



***EVALUATING MUNICIPAL SERVICES:
SCORECARD CLEANLINESS PROGRAM
PROSPECTUS***

***MAYOR'S OFFICE OF OPERATIONS
100 CHURCH STREET, NEW YORK 10007***

THE SCORECARD PROGRAM: OVERVIEW

- WHAT IS SCORECARD
- HOW DO YOU MEASURE CLEANLINESS
- SCORECARD RATING PROCEDURES
- THE RATING SCALE
- QUALITY CONTROL
- RATING SANITATION DISTRICTS
- INTERPRETING SCORECARD INFORMATION
- PROGRAM HISTORY

WHAT IS SCORECARD

- An inspection program run by the New York City Mayor's Office of Operations.
- A measurement of cleanliness of City streets and sidewalks.
- A source of information for:

The Department of Sanitation used for policy development, planning, and evaluation of citywide operations.

The Mayor's Office for tracking and monitoring the City's cleanliness over time.

Community Boards and other public interest groups to learn about cleanliness conditions in local neighborhoods.

Business Improvement Districts (BIDS) to evaluate the conditions of neighborhood shopping and central business districts.

HOW DO YOU MEASURE CLEANLINESS:

- Scorecard cleanliness measures were developed by studying the public's perception and expectations of street and sidewalk cleanliness.
- The measurements are based on rigorous photographic standards of cleanliness for streets and sidewalks.
- Actual inspections and ratings of streets and sidewalks are based on a seven-point scale of cleanliness.
 - 1.0 is the cleanest rating
 - 3.0 is the dirtiest rating
 - there are five intermediate cleanliness ratings
 - only ratings below 1.5 are "acceptably clean"

SCORECARD RATING PROCEDURES:

- Scorecard Inspector Teams:
 - record separate ratings for individual " segments" of a street and sidewalk.
 - rate each Community Board District from two to four times a month.
 - perform a total of 17,000 street inspections each month.
- The monthly schedule of district ratings is designed to vary to ensure representative inspections of actual street conditions, including:
 - who rates the district
 - what time of day the ratings are conducted.
 - which day of the week the ratings are done
 - which week during the month the ratings are scheduled
- Inspections can occur either before or after Department of Sanitation street cleaning is done.

SCORECARD RATING SCALE

RATING DESCRIPTIONS FOR STREETS & SIDEWALKS:

Acceptably Clean

- 1.0 A clean street. No litter.
- 1.2 A clean street, except for a few traces or pieces of litter.

Not Acceptably Clean

No concentration of litter. There are no piles of litter, and there are large gaps between pieces of litter.

- 1.8 Litter is concentrated in spots, there may either be large gaps between piles of litter, or small gaps between pieces of litter.
- 2.0 Litter is concentrated, there are small gaps between piles of litter.
- 2.5 Litter is highly concentrated, there are no gaps in the piles of litter The litter is a straight line along the curb.
- 3.0 Litter is very highly concentrated, there are no gaps in the piles of litter. The litter is a straight line along and over the curb.

QUALITY CONTROL FOR SCORECARD RATINGS

- Inspectors undergo continual quality assurance checks and retraining
- Monthly "cross checks" evaluate rating consistency between inspectors.
- Inspections are continuously monitored to detect potentially biased ratings.
- Ratings which may be in error are dropped, with streets rated again when necessary.

SCORECARD RATINGS FOR SANITATION DISTRICTS:

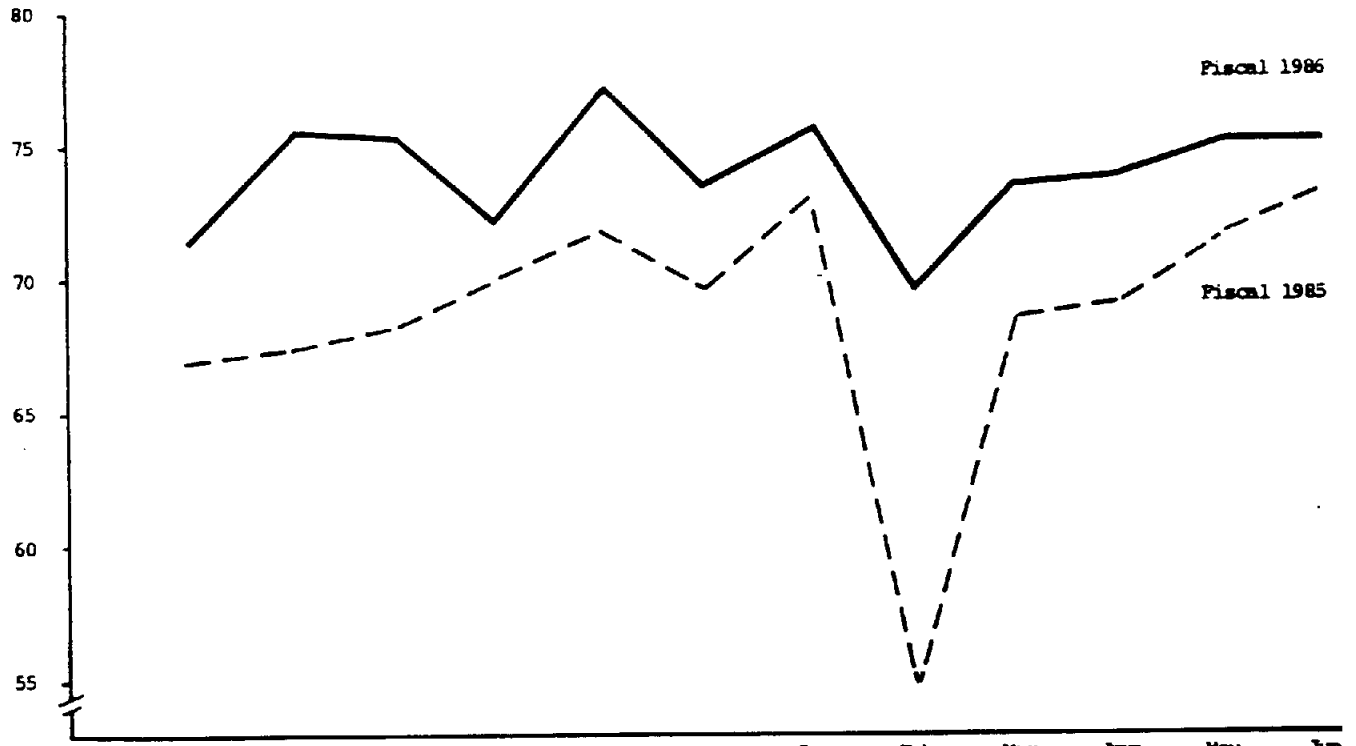
- Scorecard figures are based on a fixed sample of streets in each Sanitation section and district.
- The sample of streets is statistically and geographically representative:
 - Statistically because average ratings for sample streets are equivalent to average ratings for all streets in a section
 - Geographically because sample streets are distributed evenly through all parts of a section.
- Monthly Scorecard reports provide information on both the average ratings given to streets and sidewalks, as well as the percent of total streets rated acceptably clean.
- District and zone figures are weighted by street mileage. Sections with more mileage along the streets have more weight in determining overall district, zone, borough, and citywide figures.

INTERPRETING SCORECARD INFORMATION

- Monthly reports show the historical trend of the average cleanliness rating and the percent of all streets and sidewalks rated acceptably clean.
- Very small changes in the number of streets rated acceptably clean are not meaningful.
- Changes in month to month street cleanliness are influenced by many factors, including Department of Sanitation efforts, seasons and weather, citizen compliance with ASP parking, community events, etc.
- Meaningful trends in Scorecard figures can be analyzed by:
 - comparing the most recent monthly ratings to the same month of the previous year.
 - calculating quarterly averages for the percent of streets and sidewalks rated acceptably clean.
 - comparing district ratings to other districts in the same Sanitation zone.

