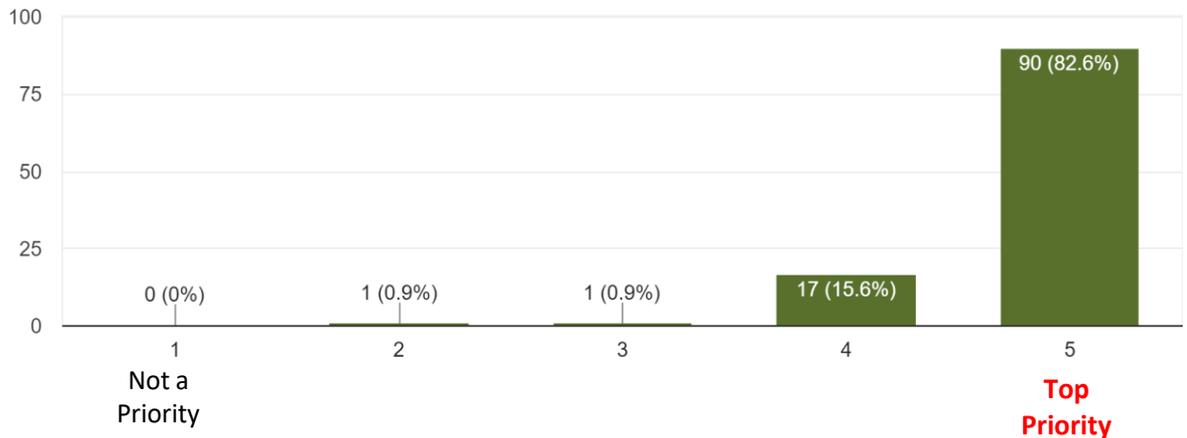




The WPB DNA sent out a survey on June 12, 2021 asking members to share their feedback about cleaning services downtown. The survey consisted of 8 questions and an open question for other comments. 111 responses as of 10:32am 6/22/2021

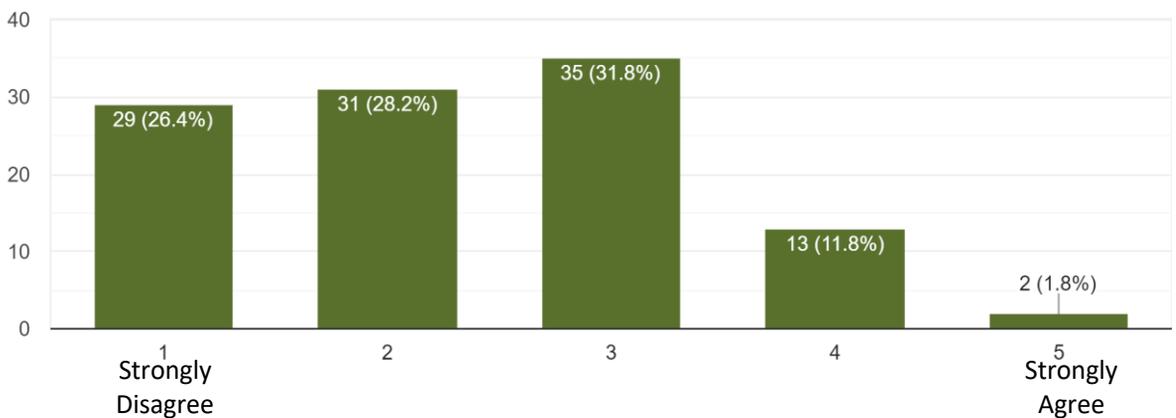
How important is the cleanliness of Downtown WPB to you?

