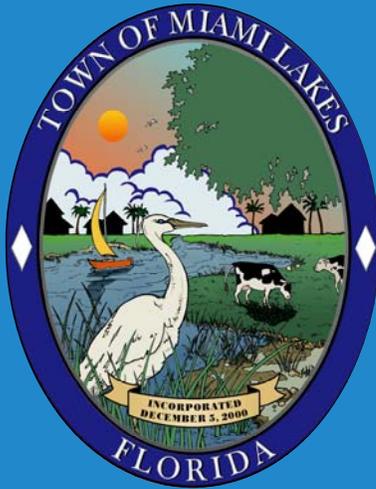


*Town of Miami Lakes, Florida*

# Second Quarter Performance Report

January—March 2017

The Town of Miami Lakes strives to be accessible and accountable to the public we serve. As part of this ongoing effort, this report provides a narrative for each performance area and shares information on departmental goals and successes. All graphs are demonstrated on a fiscal year basis and most data is shown cumulatively.



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## **Letter From the Town Manager**

Dear Mayor, Council and Residents,

I am pleased to present the Town of Miami Lakes Second Quarter Performance Report for Fiscal Year 2016-2017. This report provides a narrative for each performance measure from January—March 2017.

The Town continually works to improve how we deliver services and how we measure and evaluate our performance. Performance measures are effective and reliable ways to assess the efficiency and effectiveness of our service delivery, as well as our responsibility to be good stewards of your tax dollars.

**Our goals for this fiscal year include:**

- 1) Implement a data integrity worksheet in order to ensure our measures are tracked and recorded accurately
- 2) Have departments set realistic goals or targets which they can work toward achieving
- 3) Utilize the data by analyzing performance and increase service levels as needed



Alex Rey, Town Manager

# Police

## Cumulative Number of Police Targeted Crimes

From January to March the number of police targeted crimes was 120 (34 in January '17, 39 targeted crimes in February '17, and 47 targeted crimes in March '17). This amount has decreased in comparison to FY 2016. Targeted crimes are crimes singled out to be tracked and targeted with police manpower. The police department is diligently working to ensure the safety of our residents.

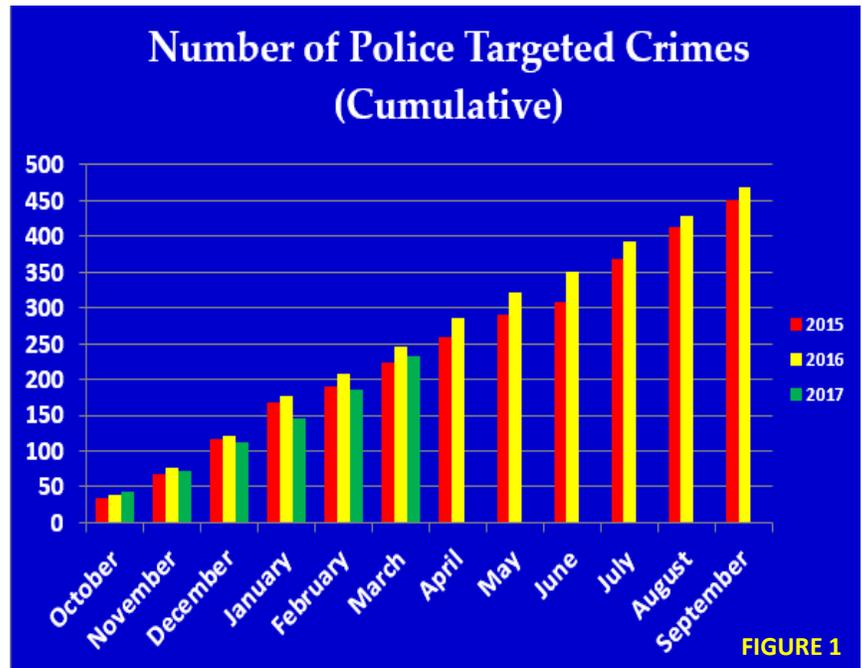


FIGURE 1

## Cumulative Number of Police Calls for Service

The number of police calls for service has ranged from a monthly low of 1,310 in February, to a high of 1513 in March; an average of 1,426 calls per month and a total of 8,347 police calls from October to March. Overall, it has been consistent with previous fiscal years. Our police department strives to attend to every phone call received to ensure that each resident is assisted.