CITYWIDE SCORECARD RATING
TWO YEAR TREND
FISCAL 1985 AND 1986

Percent of Acceptable Streets

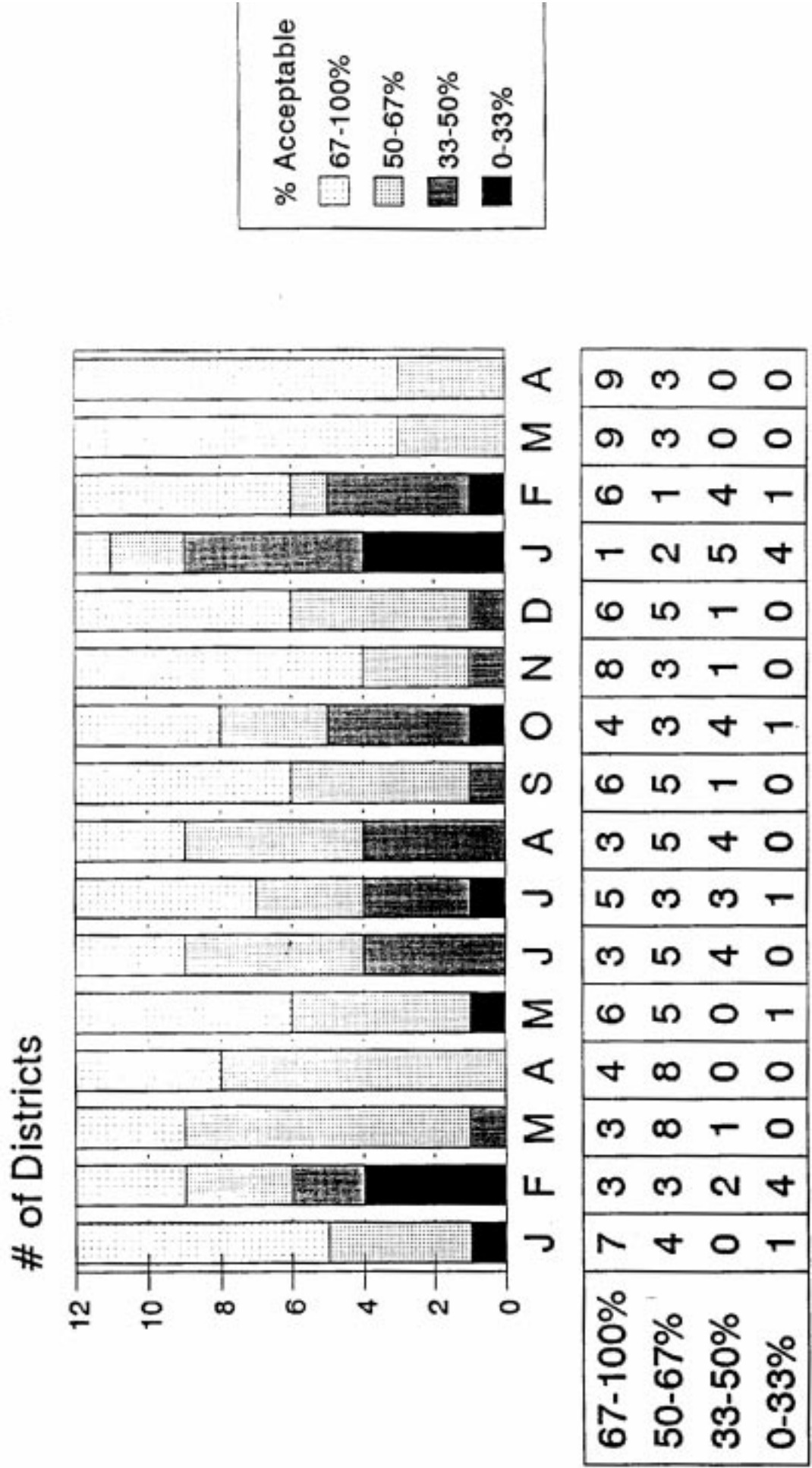


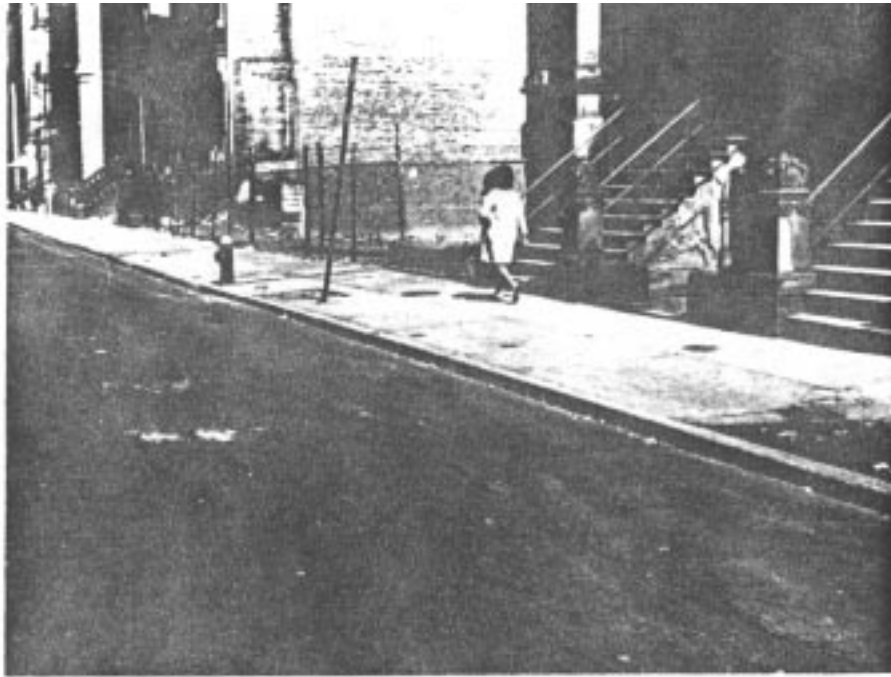
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 1985	67.0	67.5	68.3	70.0	71.7	69.5	73.1	55.0	68.4	69.0	71.5	73.1
FY 1986	71.8	75.7	75.3	72.1	77.2	73.5	75.7	69.6	73.6	73.9	74.9	74.9

Bronx Percent of Acceptably Clean Streets Jan. 1995 - Apr. 1996

	<u>1/95</u>	<u>2/95</u>	<u>3/95</u>	<u>4/95</u>	<u>5/95</u>	<u>6/95</u>	<u>7/95</u>	<u>8/95</u>	<u>9/95</u>	<u>10/95</u>	<u>11/95</u>	<u>12/95</u>	<u>1/96</u>	<u>2/96</u>	<u>3/96</u>	<u>4/96</u>
CB 1	61.9	26.2	51.3	58.2	52.7	34.2	34.9	42.9	48.2	25.2	44.2	53.5	33.9	21.1	68.4	69.2
CB 2	66.9	24.4	52.5	65.3	57.4	52.5	45.0	51.2	57.5	45.3	75.6	68.7	50.5	41.9	57.3	72.5
CB 3	67.5	29.9	63.2	65.5	64.6	47.4	50.3	35.4	54.1	38.9	70.1	50.8	21.8	37.8	67.6	63.9