109 responses



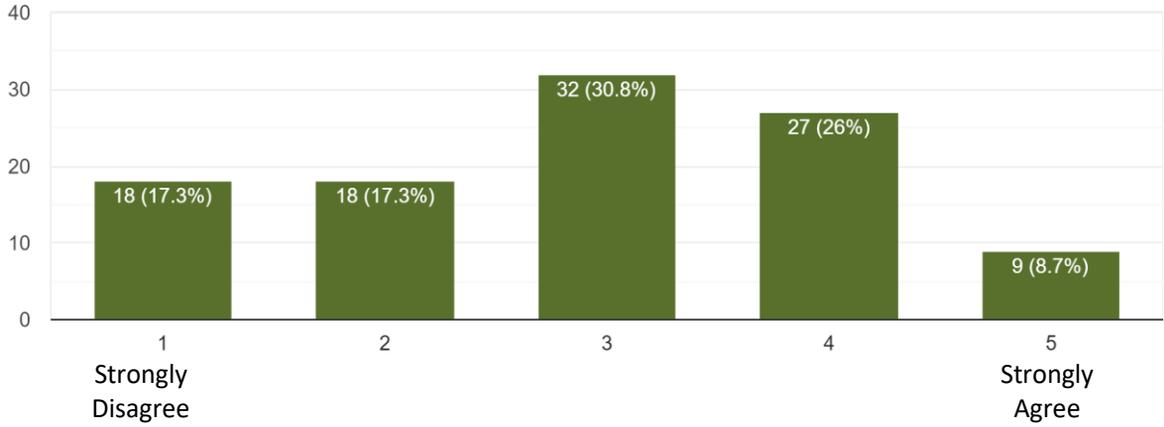
The public spaces of Downtown WPB are clean.

110 responses



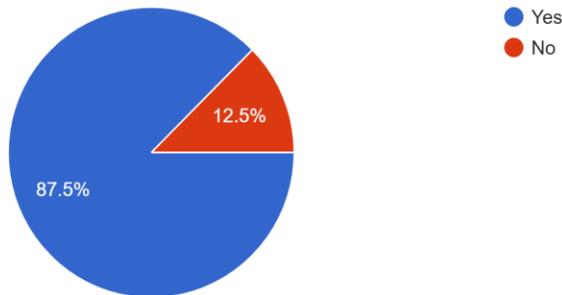
The Downtown WPB parking garages are clean.

104 responses



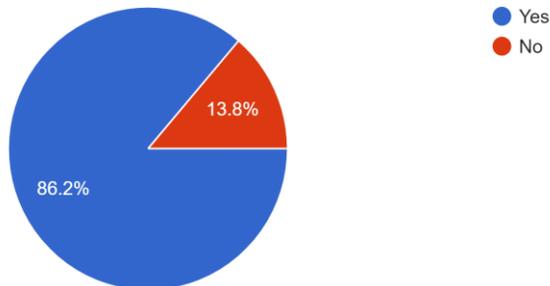
The value of the proposed cleaning contract is \$260,000 which is approximately 17% of the annual Public Realm and Maintenance budget of \$1.56 mil...ease the scope and expense of cleaning services?

104 responses

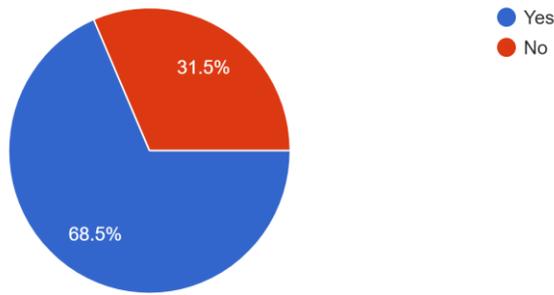


Currently the DDA does not provide supplemental cleaning services on the Flagler Waterfront. Should the waterfront be added to the proposed cleaning contract?

