0.8% 0.6% 3.9% 3.0%	9.5% 16.7% -0.7% 10.5% 10.5% 12.1% 23.9% 11.96 20.1% 22.9% 16.8% 13.3%	Difference from bases 8 - 944	

With the control of the control of			FY17/18					
Public Area	Q1	œ	QS	04	FY Score	Difference from prior Otr	Stifference from prior FY Or	from base Vr Ger
Citywide	84.3%	78.2%	81.3%	81.7%	81.4%	0.4%	-2.4%	8.2%
Streets	90.4%	87.5%	87.9%	84.9%	87.7%	-3.0%	4.0%	0.1%
Commercial - Entertainment	92.5%	85.7%	89.7%	84.1%	88.0%	-6.6%	-5.1%	8.5%
Commercial - Non-Entertainment	90.8%	89.6%	87.1%	83.6%	87.8%	-3.6%	4.1%	-14.3%
Residential	87.8%	87.4%	87.0%	96.9%	87.3%	-0.1%	-2.8%	0.8%
Alleys	69.0%	65.2%	70.3%	75.5%	70.3%	8.3%	9.6%	20.4%
3 Idewalks	89.5%	81.8%	85.6%	87.5%	86.1%	1.9%	0.6%	8.2%
Commercial - Entertainment	30.3%	77.5%	88.3%	89.5%	86.5%	1.2%	1.8%	17.8%
Commercial - Non-Entertainment	89.1%	83.6%	83.5%	88.3%	86.1%	4.8%	3.7%	0.8%
Residential	88.8%	84.4%	84.9%	84.6%	85.7%	-0.3%	4.2%	2.4%
Parks	95.1%	89.0%	91.7%	92.3%	92.0%	0.8%	-1.3%	28.5%
Parking	77.5%	67.6%	71.1%	67.4%	70.9%	-3.7%	-18.3%	-1.8%
Materway	85.0%	69.6%	78.5%	83.3%	79.1%	4.7%	2.0%	28.5%
Beach Areas								
Mami Beach Responsibility Only	55.4%	78.4%	50.0%	83.1%	74.5%	33.1%	-0.5%	4.8%
Miami-Dade County Responsibility	87.5%	87.9%	100.0%	91.9%	91.3%	-8.2%	5.9%	14.8%

Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver affecting overall quality of life. In addition, in the 2016 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 16.3% from FY 2005/06 to FY 2017/18.

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
Mark Taxis, Assistant City Manager
Kathie G. Brooks, Assistant City Manager
Roy Coley, Public Works Director
John Rebar, Parks and Recreation Director
Saul Francis, Parking Director
Hernan Cardeno, Code Compliance Director
Betsy Wheaton, Environmental Director
Rhonda McPherson, Sanitation Division Director
Dr. Leslie Rosenfeld, Chief Learning Development Office

EC/KGB/LDR