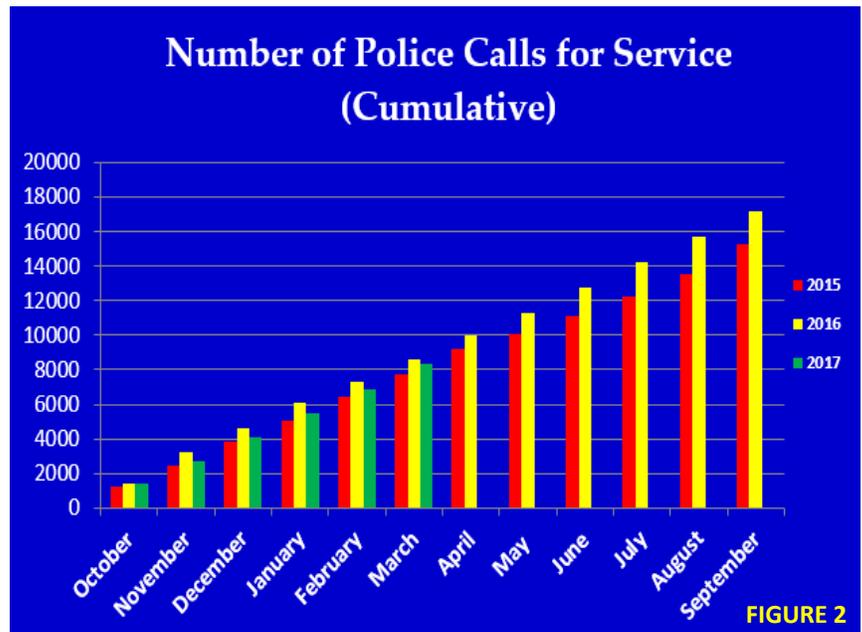


FIGURE 2

**Cumulative Number of Police Citations—**

The police department issued a total of 891 citations this fiscal year. In January 2017, the Neighborhood Traffic Unit (NTU) was implemented in response to growing traffic violation concerns occurring within residential and commercial areas. The NTU is responsible for conducting traffic initiatives at designated critical intersections, coordinating and conducting anti-speed campaigns and enforcement operations while incorporating traffic enforcement best practices.

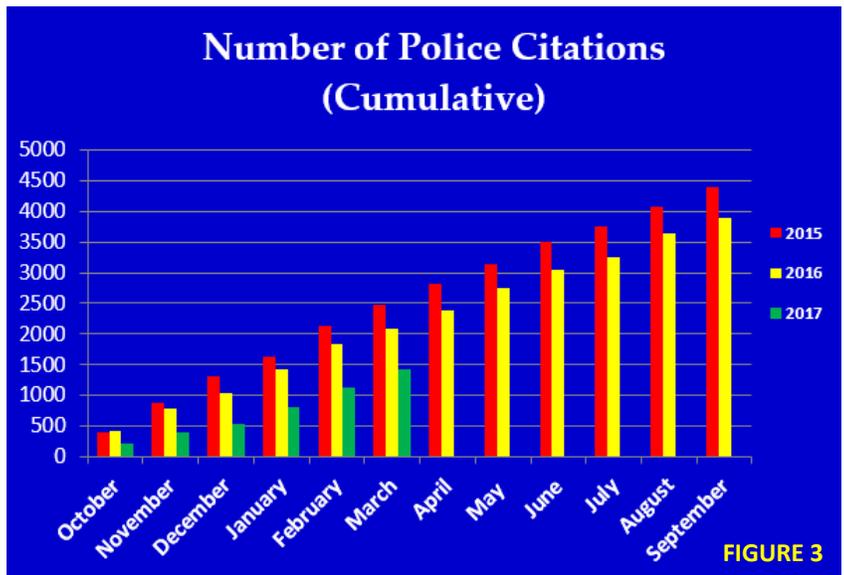


FIGURE 3

**Cumulative Number of Police False Alarms—**

Prior to the full implementation of the false alarm monitoring system, the average number of false alarms was approximately 2,500 per year. Since the implementation, there has been a consistent decline in the number of police false alarms reported. At the end of the second quarter, 869 false alarms had been reported this fiscal year. By reducing the number of false alarms reported, the Police Department is able to effectively place their focus on other emergency situations.

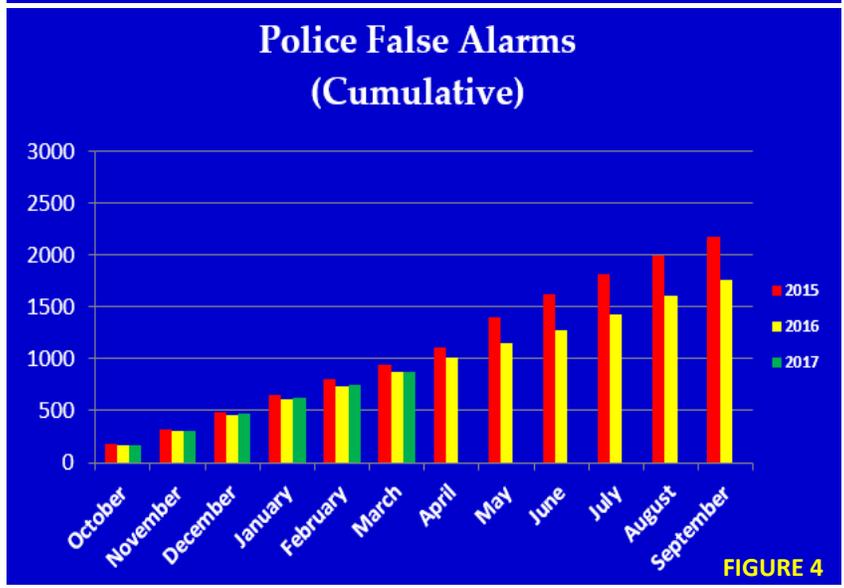


FIGURE 4

**Average Police Response Time—**

The current average police response time for FY 2017 is 6:52 minutes. The average has increased in comparison to previous fiscal years; however, it still well under our contractual goal with the Police Major, which states that the average response time must remain under 8 minutes.