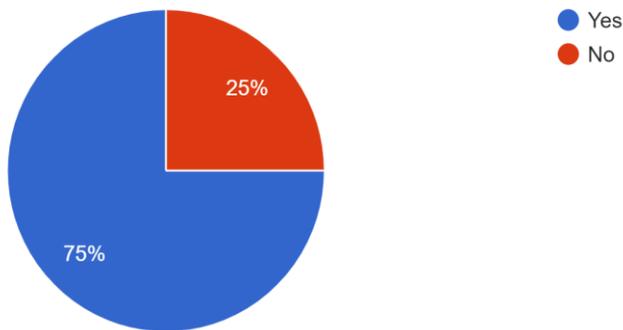
109 responses



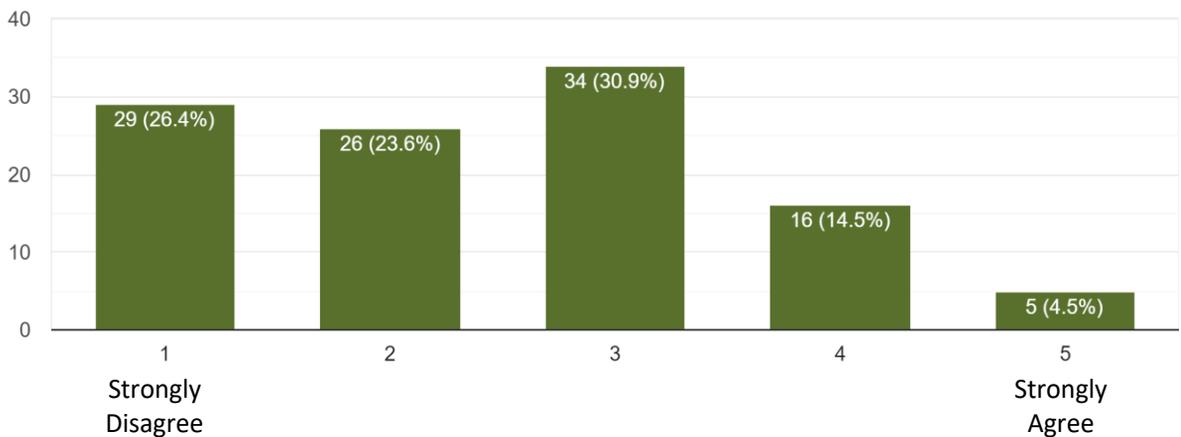
The proposed contract calls for cleaning work to "begin on Clematis no later than 5:00am to ensure the bulk of the cleaning is complete by 7:3...ease the scope to include evening cleaning shifts?
108 responses



The proposed contract calls for cleaning work to cover "the Downtown Core from Banyan Blvd to Fern Street, seven (7) days a week" and other Dow...DA increase the scope to include additional days?
108 responses



Sidewalk and pavers power washing services are currently performed by another vendor. Are the Downtown Core sidewalks and pavers sufficiently clean?
110 responses



Please add any other feedback about Cleaning Services in Downtown WPB.

58 responses

- It's of extreme importance to make it a priority and devote resources to clean up and maintain the waterfront and downtown West Palm Beach. Downtown is undergoing exponential growth in the coming years. We need to make important decisions now and plan to keep and maintain the waterfront and the surrounding downtown.
- I'm skeptical of extending the existing vendor contracts, whether time, scope, geography, because of their very average performance. We need better. Thanks!
- Where do spaces like the sidewalks on Olive between Banyan & Clematis fall? That strip, and many other side streets & alleyways around downtown, are pretty gross.
- I am consistently dodging vomit and poop on the sidewalks. It ruins the beauty that is downtown.
- The new white pavers constantly look dirty and gives downtown a dirty appearance.
- Businesses should be requested to clean around their places. We see so many restaurants and shops with very dirty fronts.
- Do not forget that plants and trees should be part of the care and clean of the city we all LOVE West Palm Beach.
- Banyan to Fern west of Rosemary is a neglected area
- It is important to remove trash from street corners (such as Clematis and Quadrille), Cleaning staff could also monitor and report broken or unsafe pavers to prevent tripping on them.
- I don't know if the DDA should be responsible for all the cleaning but it should be a priority!
- We need trash cans on the south side of Fern between Rosemary and Quadrille. People just throw trash in piles in the planters or over the fence of the apartments. We have been asking for trash cans for years. I personally bought my own 30 gallon trash can and chained it to a tree and it helped off the two days it was there before the city removed it.
- I live on Hibiscus Street and this street is FILLED with trash. Who's in charge of cleaning this street? And on Dixie...

Please add any other feedback about Cleaning Services in Downtown WPB.

58 responses

- The side streets are filled with trash. Flagler and clematis seem to be fine.
- My business is located in Zone 4 east and I own my residence in Zone 1. I cross the tracks multiple times daily. The tracks also collect debris and litter and should also be consistently cleaned.
- I hope this includes graffiti & illegal signs etc.
- More garbage cans north of Clematis are needed
- Would love to see more effort done to keep downtown clean! For its size I think it is less clean than it should be
- Some service should be cleaning the Royal Park bridge routinely. It's filthy.
- I reside in Two City Plaza and the sidewalks/streets of Trinity, & Olive are also part of downtown and should be cleaned on a regular basis.
- Maybe a new contract to another cleaning service company should be considered. The one that is being used is not doing their job.
- The downtown area (especially clematis/datura/evernia) should absolutely have more efforts put in place to be kept cleaner. Trash cans are way too often overflowing and, because of that, food and debris riddle our sidewalks.
- I teach yoga at the studio in Downtown and walk there disgusted daily at the dirtiness on the sidewalks. I'm not sure if it's the city or the restaurant's responsibilities, but it is disgraceful. I will not park in the garage because the elevators smell like urine. The available dollars need to be put to work efficiently to clean our downtown space daily.
- On olive all the garbage on sidewalks monday mornings after banko cantino Sundays free for all ugh.
- There is often large amounts of trash and debris on the streets in the west side of the Downtown Core. This area needs to be cleaned more often as these streets lead to all areas whether driving into downtown or walking from the TriRail and this is the first impression visitors often have. If the streets are not clean, visitors do not feel it is safe to walk from the TriRail to the downtown.

