

# MIAMI BEACH

OFFICE OF THE CITY MANAGER

LTC # 315-2024

LETTER TO COMMISSION

TO: Honorable Mayor Steven Meiner and Members of the City Commission

FROM: Rickelle Williams, Interim City Manager *RW*

DATE: July 24, 2024

SUBJECT: **SIDEWALK CAFÉ INDEX**

The purpose of this Letter to Commission (LTC) is to communicate the results of the Sidewalk Café Index from FY 2024 Quarter 3 (April 1, 2024 to June 30, 2024).

## Key Metrics Sidewalk Café Index :

<b>% No Litter on the Ground</b>	<b>82%</b>
<b>% No Hawking Observed</b>	<b>97%</b>
<b>% Itemized Resort Tax and Sales Tax</b>	<b>59%</b>
<b>% Optional Tip Greater than Permitted</b>	<b>29%</b>
<b>% Tipping not clear on menu</b>	<b>34%</b>

## Background

The Sidewalk Café Index is an objective measurement of established cleanliness/appearance and customer service criteria. The results of the assessments will be used to monitor the impacts of ordinances and regulations to target areas for future improvements and assure the quality of services. The program includes sidewalk cafes located across the city with concessionaire agreements (Attachment A).

At its May 1, 2019 meeting, the Safety, Security and Infrastructures subcommittee of the Mayor's Panel on Ocean Drive recommended the development of a secret shopper program as an investigative tool to ensure compliance with established regulations for sidewalk cafés. Initially, the administration considered employing a secret shopper program that would be entirely outsourced to a professionally accredited company to perform the investigatory function. However, the cost of engaging a private firm is significantly higher than the City hiring qualified individuals to monitor and report, similar to the City's successful performance assessment programs for trolleys and garage security/attendants.

Comparable to the City's other performance assessment programs, the sidewalk café index was developed to evaluate criteria aligned to the following categories: Cleanliness/Appearance and Customer Service/Consumer Protection (Attachment B).

As with all performance initiatives, assessments were paused from April 2020 through September 2023. Prior to reimplementation of the index in FY 24 Q1, City staff met with community representatives from the commercial districts. The updated index was presented in detail to the hospitality leaders, who provided helpful feedback and were enthusiastically supportive.

## Summary of Sidewalk Café Index Program

Overall, the Sidewalk Café Index resulted in the assessment of 36 cafés located throughout the City. The assessments were conducted between April 1, 2024 through June 30, 2024.

### Positive Criteria in FY 24 Q3

- Appearance and Cleanliness: Overall, 94% of appearance and cleanliness café assessment criteria rated well with subarea results as follows:
  - 92% sidewalks are well maintained with 90% of assessments exceeding all criteria except for no sidewalk stains and no litter on ground at 82% respectively.
  - 97% sidewalk furniture well maintained with 90% of assessments exceeding all criteria.
  - 94% sidewalks usable with 90% of assessments exceeding all criteria except for no physical or visual barriers around permitted area at 87%.
- Customer Service/Customer Protection: Overall, 95% of customer service café assessment criteria rated well with subareas as follows:
  - 90% menu well-presented with 90% of assessments exceeding all criteria except for gratuity/service charge explained on all menus at 68%
  - 97% service experience with 90% of assessments exceeding all criteria
  - 97% meal quality rating well with 90% of assessments exceeding all criteria
  - 97% restrictions met with 90% of assessments exceeding all criteria
  - 95% exit interview visitor/tourist indicating likely to return
- Hawking: 97% of assessments conducted did not experience or observe any hawking during the assessment.

### Area of Focus in FY 24 Q3

- Customer Service/ Customer Protection: Check/ Bill Well-Presented
  - Itemized resort and sales tax- On 15 occasions concessionaires failed to accurately label amount of city, county, and state taxes on the face of the customers' bill. Public Works will review the list of cafés in question to ensure they are in compliance, both generally and specifically regarding the itemization of taxes and tipping limit requirements per the agreement.
  - Optional tip suggestion – On 10 occasions the optional tip suggested was greater than 5% of the pre-tax amount
  - Tipping not clear on menu – On 12 occasions the percentage of the automatic gratuity and/or service charge was not clearly displayed on the menu
  - 90% check/bill assessments were well-presented except itemized resort tax and sales tax at 59%
  - 90% menu assessments were well presented except gratuity service charge explained on all menus in same size as menu item at 68%
- Other Observations
  - Live entertainment or speakers – On 22 occasions live entertainment or speakers were noted in the concession area.
  - Single use plastic beverage, straws or stirrers- On 4 occasions single use plastic beverage, straws or stirrers were noted.
  - Plastic bag provided for single use carry out- On 4 occasions plastic bags were provided for single use carry out.

