

MIAMI BEACH

COMMITTEE MEMORANDUM

TO: Finance and Economic Resiliency Committee Members

FROM: Eric Carpenter, City Manager

DATE: May 7, 2025

TITLE: DISCUSSION REGARDING THE PARKING DEPARTMENT ESTABLISHING ITS OWN CLEANING CREW.

RECOMMENDATION

The City Administration ("Administration") recommends that the Finance and Economic Resiliency Committee ("FERC" or "Committee") support the Parking Department's efforts to establish a garage cleaning/maintenance crew as part of a Fiscal Year 2026 operating budget enhancement request to improve the cleanliness of municipal parking garages.

BACKGROUND/HISTORY

At the February 3, 2025 City Commission meeting, at the request of Commissioner Kristen Rosen Gonzalez, the Mayor and City Commission ("City Commission") referred an agenda item (C4 AS) to the FERC, to discuss the possibility of the Parking Department establishing its own cleaning/maintenance crew.

Currently, the Parking Department allocates \$150,000 in its annual operating budget for the Sanitation Division of the Public Works Department to pressure wash staircases in municipal parking garages and sweep and remove debris from municipal parking lots. Additionally, the Parking Department currently utilizes a private contractor (SFM) for the cleaning and maintenance of garages (elevators, decks and walls). However, there has been a recent increase in customer complaints and concerns regarding the efficiency, quality, and reliability of these cleaning services. Creating an internal cleaning crew within the Parking Department to perform these functions could help address these recurring cleanliness issues, allowing the Parking Department to have greater oversight and control over maintenance operations and ensuring that parking facilities are kept clean and well-maintained in a more timely and consistent manner.

ANALYSIS

Over the past couple years, the Parking Department has observed a decline in the cleanliness index scores across various parking facilities throughout the City. This decline has been particularly evident in the appearance and maintenance of garage staircases, resulting in increasing complaints from garage users and staff. The specific concerns include unpleasant/foul odors, dirty walls, and overall substandard conditions within the staircases. These issues have become increasingly problematic and reflect negatively on the quality of service provided to the public.

While the Sanitation Division of the Public Works Department pressure washes the staircases at most municipal garages, the cleaning frequency varies based on the level of traffic within the garage. Staircases in garages with high usage rates are typically pressure washed twice a week, while those in garages with lower usage rates are pressure washed once a week. Despite this frequency, complaints from customers regarding the cleanliness of garage staircases continue to increase.

The Parking Department's current cleaning arrangement with the Sanitation Division, while somewhat functional, has proven to be ineffective in addressing the Parking Department's ongoing needs and customers' recurring complaints. Specifically, the rising number of complaints from users and declining cleanliness scores suggest that the current cleaning schedules are not meeting expectations in terms of frequency, timely resolution of reported issues, efficiency, or quality of service. Additionally, the Parking Department's reliance on another City department's resources limits its responsiveness and flexibility in terms of promptly scheduling and addressing urgent cleanliness and maintenance issues in parking garages and lots. This often results in a delayed response to cleanliness complaints, further exacerbating the problem.

In light of these outstanding garage cleanliness concerns, the Administration believes that a more direct and responsive approach to cleaning and maintenance is needed. One potential solution is the creation of an internal cleaning crew within the Parking Department. Establishing such a team would provide the Parking Department with greater control and oversight over its cleaning operations, ensuring that quality standards are consistently met. This would also allow the Parking Department to be more responsive to maintenance requests, especially when urgent cleanliness issues arise. With an in-house cleaning crew, the Parking Department could provide more frequent and predictable service schedules, leading to an overall improvement in the cleanliness of municipal garages and parking lots.

To support this initiative, the Parking Department has submitted a budget enhancement request for Fiscal Year 2026. The request includes funding for four (4) additional Municipal Service Worker II positions, which would be dedicated exclusively to the task of pressure washing garage staircases and ensuring the overall cleanliness of parking garages. The budget enhancement request would be in lieu of the Parking Department's current annual allocation of \$150,000 to the Sanitation Division to perform the garage cleaning services. The proposed budget enhancement will be presented to the City Commission during the upcoming budget retreat on May 27, 2025.

While the initial cost to establish a dedicated in-house cleaning crew within the Parking Department and provide the services on an annual basis is anticipated to be higher as compared to the Sanitation Division's cost (partially funded by the Parking Department on an annual basis), the long-term benefits could significantly outweigh these costs. A dedicated in-house cleaning crew would also contribute to greater operational efficiency, as the Parking Department would have more direct control over cleaning schedules, work order assignments, and the overall quality of the work, ultimately enhancing service delivery to our customers.

By taking this proactive approach, the Parking Department aims to enhance the cleanliness and functionality of municipal parking facilities, more promptly address customer complaints regarding cleanliness, and create a more efficient and responsive cleaning schedule to improve service delivery to the community.

The change in services from Sanitation Division staff to Parking Department dedicated staff is a huge benefit to both. Sanitation Division pressure washing staff will now be able to focus more on their prescribed daily routes, as well as provide any other services citywide as needed. This change will be very helpful to both departments as the needs of the Parking Department have grown and Sanitation Division pressure washing services continue to be added citywide.

FISCAL IMPACT STATEMENT

The Parking Department has submitted a Fiscal Year 2026 budget enhancement request to establish its own cleaning crew for municipal garages. Year 1 cost for this initiative is estimated at \$236,000 and Year 2 cost is estimated at \$280,000; however, taking into account the \$150,000

allocated in the current service level budget, the net costs would be \$86,000 and \$130,000 for years 1 and 2, respectively.

Does this Ordinance require a Business Impact Estimate?

(FOR ORDINANCES ONLY)

The Business Impact Estimate (BIE) was published on .

See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notice/>

FINANCIAL INFORMATION

N/A

CONCLUSION

The Parking Department's current reliance on the resources of another City department to provide municipal garage cleaning services has proven to be inadequate and inefficient in terms of addressing the rising complaints regarding the cleanliness of garage staircases and meeting the City's cleanliness index standards. The increasing number of customer complaints regarding garage cleanliness indicates that a more responsive and effective solution is necessary to meet or exceed customers' expectations as well as the City's cleanliness standards. Establishing an internal dedicated cleaning crew within the Parking Department would allow the department to have greater oversight and flexibility over municipal garage cleaning services, particularly pressure washing the garage staircases, and ultimately enhance the Parking Department's ability to promptly respond and effectively address garage cleanliness issues.

While the cost to establish a dedicated cleaning crew within the Parking Department is anticipated to be higher than the current service level costs, the Administration believes that the initiative would be cost-effective given the long-term benefits of increased operational efficiency and improved service delivery and quality. With the FERC's support of the Administration's proposed operating budget enhancement for Fiscal Year 2026, the Parking Department is committed to enhancing the cleanliness and overall customer experience at all municipal parking garages.

Applicable Area

Citywide

Is this a "Residents Right to Know" item, pursuant to City Code Section 2-17?

No

Is this item related to a G.O. Bond Project?

No

Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481, includes a principal engaged in lobbying? No

If so, specify the name of lobbyist(s) and principal(s):

Department

Parking

Sponsor(s)

Commissioner Kristen Rosen Gonzalez

Co-sponsor(s)

Condensed Title

DISCUSS THE PARKING DEPARTMENT ESTABLISHING ITS OWN CLEANING CREW.
(Gonzalez) PK