Please add any other feedback about Cleaning Services in Downtown WPB.

58 responses

- Put pressure on the railway owners to address the mess along their tracks and the county to clean entry and exit ramps to wpb. We are the gateway to county venues and these areas need to be in the same shape as Palm Beach Gardens, the county example, on how gateways need to be maintained.
- When I walk around downtown there is a lot of garbage. And the garbage just remains. Additionally on Monday mornings, there is garbage everywhere. If you're going to promote social life (which I see 0 problem) you should also be considerate of the business professionals who come in on Monday mornings.
- It's unbelievable you are cleaning the streets downtown seven days a week. I see the same litter on South Olive between Clematis and Fern for days. Does anyone think to clean litter out of the bushes in the amphitheater, In the tree wells, or adjacent to Noreen McKean Lourdes on both fern and the Flagler side?
- The evenings after 6pm when the restaurants are busier and the night life is happening it definitely needs more maintenance
- Since owning a condo downtown for 4 years now, we have noticed a significant decline in cleanliness. There is trash every where, dirty sidewalks, overgrown or dead plants, and more homeless people sleeping on benches. The city has so much potential to be absolutely spectacular. But first it needs some attention to detail. Lets clean up our city and make it super safe to be out and about.
- Maybe the answer is not to add additional services but change the people doing the work? Also, it is certain nights/mornings that are more offensive than others. Maybe only increase on those days. What about having the restaurants clean their own sidewalks? I know some of them do in Rosemary Square.
- Trash pickup in open areas owned by city The open grass space across from subculture coffee Should make the owner clean it up
- I think they can do a better job of cleaning downtown
- Cleaning during the weekend needs to be upscaled as it is extremely dirty in the mornings.
- Fern and Sapodilla in great need of consistent cleaning.
- Two most important things to bring business downtown and to keep our neighborhood thriving are safety and cleanliness.

Please add any other feedback about Cleaning Services in Downtown WPB.

58 responses

- I have been living in the downtown for 11 years and the downtown has never looked more unkept in the time since I have lived here. I work in real estate and it's embarrassing to walk people around with trash in the bushes, bottles and cans littering the sidewalk and storm drains, and the waterfront garbage cans are constantly overflowing particularly on weekends. There is garbage on Olive and Dixie from Okeechobee to Banyan constantly. There is the same litter and trash that have been in the bushes for over 1 year now. It looks like it never gets cleaned up. In some cases when it is large things like tires or cardboard boxes I have had to email code, but the fact is that no one routinely cleans the downtown and many of my clients are friends are saddened and disgusted that this has been getting worse and worse over the years. The sidewalk areas along the west side of quadrille area always particularly dirty. It's not only the trash, but bollards get knocked off and lay on the sidewalks creating trip hazards for weeks on end, construction signs litter the streets and sidewalks, and tree grates are trip hazards throughout the downtown.
- The landscaping debris (palms) lay around on the ground until they are brown and the landscaping upkeep gets failing grade. Planters boxes are empty on the waterfront piers and many of the planters on Flagler. Weeds are popping up on the sidewalk and in the tree planters throughout the city. At a time when thousands of people are about to start moving into our newest Class A Office building, the downtown has never looked worse. Ever since Lois Frankel left the downtown has gone down hill. The waterfront is deuterating, and the new pavers up and down Clematis are already stained and look disgusting in comparison to the new ones at Rosemary Square that look immaculate.
- It's long overdue to start making improvements in a city that is selling more brand new multi-million new construction condos than just about any city in the country. Our city should like Disneyland in the downtown with the amount of new tax revenue that has been generated from these new hotels, condos, luxury apartments and Class A Office space. Where is all that revenue going? The downtown and the waterfront is an embarrassment to all who live here. It's time to make some significant changes. While \$ 260,000 a year is a good start, that budget should probably be at least 4X to do what is necessary to keep the city looking fantastic 24/7 - 365 days a year.
- Power washing is critical to maintaining the fresh new look of downtown. Also, tastefully designed 'Keep Our City Clean' signs.
- The sidewalks downtown on Olive & clematis in front of Duffy's & the taco place are filthy every day. Desperately need power washing. There is vomit on the sidewalks regularly on my daily walk to work down Olive.