Code Compliance issued 96 letters of default based on information gathered through the Sidewalk Café Index and code enforcement inspections and continues to follow-up to ensure compliance.

Overall Report - Sidewalk Café Index				
FY 24	Q1	Q2	Q3	% CHANGE FROM PREVIOUS QTR
<b>Cleanliness/ Appearance</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>-1%</b>
<b>Sidewalk Well Maintained</b>	<b>93%</b>	<b>94%</b>	<b>92%</b>	<b>-3%</b>
No sidewalk stains	85%	79%	82%	4%
No graffiti or advertisements	97%	100%	97%	-3%
No litter on the ground	83%	93%	82%	-12%
No standing water/organic material	100%	100%	97%	-3%
Odor free	100%	98%	100%	2%
<b>Sidewalk Furniture Well Maintained</b>	<b>100%</b>	<b>95%</b>	<b>97%</b>	<b>2%</b>
Table clean, attractive and orderly	100%	95%	95%	0%
Chairs clean, attractive and orderly	100%	98%	97%	-1%
Umbrella clean, attractive and orderly	100%	88%	95%	8%
Furniture safe - high quality, design, and materials	100%	95%	97%	2%
Signage well-maintained and usable	100%	100%	100%	0%
<b>Sidewalk Usable</b>	<b>93%</b>	<b>97%</b>	<b>94%</b>	<b>-2%</b>
No physical or visual barriers around permitted area	83%	93%	87%	-6%
No stacking or piling of chairs and storage of dishes/silverware	100%	98%	97%	-1%
No special board	90%	95%	92%	-3%
No advertising and/or special signage (including on tables)	93%	98%	95%	-3%
No food displays	97%	99%	100%	1%
<b>Customer Service/ Consumer Protection</b>	<b>90%</b>	<b>94%</b>	<b>95%</b>	<b>1%</b>
<b>Menu Well Presented</b>	<b>83%</b>	<b>92%</b>	<b>90%</b>	<b>-2%</b>
Menu provided with prices listed adjacent to item	100%	100%	96%	-4%
Specials listed in menu or provided on separate menu with prices listed adjacent to item with terms & conditions	81%	93%	90%	-3%
Automatic sharing service fees/charges on menu in same size as menu item	71%	95%	97%	2%
Gratuity/service charge explained on all menus in same size as menu item and same % on each menu	72%	75%	68%	-9%
Corkage fee or set-up fee disclosed on menu or N/A	90%	99%	100%	1%
<b>Check/Bill Well Presented</b>	<b>86%</b>	<b>83%</b>	<b>90%</b>	<b>9%</b>
Electronic or paper bill provided	100%	98%	99%	1%
Automatic gratuities/tip in minimum 14 point font	93%	86%	100%	16%
Automatic service charge, corkage fee, set up fee, or sharing fee in minimum 12 point font	90%	91%	99%	9%
Itemized resort tax and sales tax	48%	51%	59%	16%
Suggested or automatic gratuity calculated on pre-tax sale amount of food/drinks and service charges (if applicable) at 15%, 18%, or 20%	97%	87%	95%	9%

