

THE SCORECARD PROGRAM: OVERVIEW

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- HOW DO YOU MEASURE CLEANLINESS
- SCORECARD RATING PROCEDURES
- THE RATING SCALE
- RATING SANITATION DISTRICTS
- QUALITY CONTROL

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 SCALE:

Acceptably Clean:

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

Not Acceptably Clean:

- 1.5 More than a few traces, but no concentration of litter. There are no piles of litter, and there are large gaps between pieces of litter.

Filthy:

- 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.



1.0

A clean street. No litter.



1.2

A clean street, except for a few traces of litter.



1.5 More than a few traces, but 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 in spots, and 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 in a straight line along and over the curb.

SCORECARD RATING PROCEDURES

- Scorecard samples the average cleanliness of the City's *blockfaces* (one side of the street, corner to corner). New York has over 120,000 blockfaces.
- Scorecard Inspections:
 - Record separate ratings for 2-4 individual “segments” of a street and sidewalk
 - Report monthly for each Sanitation District and quarterly for B.I.D.s and other special rating areas
 - Rate a citywide sample of 6,800 blockfaces 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 street cleaning is done.

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 the 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.

DERIVING SCORECARD

% ACCEPTABLE AND AVERAGE RATINGS

1	2	3	4
Blockface A			

1	Blockface B
2	

BLOCKFACE RATINGS:

-----Segment Rating-----

	1	2	3	4	Rating Total		Number of Segments		Mean Rating
Blockface A	1.0	1.2	1.5	2.0	5.7	÷	4	=	1.43
Blockface B	1.5	1.8	-	-	3.3	÷	2	=	1.65

SECTION TOTALS:

	Blockface A	Blockface B	Acceptable Total		Number of Segments		Percent Acceptable
Rating Average	1.43	1.65					
Percent Acceptable (Is Average Rating Below 1.5?)	Yes	No	1	÷	2	=	50%

DISTRICT TOTALS:

	Actual Miles in Section	Section Weight of District		Percent Acceptable Rating		Weighted Percent
Section 1	1	.17	x	50%	=	8.5
Section 2	2	.33	x	75%	=	24.8
Section 3	3	.50	x	100%	=	50.0
District Total	6					83.3%

QUALITY CONTROL FOR SCORECARD RATINGS

- Inspectors undergo continual quality assurance checks and retraining.
- “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 the streets rated again when necessary.

Department of Sanitation

Scorecard Street Cleanliness Ratings Percent of Acceptably Clean Streets Fiscal 1975 - 2003