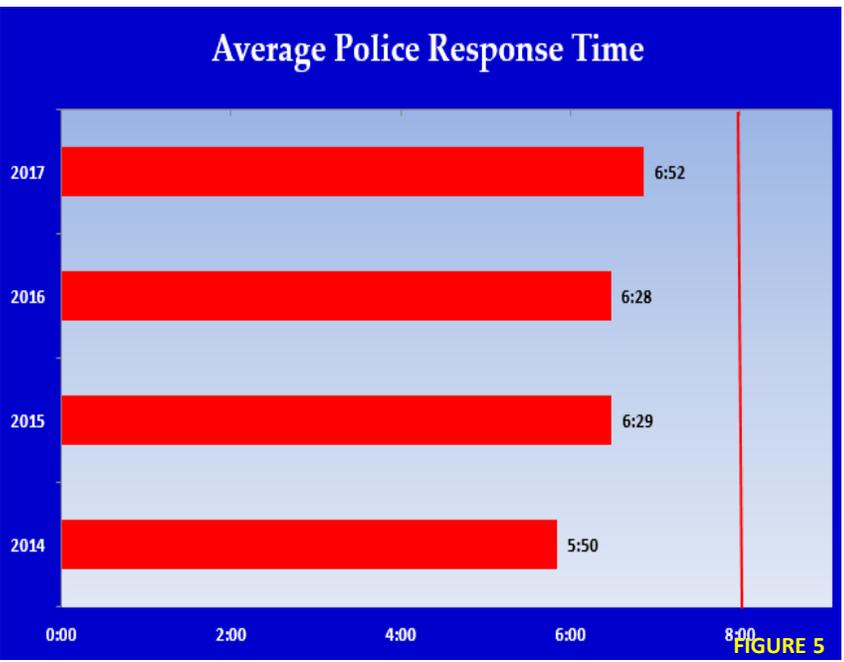
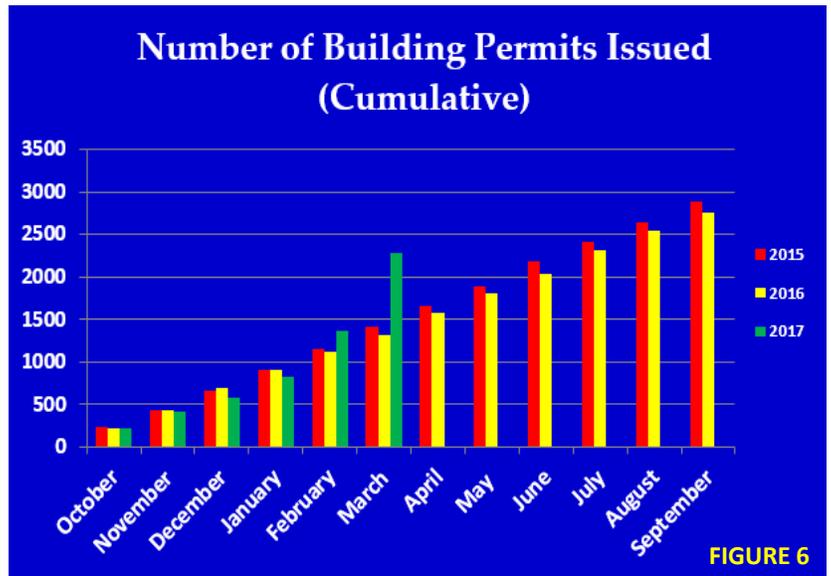


FIGURE 5

# Building

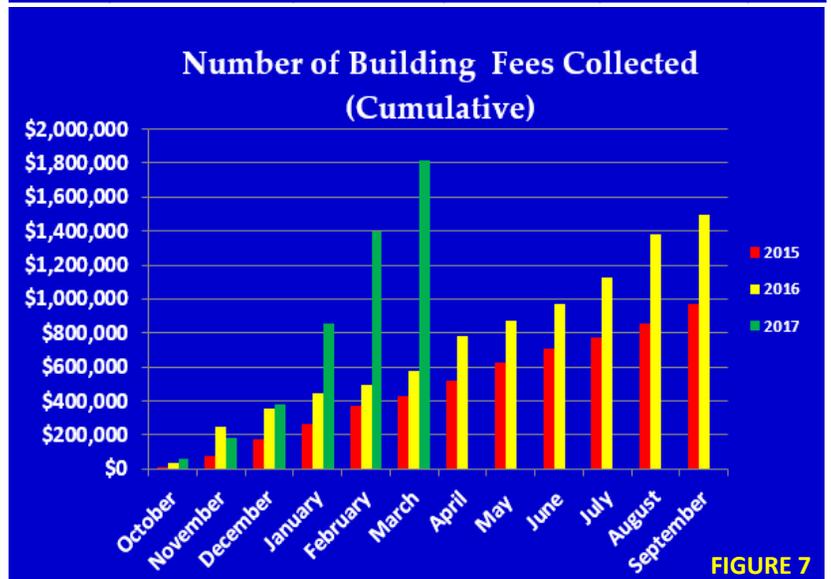
## Cumulative Number of Building Permits Issued

**Issued**— The number of building permits issued this fiscal year has significantly increased in comparison with the previous two fiscal years. This second quarter, 2,282 permits were issued. The increase is due to permits associated with new developments.



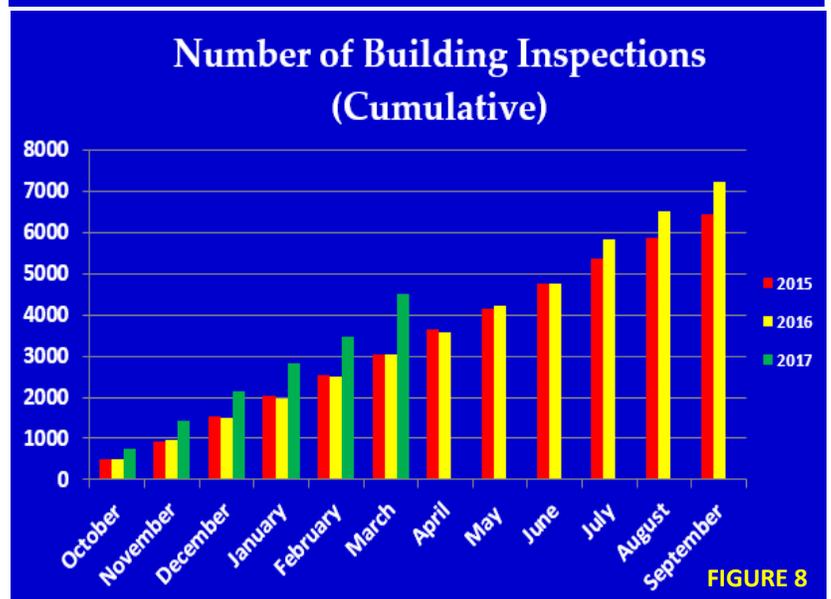
## Cumulative Number of Building Fees Collected

**Collected**— A total of \$1,817,105 has been collected over the course of FY 2017 of which \$1,436,898 was accumulated in the second quarter. The increase is due to permits associated with some larger developments such as the Ana G. Mendez University and the Cypress Village redevelopment.