CB 4	57.4	34.0	58.4	63.6	57.1	63.6	57.9	53.7	67.1	46.1	71.0	60.2	34.5	63.3	72.2	57.5
CB 5	30.0	26.7	48.2	59.8	29.8	43.9	32.0	35.8	71.2	47.3	57.0	49.9	49.3	72.2	65.4	57.1
CB 6	66.3	55.4	53.7	57.3	64.4	44.6	56.8	57.1	66.5	59.7	61.7	65.8	27.1	86.7	71.3	68.9
CB 7	73.4	45.3	53.7	50.5	73.6	58.6	41.2	63.4	56.1	63.7	67.8	80.0	16.0	34.5	75.1	81.5
CB 8	93.8	73.0	90.3	93.1	89.4	87.1	86.5	89.5	90.3	82.3	93.0	73.6	73.8	92.3	96.0	91.6
CB 9	70.6	63.6	62.3	62.1	84.3	71.6	67.6	48.4	68.4	64.8	78.6	63.8	31.9	73.0	50.8	73.5
CB 10	91.1	91.1	88.2	89.6	79.3	89.5	86.6	94.3	87.0	91.5	87.2	95.9	78.4	81.9	89.5	93.9
CB 11	76.5	67.8	86.0	90.4	79.8	66.6	76.6	82.7	79.7	77.3	93.4	67.7	61.1	97.3	77.8	89.2
CB 12	81.6	65.4	55.8	75.4	87.8	63.8	82.9	56.8	61.4	78.4	61.4	95.7	41.0	44.6	85.6	77.3
BRONX	74.2	57.9	66.9	73.1	73.8	65.1	66.9	63.7	69.7	66.4	74.2	73.7	47.1	65.3	75.4	77.9
CITYWIDE	75.6	75.2	73.1	77.6	75.4	70.8	69.8	71.5	73.5	73.7	76.0	77.3	54.1	68.3	74.2	77.3