Please add any other feedback about Cleaning Services in Downtown WPB.

58 responses

- Landscaping must also be attended to, trimming and weed removal on a regular schedule.
- We own a condo at City Palms on Hibiscus, and also own a Condo we rent out in 610 Clematis. I am embarrassed when our friends come to visit and see the ugly area around the tracks. It needs to not only be better cleaned, but landscaped and maintained. It makes WPB look very neglected.
- What about the alley ways?
- The sidewalks downtown on Olive & Clematis in front of Duffy's & the taco place are filthy every day. Desperately need power washing. There is vomit on the sidewalks regularly on my daily walk to work down Olive.
- The amount of litter downtown is disgusting. Can someone do something about the boat people dumping their bags full of their "household" trash next to the trash cans on the waterfront? Could the DDA start a campaign to encourage store owners to pick up the litter in front of their shops? Surely there must be statistics to show that a clean, manicured, landscaped business attracts more customers than one with dirty sidewalks and litter. There is always litter in the bushes and landscape boxes, including the tree beds. On the waterfront, people shove trash under the benches and between the slats. The people who pick up litter need to be trained to see litter in bushes, in the slats of benches, in tree beds, and in flower boxes.
- Not enough information to adequately evaluate budget dimensions
- Lately the streets along Clematis Street, especially the 200 and 300 blocks are the filthiest I have ever seen them I have lived on Clematis for 17 years. Please keep our streets clean..thank you for your efforts.
- Why does the DDA have to choose between a clean downtown and all the other services they could potentially provide. The City / CRA has money - we should be able to pay whatever we need to keep the streets clean.
- Scope of the Cleaning Contract should be expanded.
- Clematis and Flagler aren't as much of a problem as all the side streets in the downtown area. I walk here everyday and its frankly getting disgusting. Garbage everywhere

Please add any other feedback about Cleaning Services in Downtown WPB.

58 responses

- Dead trees should be taken away and replaced with new ones. Cleaning crews are not doing a thorough job.
- Do more enforcement of the people littering!
- I would be better able to answer questions on budget based on scope. Not sure what is included in the \$260K. I will tell you that when I come to work on Monday mornings it is always very dirty on the ground. Empty beer bottles, left over food, etc. Does not seem like it cleaned. I also find garbage in the planters in front of my building on the 300 block of Clematis
- Palm fronds are left on sidewalks and grass areas for days. They collect water and attract insects.
- there is litter on sidewalk on S Sapodilla Ave at the entrance to Dreyfoos HS
- I've been here a year. I walk every morning with my dog. I avoid Clematis to Datura on Narsisus and Olive because the broken glass outside and excessive food/ trash in front of the restaurants. I think business who profit from their customers need to be responsible to clean up their mess at closing time. Weekends are the worse. You can clearly see a pattern. Take a week and walk Flagler, Narsisus and Olive from Banyan to Datura. You can see who doesn't clean up. Waiting until they open at 11 am is too late. The Strand and a few condo complexes do a great job having someone clean the sidewalks and parking spaces everyday in front of their complexes and it isn't their customers.
- The litter and weedy or empty flower beds and tree beds are a disgrace, And they make our downtown look shabby and slimy.
- The trash cans along the waterfront need to be emptied more regularly... there are always huge mounds of trash overflowing from them and it's disgusting! Also the homeless camps all over our waterfront (specifically along the side street where Pistache is and the waterfront area across from it, near the yachts) are rendering them unusable. This is also a contributing factor to our downtown looking dirty/trashed, I believe.
- I think we should look at the trash coming into the downtown areas streets and sidewalks etc.
- I've walked downtown almost everyday for 4 years and it's dirty at almost all times of the day. The side walls have trash all over and homeless people coming up to you. The garage stairwells have gotten better!