<b>Service Experience</b>	<b>89%</b>	<b>98%</b>	<b>97%</b>	<b>-1%</b>
Met DBPR (Dept. of Business and Professional Regulation) inspection standard during the most recent visit	98%	100%	100%	0%
Yelp/Google above average rating	76%	98%	92%	-6%
Trip Advisor above average rating	83%	100%	92%	-8%
Concessionaire did not communicate rudely or antagonistically during complaint	100%	100%	100%	0%
Concessionaire did not offer any inducement to leave a positive review on an online platform	90%	93%	100%	8%
<b>Meal Quality</b>	<b>97%</b>	<b>98%</b>	<b>97%</b>	<b>-1%</b>
Order was correct and as requested	95%	98%	96%	-2%
Food was delivered in a reasonable amount of time	98%	98%	95%	-3%
Food was freshly cooked, hot/cold upon arrival and tasty	97%	98%	99%	1%
Food was well-prepared	100%	98%	97%	-1%
Employees were helpful, professional and courteous with food-related issue	97%	100%	100%	0%
<b>Restrictions</b>	<b>97%</b>	<b>99%</b>	<b>99%</b>	<b>0%</b>
No sales of cigars/cigarettes outside of the concession area	93%	98%	97%	-1%
No vendor use of flashing lights or signs to gain attention	100%	100%	100%	0%
No vapor generated devices (hookahs) available in the concession area	100%	98%	97%	-1%
All employees wearing uniforms	95%	100%	100%	0%
<b>Hawking Observation</b>				
No hawking experienced or observed	79%	100%	97%	-3%
One to four instances of hawking observed	14%	0%	3%	300%
Five or more instances of hawking observed	7%	0%	0%	0%
<b>Forms of hawking experienced or observed</b>				
Aggressive hawking -- verbal	10	0	2	200%
Aggressive hawking -- use of menu	4	0	0	
Aggressive hawking -- following customers	2	0	0	
Aggressive hawking -- Use of card/coupon	0	0	0	
Aggressive hawking -- blocking pedestrian path	0	0	0	
Aggressive hawking -- host/hostess on two sides of path	0	0	0	
<b>Exit Interview Visitor/Tourist Informational Questions</b>	<b>97%</b>	<b>98%</b>	<b>95%</b>	<b>-3%</b>
Would your experience at this restaurant make you likely to return again?	97%	98%	95%	-3%
As a visitor / tourist to Miami Beach, would you be more or less likely to return to Miami Beach based upon your experience at this restaurant?	97%	98%	95%	-3%

City part-time staff is conducting sidewalk café assessments every quarter. If you or any member of your staff is interested in participating as an Excellence Program assessor, please contact Dr. Leslie Rosenfeld with Education and Performance Initiatives at extension 26923.

If you have any further questions, please feel free to contact me.

Attachment A – Sidewalk Cafes

Attachment B – Sidewalk Café Index

c: Eric Carpenter, Deputy City Manager  
Mark Taxis, Assistant City Manager  
Bradford Kaine, Interim Public Works Director  
Hernan Cardeno, Code Compliance Director  
Rob Rosenwald, Chief Deputy City Attorney  
Jason D. Greene, Chief Financial Officer  
Dr. Leslie Rosenfeld, Chief Education and Performance Officer