## Cumulative Number of Building Inspections

**Inspections**— The number of building inspections performed this fiscal year has been greater than the second quarters of FY 2016 and FY 2015. There have been a total of 4,513 inspections conducted this fiscal year. The increase is due to more permit applications being submitted. The Building Department is diligently working harder than ever to continue to provide excellent service, while keeping up with the increased number of residential and commercial requests.



# Planning & Zoning

## Cumulative Number of Zoning Verification Letter Requests Received—

At the end of the second quarter there were a total of 25 zoning verification letter requests received this fiscal year. A Zoning Verification Letter is a written confirmation by the Town of Miami Lakes of the current zoning designation of the subject property and/or whether a specific use is permitted on the subject property.

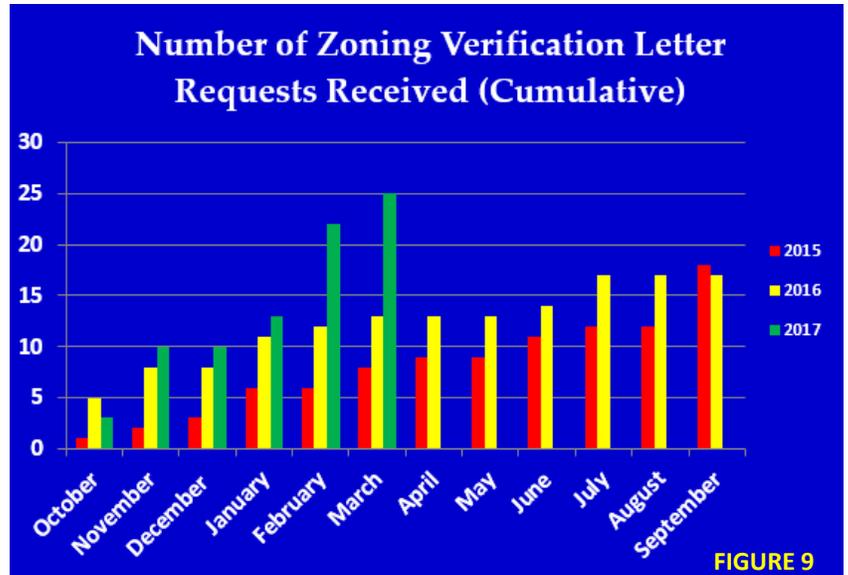


FIGURE 9

## Cumulative Number of Administrative Site Plan Review Applications Received—

At the end of the second quarter, a total of 9 Administrative Site Plan review applications were received. Site plan applications are required for all new developments or changes to existing developments.

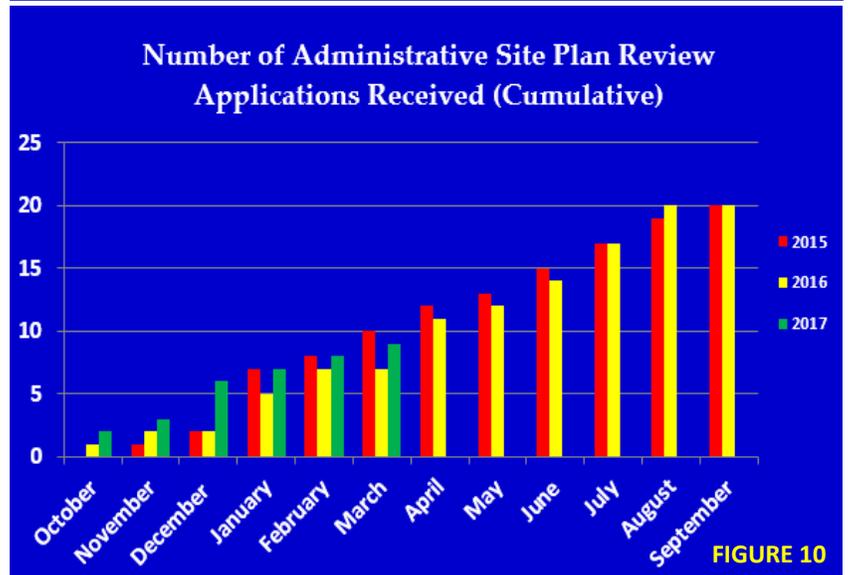


FIGURE 10

## Cumulative Number of Public Hearing Applications Processed—

At the end of the second quarter, a total of 9 public hearing applications were processed. Public hearing applications are required for zoning requests of a substantial nature.