Bronx Districts by Ranges of Percent Acceptably Clean Streets January 1995 - April 1996





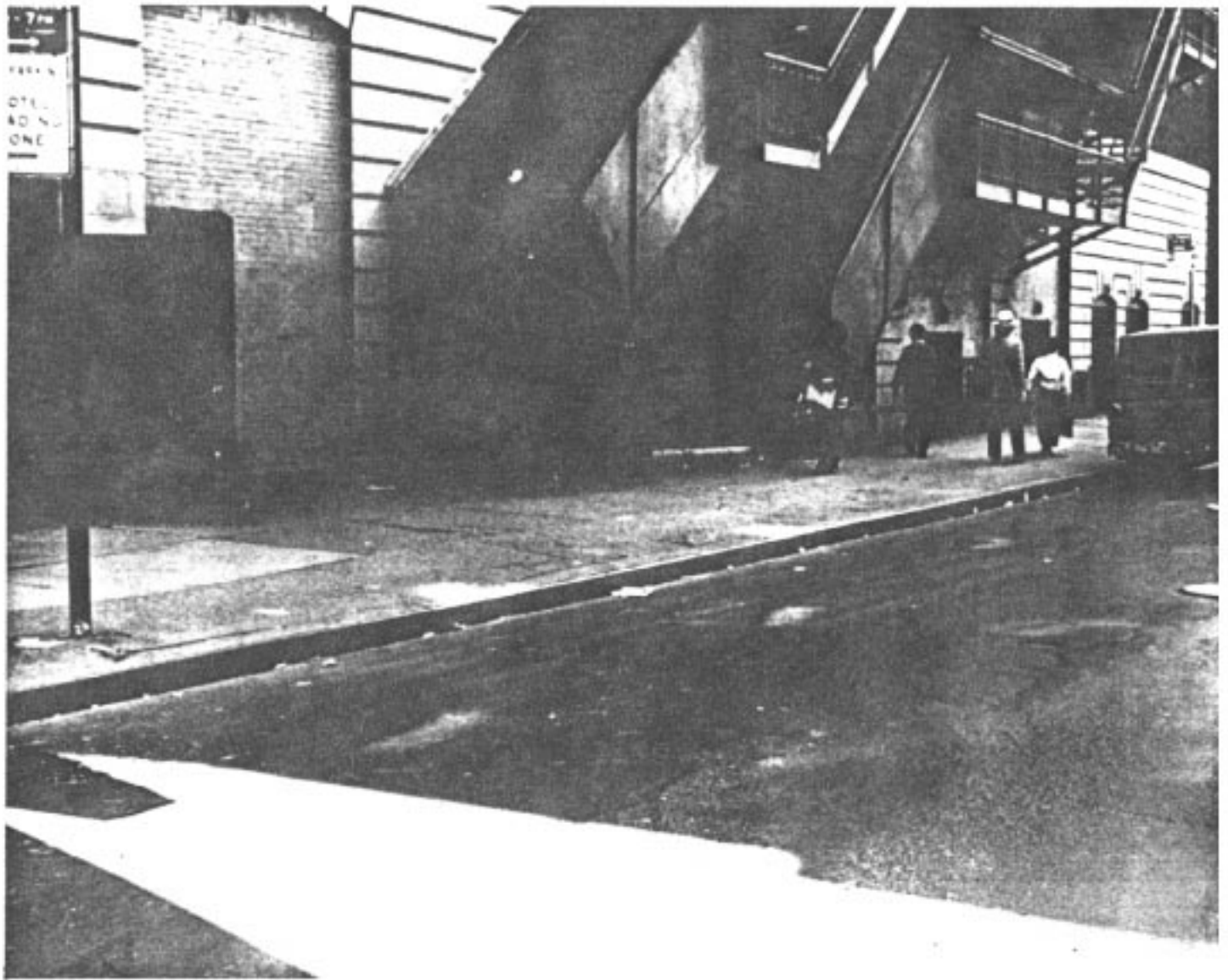
STREET 1.2

**A CLEAN STREET, EXCEPT FOR A FEW
TRACES OR PIECES OF LITTER.**



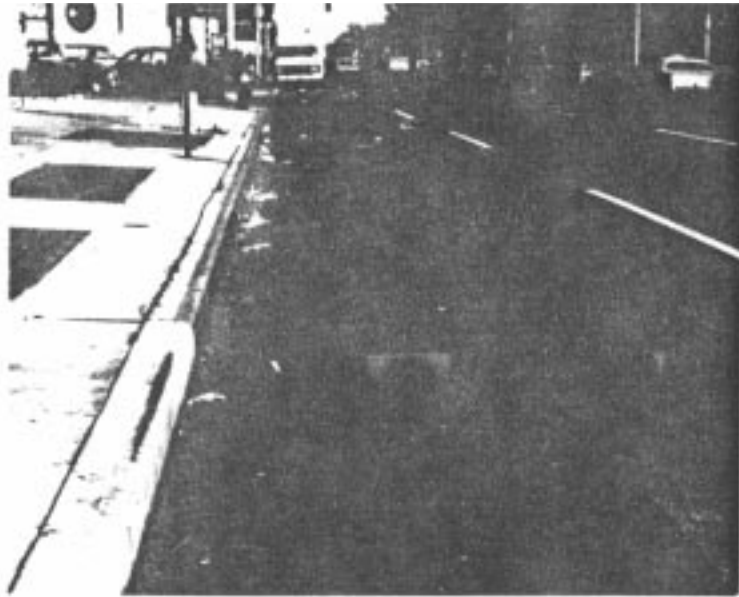
STREET 1.0

A CLEAN STREET NO LITTER



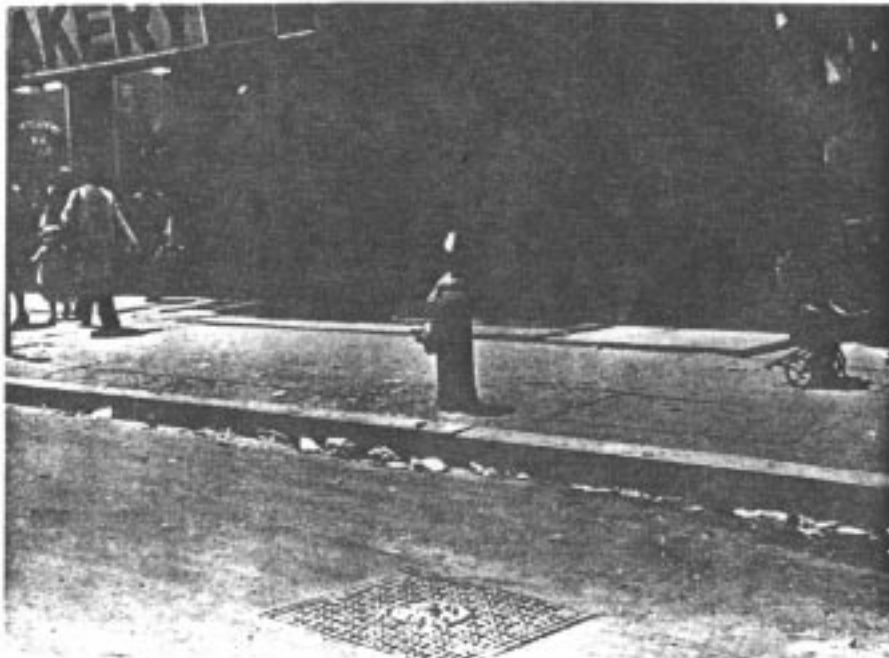
STREET 1.5

**NO CONCENTRATION OF LITTER,
THERE ARE NO PILES OF LITTER, AND
THERE ARE LARGE GAPS BETWEEN
PIECES OF LITTER.**



STREET 1.8

LITTER IS CONCENTRATED IN SPOTS. THERE MAY BE EITHER LARGE GAPS BETWEEN PILES OF LITTER OR SMALL GAPS BETWEEN PIECES OF LITTER.



STREET 2.0

LITTER IS CONCENTRATED THERE ARE SMALL GAPS BETWEEN PIECES OF LITTER.



STREET 2.5

**LITTER IS HIGHLY CONCENTRATED.
THERE ARE NO GAPS IN THE PILES
OF LITTER. THE LITTER IS IN A
STRAIGHT LINE ALONG CURB.**



STREET 3.0

**LITTER IS HIGHLY CONCENTRATED.
THERE ARE NO GAPS IN THE PILES OF
LITTER. LITTER IS IN A STRAIGHT LINE
ALONG & OVER CURB.**