  
JBG/LDR.od

## ATTACHMENT A SIDEWALK CAFÉ (as of October 2023)

Restaurant Name	Number & Street	Restaurant Name	Number & Street
TACO RICO	409 15th St	OH MEXICO / CAFÉ NOVO	410 Espanola Way
CUBATON	413 15th St	PAPERFISH	432 Espanola Way
BODEGA	1220 16th St	THE DREXEL	516 Espanola Way
SUVICHE SUSHI AND CEVICHE	1119 16th ST	YARDBIRDS	1600 Lenox Avenue
Ricky's/Necessary Purveyor	1222 16th St	ROSETTA BAKERY	1666 Lenox Avenue
INTI.MO	840 1st ST	BRAZA Y LENA (OLE OLE)	626 Lincoln Rd
BARCELONETTA	1400 20th ST	CUBAN-ITA-PIZZA TUA?	667 Lincoln Rd
MAIA SPIRITS & WINE	1414 20th St	GROOVY'S PIZZA	938 Lincoln Rd
SWEET LIBERTY	237 20th st	HAAGEN DAZS	665 Lincoln Rd
GRILL HOUSE	976 41st ST	HAAGEN DAZS	424 Lincoln Rd
STARBUCKS #21216	827 41st St	HAVANA 1957	819 Lincoln Rd
LAS OLAS	644 6th ST	IT ITALIAN TRATTORIA	1014 Lincoln Rd
BUENOS AIRES BAKERY	230 71st ST	ISSABELLA'S	1022 Lincoln Rd
CAFÉ PRIMA PASTA	414 71st ST	LA CERVECERIA DEL BARRIO-Oh Mexico?	836 Lincoln Rd
GEORGE'S RESTAURANT	300 72nd ST	OSTERIA DA FORTUNATA	607 Lincoln Rd
MACCHIALINA RESTAURANT	820 Alton Road	ROSINELLA	525 Lincoln Rd
WOK TO WALK	1629 Alton Road	SEGAFREDO/COLONY THEATER	1040 Lincoln Rd
TANUKI	1080 Alton Road	SPRIS INC.	731 Lincoln Rd
AVO MIAMI	1834 Bay Road	STARBUCKS #13007	605 Lincoln Rd
LUCALI RESTAURANT	1930 Bay Road	ZEKE'S ROADHOUSE	625 Lincoln Rd
TEQUIZTLAN MEXICAN	1884 Bay Road	STARBUCKS #8251	826 Lincoln Rd
BIG PINK	157 Collins Ave	7 SPICES (FREDDO)	610 Lincoln Road
CAMPO ARGENTINO	6954 Collins Ave	CHEESECAKE FACTORY	600 Lincoln Road
FIFI'S ON THE BEACH	6934 Collins Ave	AURA AT BOOKS	927 Lincoln Road
HAAGEN DAZS	1670 Collins Ave	CAPITAL ONE CAFÉ	1029 Lincoln Road
NORMAN'S TAVERN	6770 Collins Ave	CVI.CHE 105	1245 Lincoln Road
SUNNYS	1058 Collins Ave	FAT RONNIE'S	1233 Lincoln Road
VENEZIA PIZZA & CAFÉ	6646 Collins Ave	FINNEGANS ROAD	942 Lincoln Road
BURGERS & SHAKES	7401 Collins Avenue	I SCREAM GELATO	211 Lincoln Road
CARBONE	49 Collins Avenue	KANSAS	647 Lincoln Road
IRON SUSHI #4	6940 Collins Avenue	MUNCHIES	324 Lincoln Road
IT ITALIAN TRATTORIA	1656 Collins Avenue	NESPRESSO	643 Lincoln Road
ROSETTA BAKERY	1666 Collins Avenue	MAMMAMIA	670 Lincoln Road
SULTAN	1903 Collins Avenue	PANIZZA BISTRO	1229 Lincoln Road
WILDE ON THE PORCH	1700 Collins Avenue	PAUL	450 Lincoln Road
CALL ME GABY	816 Commerce ST	PIZZETTE	1223 Lincoln Road
TIME OUT MARKET	1601 Drexel Ave	PLAYA MIAMI	915 Lincoln Road
A LA FOLIE	516 Espanola Way	POLLOS Y JARRAS	1237 Lincoln Road
CRAFTSOUTH BEACH	445 Espanola Way	ROMINA'S	833 Lincoln Road
ESPANOLA CIGARS	409 Espanola Way	TAPELIA	551 Lincoln Road
ESPANOLITA	437 Espanola Way	TASCA PAELLA	920 Lincoln Road
AUBI & RAMSA	440 Espanola Way	THE LOBSTER SHACK	613 Lincoln Road
GOOD GIRL SAKAYA	447 Espanola Way	SHAKE SHACK	1111 Lincoln Road, Apt 14
HOSTERIA ROMANA	429 Espanola Way	LAS VACAS GORDAS	933 Normandy Drive
LA LEGGENDA	224 Espanola Way	BETSY ROSS HOTEL	1440 Ocean Drive