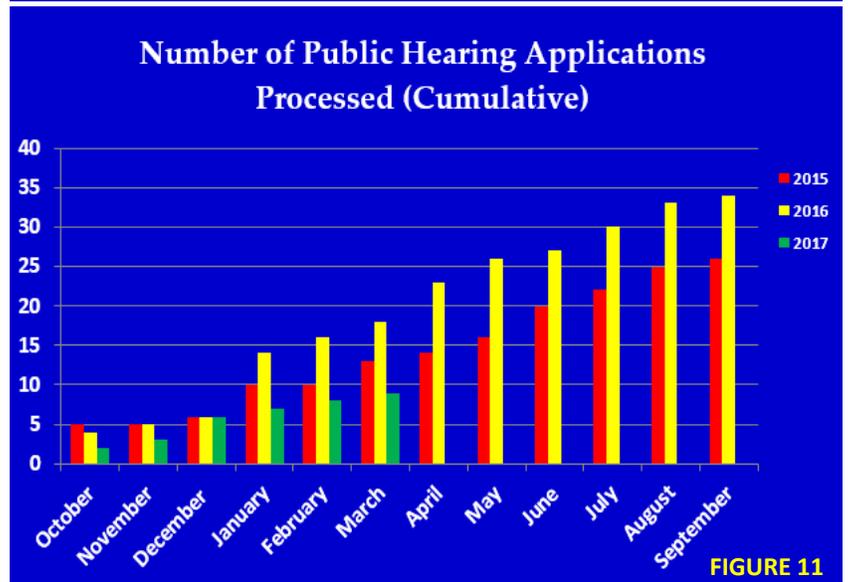


FIGURE 11

# Planning & Zoning

**Average Number of Days for Review of Site Plan Application**— To provide residents an idea of how many days it takes for the Planning & Zoning Department to review a site plan application, the department tracks their efficiency. On average, this fiscal year, site plan applications have been reviewed within 8 business days. The department aims to review all residential applications within 10 business days and all nonresidential applications within 14 business days.

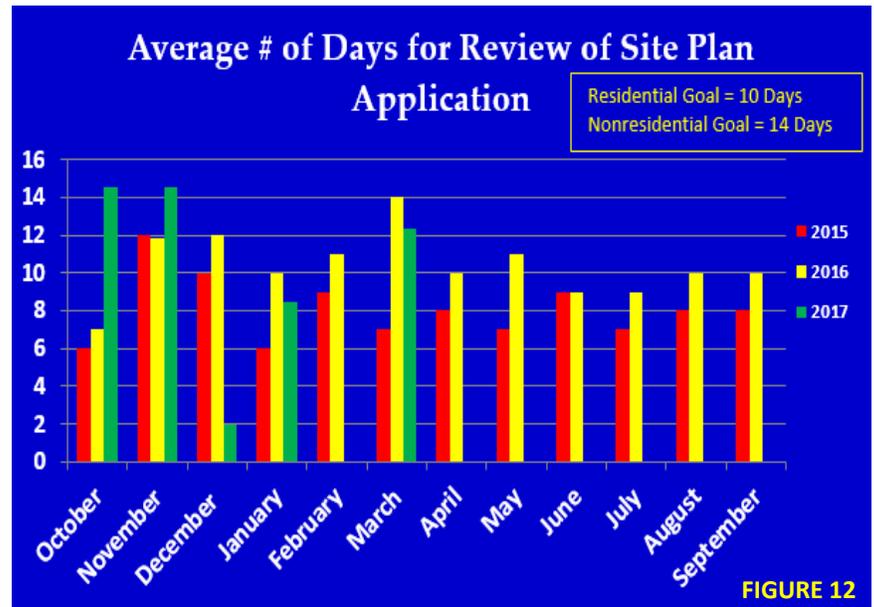


FIGURE 12

**Average Number of Days Between Receipt of Completed Variance Application and Public Hearing**— The average number of days between the receipt of a complete variance application and public hearing takes into account the turnaround time from the date the application was received to the date of the public hearing. This second quarter of FY 2017, the average number of days between the receipt of the complete variance application and the public hearing date was 38 days (no applications received in the months of January and February).

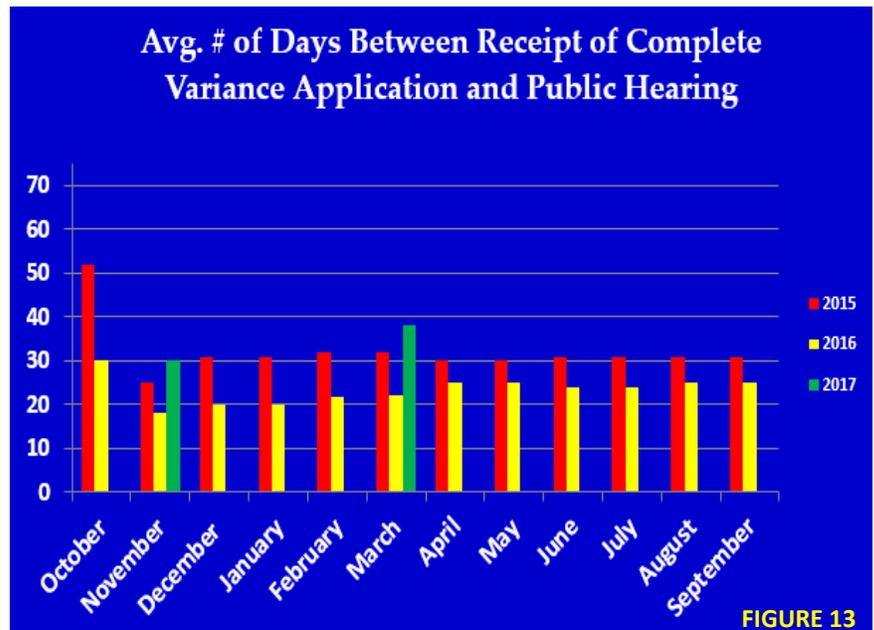


FIGURE 13

# Transit

In fiscal year 2014 the Town completed upgrades to both Miami Lakes Moover circulator buses and the on-demand bus, including public-facing technologies and systems to provide staff with management information. Moover amenities include a video camera surveillance system to increase passenger safety and ensure that best practices and security standards are being met. In addition, detailed bus route maps have been distributed throughout the Town and bus stops have been placed at strategic locations throughout the route to better facilitate rider access to the Moovers.