Restaurant Name		Number & Street		Restaurant Name		Number & Street	
BOULEVARD RESTAURANT(Re do)	740	Ocean Drive		KOMMA	560	Washington Ave	
JALAPENO MEXICAN GRILL	530	Ocean Drive		GRAFA PIZZA	1357	Washington Ave	
CJ'S CRAB SHACK	600	Ocean Drive		FRATELLI LA BUFALA	437	Washington Ave	
KANTINA	834	Ocean Drive		AMALFI TRATTORIA	1403	Washington Ave	
CALA CAFÉ (LA TRATTORIA)	1244	Ocean Drive		STUBBORN SEED	101	Washington Ave	
CALL ME CUBAN	1300	Ocean Drive		MOSHI MOSHI (SUSHI YAMA JAPANESE)	1448	Washington Ave	
ICON	860	Ocean Drive		P.POLE PIZZA	701	Washington Ave	
CAFÉ AMERICANO	1144	Ocean Drive		PIZZA RUSTICA	863	Washington Ave	
READHEAD SANDWICHES	1144	Ocean Drive		SAFRON RESTAURANT	1049	Washington Ave	
IL BOLOGNESE	1400	Ocean Drive		SRIRACHA HOUSE FAST FOOD	1502	Washington Ave	
CAFÉ MILANO	850	Ocean Drive		THE CHICKEN SPOT	855	Washington Ave	
THE BIRDCAGE (CARLYLE CAFÉ)	1250	Ocean Drive		ESQUINA CUBANA	710	Washington Ave CU-1	
MEET DALIA	640	Ocean Drive		THE GARDEN HOUSE	710	Washington Ave, CU 13	
LA CERVECERIA DEL BARRIO	1412	Ocean Drive		PURA VIDA MIAMI	110	Washington Ave, CU 2	
PELICAN HOTEL	826	Ocean Drive		LA VENTANA	710	Washington Ave, CU 2	
OCEAN 7 CAFÉ	660	Ocean Drive		BURGERMEISTER	425	Washington Avenue	
FINNEGANS WAY	1344	Ocean Drive		DECO WINGS AND BURGERS	1361	Washington Avenue	
THE NEWS CAFE	800	Ocean Drive		LA LOCANDA	419	Washington Avenue	
MEET MIA - DBA AMALFI TRATTORIA	620	Ocean Drive		PANE & VINO	1450	Washington Avenue	
A FISH CALLED AVALON	700	Ocean Drive		IRON SUSHI	840	Washington Avenue	
MONTANAS	736	Ocean Drive		CAFFE DI MAURO	1464	Washington Avenue	
CAVALIER HOTEL	1320	Ocean Drive		KALAMATA	423	Washington Avenue	
HAVANA 1957	940	Ocean Drive		BOLIVAR RESTAURANT	841	Washington Avenue	
HAVANA 1957 OCEAN	1410	Ocean Drive		LA MULATA CUBAN RESTAURANT	1443	Washington Avenue	
MANGO'S	900	Ocean Drive		FIVE GUYS BURGERS & FRIES	1500	Washington Avenue	
OCEAN TEN	960	Ocean Drive		LIMONCELLO	1334	Washington Avenue	
PALACE	1052	Ocean Drive		JUICE & JAVA II	1346	Washington Avenue	
PALACE CAFÉ	052-B	Ocean Drive		MATILDA'S TACO BAR	413	Washington Avenue	
PINK TACO	1200	Ocean Drive		MAMA'S TACOS	710	Washington Avenue, Cl	
SOCIAL	1024	Ocean Drive		SOBE VEGAN SOUTH BEACH	110	Washington Avenue, Cl	
STARLITE HOTEL	750	Ocean Drive		CUBA LIBRE(name change? Cuban Drive)	524	Ocean Drive	
SUGAR FACTORY	1060	Ocean Drive		THE BEACON	720	Ocean Drive	
TGI FRIDAY'S	500	Ocean Drive		RONI'S RESTAURANT	7300	Ocean Terrace	
THE LOCUST	918	Ocean Drive		SARDINIA ENOTECA RISTORANTE	1801	Purdy Ave	
VOODOO	928	Ocean Drive		STILTVILLE CAFÉ	1787	Purdy Avenue	
WET WILLIES	760	Ocean Drive		TASTI D-LITE CAFÉ	4041	Royal Palm Avenue	
KANOLI	1236	Ocean Drive		HIRO'S SUSHI EXPRESS SOUTH BEACH	1518	Washington Ave	
PURPLE PENGUIN CAFÉ-CLOSED	1418	Ocean Drive					

## **ATTACHMENT B SIDEWALK CAFÉ INDEX**

Will use True /False for each of the criteria below leading to a score from 1 extremely well maintained/excellent customer service to 6 poorly maintained/poor customer service.

5 True = 1 score

4 True = 2 score

3 True = 3 score

2 True = 4 score

1 True = 5 score

0 True = 6 score

### **Cleanliness /Appearance**

#### **Sidewalk Well- Maintained**

- No sidewalk stains
- No graffiti or advertisements
- No litter on ground
- No standing water/organic material
- Odor free

#### **Sidewalk Furniture Well-Maintained**

- Table clean, attractive and orderly
- Chairs clean, attractive and orderly
- Umbrella clean, attractive and orderly
- Furniture safe – high quality, design, and materials
- Signage well maintained and usable

#### **Pull down comment for informational purposes**

- Furniture damaged
- Furniture stained
- Furniture signs of deterioration

#### **Sidewalk Usable**

- No physical or visual barriers around permitted area
- No stacking or piling of chairs and storage of dishes/silverware
- No specials board
- No advertising and/or special signage (including on tables) signs
- No food displays