**Ridership**—The Town tracks ridership on the Miami Lakes Moover for each of the routes. In September of FY 2014, the East and West Routes were combined to form one major route called the Miami Lakes Moover Route. As you can see in the tables below, the number of riders throughout the second quarter of FY 2017 have increased in comparison to FY 2016 and FY 2015. Currently during FY 2016 there have been a total of 17,070 riders. The increase in ridership is due to more students using the Moovers to commute home from school.

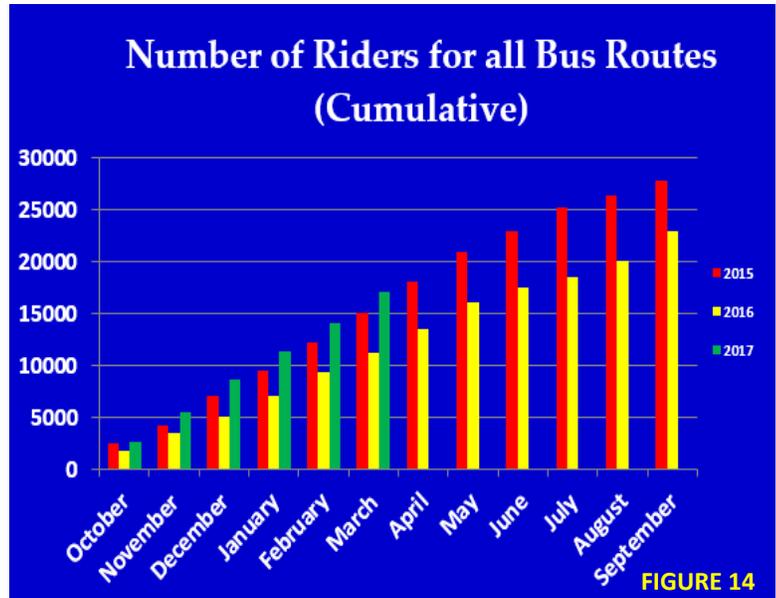


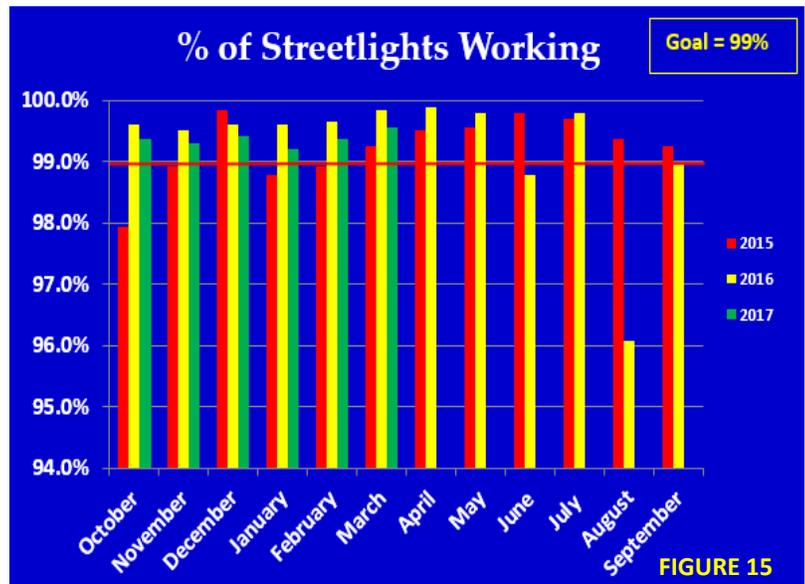
FIGURE 14

Fiscal Year 2015-2016 Ridership by Month			
Month	Miami Lakes Moover Route	Demand Route	Total
October	1295	514	1809
November	1268	384	1652
December	1049	526	1575
January	1437	671	2108
February	1484	692	2176
March	1221	627	1848
April	1,743	611	2354
May	1868	692	2560
June	897	606	1503
July	377	528	905
August	945	611	1556
September	2402	534	2936
			22982

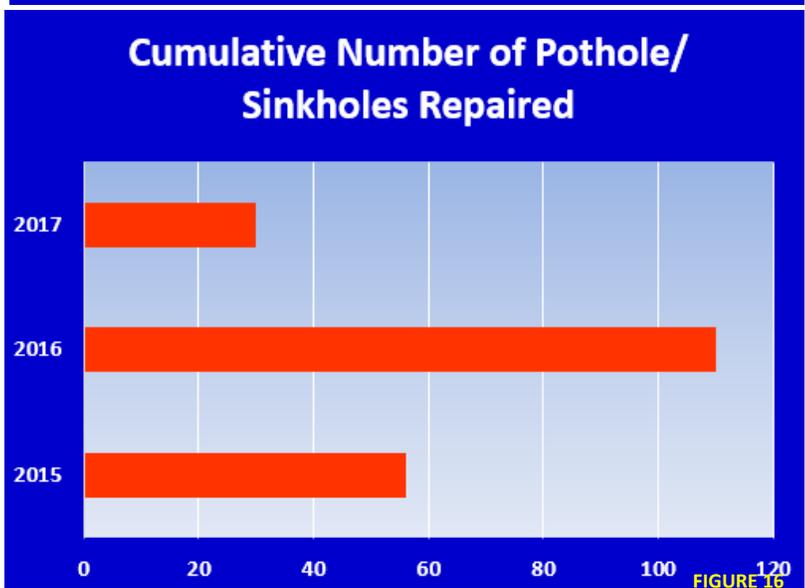
Fiscal Year 2016-2017 Ridership by Month			
Month	Miami Lakes Moover Route	Demand Route	Total
October	2077	537	2614
November	2460	488	2948
December	2552	525	3077
January	2186	489	2675
February	2274	486	2760
March	2380	616	2996
April			0
May			0
June			0
July			0
August			0
September			0
			17070

# Public Works

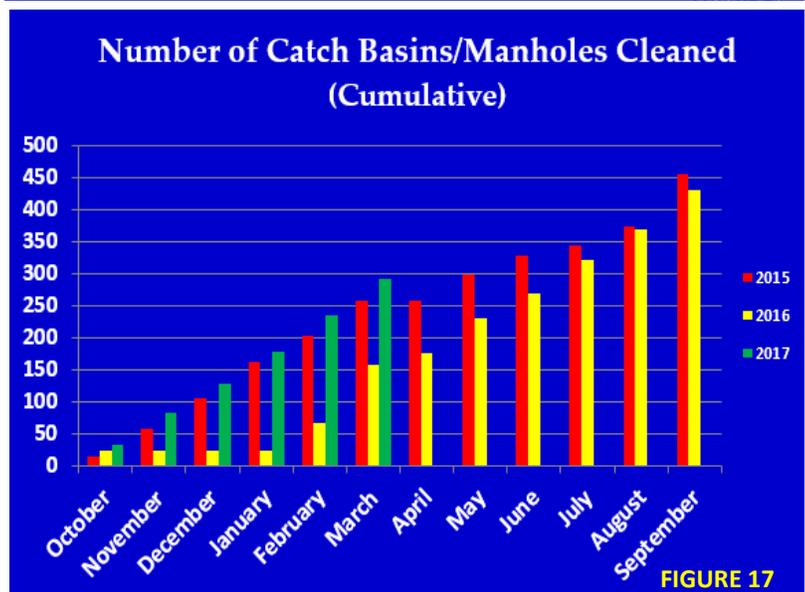
**Percentage of Street Lights Working**— There are currently 2,047 street lights in Miami Lakes. Over the second quarter, the Town consistently maintained the percentage of streetlights working above 99%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.



**Cumulative Number of Pothole/Sinkholes Repaired**—A total of 9 pothole/sinkholes were repaired over the second quarter. 77% of this second quarter’s potholes were identified and reported through our mobile app. The remaining 23% were sought out through the department’s proactive inspections.



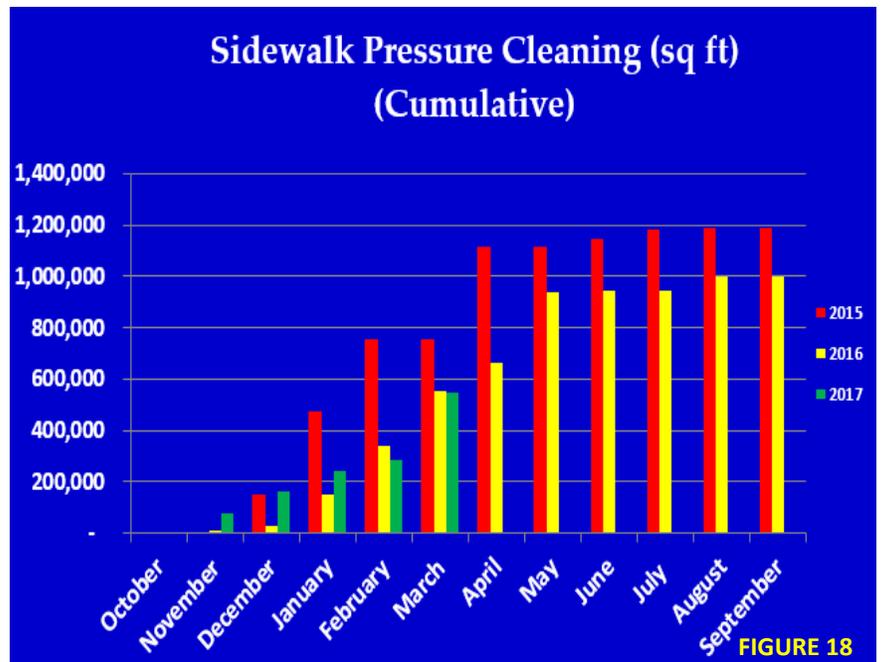
**Cumulative Number of Catch Basins/Manholes Cleaned**— The Town’s drainage system consists of catch basins, pipes and outfalls. The number of catch basins/manholes cleaned at the end of the second quarter was 291, averaging approximately 48 manholes cleaned per month. In addition, 8,522 linear feet of pipes were desilted to improve sewage water flow. 8% of drainage requests have been reported through our mobile app. The remainder have been cleaned in accordance with the Town’s drainage maintenance cycle.