#### **Pull down comment for informational purposes**

- Furniture blocking walkway
- Planters on sidewalk
- 1 menu board every 50 ft

### **Customer Service**

#### **Menu Well-Presented**

- Menu provided with prices listed adjacent to item
- Specials listed in menu or provided on separate menu with prices listed adjacent to item with terms & conditions
- Automatic sharing fees/charges on menu in same size as menu item
- Gratuity/service charge explained on all menus in same size as menu item and same % on each menu
- Corkage fee or set up fee disclosed on menu or N/A

#### **Pull down comment for informational purposes**

- Specials provided verbally not on a menu
- Discount listed not adjusted on bill/check
- Sharing fee not on menu but charged
- Menu item change requested but price not provided
- Menu identical to sample menu provided to city



#### Check/Bill Well-Presented

- Electronic or paper bill provided
- Automatic gratuities/tip in minimum 14 point font
- Automatic service charge, corkage fee, set up fee, or sharing fee in minimum 12 point font
- Itemized resort tax and sales tax
- Suggested or automatic gratuity calculated on pre-tax sale amount of food/drinks and service charges (if applicable) at 15%, 18%, or 20%

#### Pull down comment for informational purposes

- Tipping not clear on menu or wrong tip calculated
- Had to request bill
- Optional tip suggested greater than 5% of pre-tax sale amount
- Check/Bill did NOT reflect the order including any specials presented orally or in writing
- Gratuity/Tip/Service charge was automatically added to the check/bill
- Gratuity/Tip % added to the bill matched % on the credit card display/form
- Employee indicated they receive a % of the service charge
- Please explain the percentage calculated
- Please explain employee response
- Explain the Additional Tip (If applicable)

#### Service Experience

- Met DBPR (Dept. of Business and Professional Regulation) Inspection Standard during the most recent visit Search the Café through the link:

<https://www.myfloridalicense.com/wl11.asp?mode=1&SID=&brd=&typ=>

- Yelp/Google above average rating
- Trip Advisor above average rating
- Concessionaire did not communicate rudely or antagonistically during complaint
- Concessionaire did NOT offer any inducement to leave a positive review on online platform

#### Pull down comment for informational purposes

- Other guests appeared to be enjoying the restaurant
- Other guests appeared satisfied
- Patrons appeared displeased with the experience
- Please explain why the patrons appeared displeased with the experience

#### Meal Quality

- Order was correct and as requested
- Food was delivered in a reasonable amount of time
- Food was freshly cooked, hot/cold upon arrival and tasty
- Food was well-prepared
- Employees were helpful, professional and courteous with food related issue
- Please explain why employees were not helpful, professional and courteous

#### Restrictions

- No sales of cigars/cigarettes outside the concession area
- No vendor use of flashing lights or signs to gain attention
- No oversized ALCOHOLIC drinks greater than 22 ounces (except bottles of wine) were served
- No vapor generated devices (hookahs) available in the concession area
- All employees wearing uniform

#### Pull down comment for informational purposes

- Request for larger alcoholic drink was denied
- Request for larger alcoholic drink was granted

- Drink specials were presented clearly and reflected correctly on the bill

This section will be a selection of one observation resulting in the score indicated:

### **Hawking Observation**

- No hawking experienced or observed (1 score)
- One instance of hawking observed (2 score)
- Two instances of hawking observed (3 score)
- Three instances of hawking observed (4 score)
- Four instances of hawking observed (5 score)
- Five or more instances of hawking observed (6 score)

Pull down comment for informational purposes

- Aggressive hawking – verbal
- Aggressive hawking – use of menu
- Aggressive hawking – use of card/coupons
- Aggressive hawking – following customers
- Aggressive hawking – blocking pedestrian path
- Aggressive hawking – host/hostess on two sides of pedestrian path

Pull down comment for general informational purposes

- Live entertainment or speakers
- Single use plastic beverage or stirrers
- Café furniture within 5 feet of an alley, pedestrian crosswalk or corner curb out
- Café furniture within 10 feet of bus bench/shelter
- Plastic bag provided for single use carry out
- Alcohol being served in concession area between 1:30 am and 8 am
- Barriers around the concession area (planters or other less than 5 ft. apart)
- Sample food displayed to the public
- Concession area used for purpose other than outdoor café
- What other purpose was the concession area used for?

### **Exit Interview Visitor/Tourist Informational Questions**

- Would your experience at this restaurant make you likely to return again?
- As a visitor / tourist to Miami Beach, would you be more or less likely to return to Miami Beach based upon your experience at the restaurant?