# Public Works

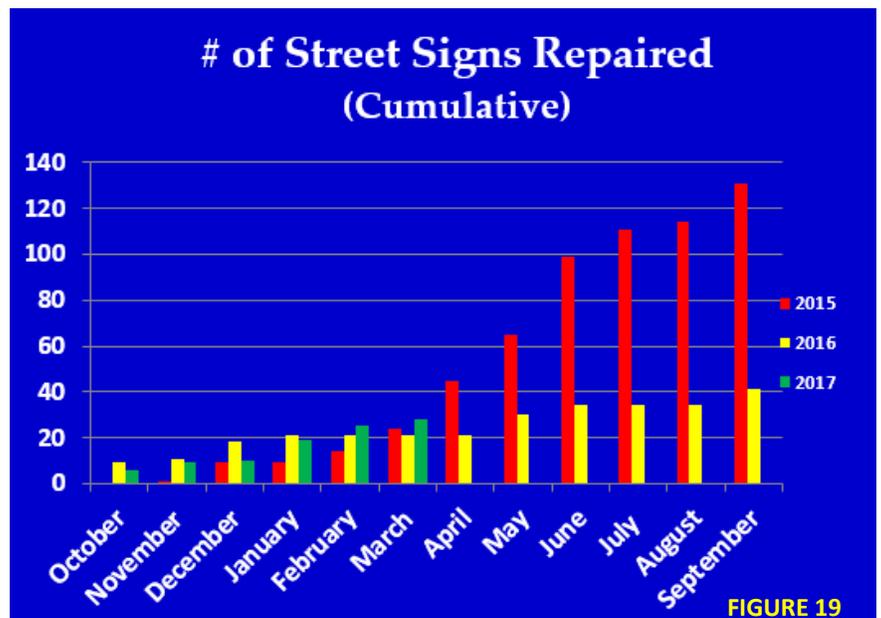
## Cumulative Number of Sidewalk Square Footage Pressure Cleaned—

The cumulative number of sidewalk flags pressure cleaned is now reported in square footage instead of flags. This fiscal year 546,248 sq. ft. of sidewalk had been pressure cleaned by the end of the second quarter. Areas pressure cleaned include the Town’s main corridors, mini parks, schools and bus shelters.



## Cumulative Number of Street Signs Repaired—

A total of 28 street signs had been repaired at the end of the second quarter. Street signs are repaired when damaged or fading. Street sign repairs may also be requested through our mobile app.



# Code Compliance

**Total Code Fines Collected**—A total of \$153,682 in fines have been collected this fiscal year; consistent with FY 2016 and an increase from FY 2015. Revenue is primarily driven by requests to satisfy liens and comply with citations.

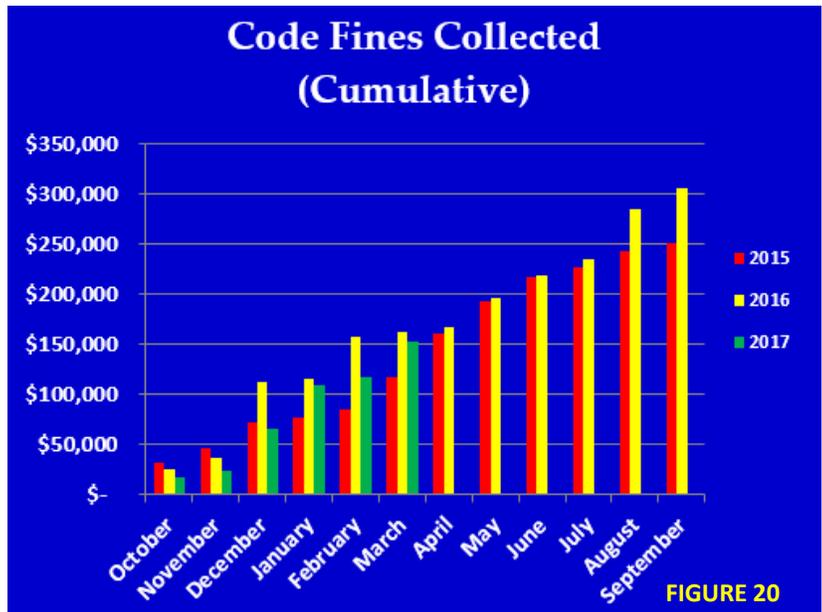


FIGURE 20

**Cumulative Number of Code Cases Opened**—The Code Compliance Department has maintained its level of proactive monitoring and notification. The total number of code cases opened at the end of the second quarter was 783. Code cases are opened on an as-needed basis, therefore no goal can be set with this measure.

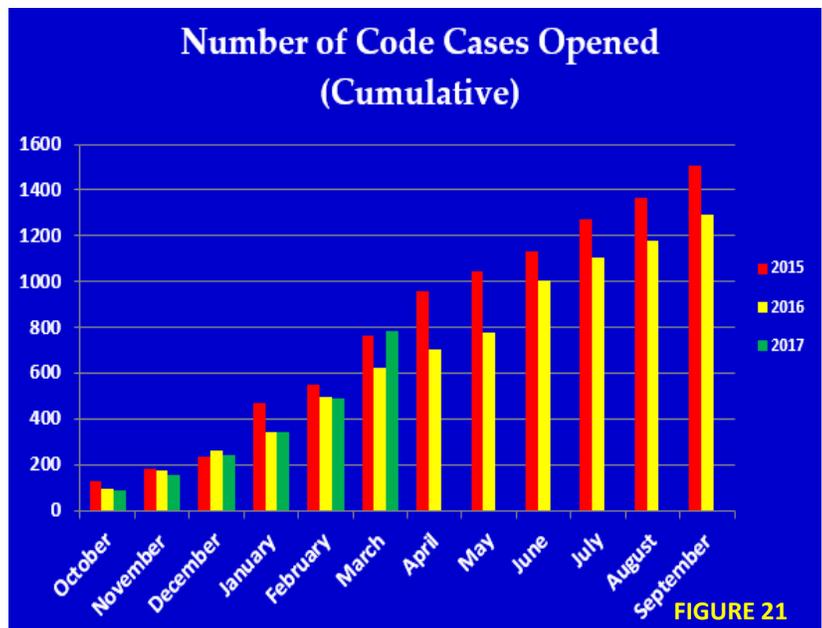
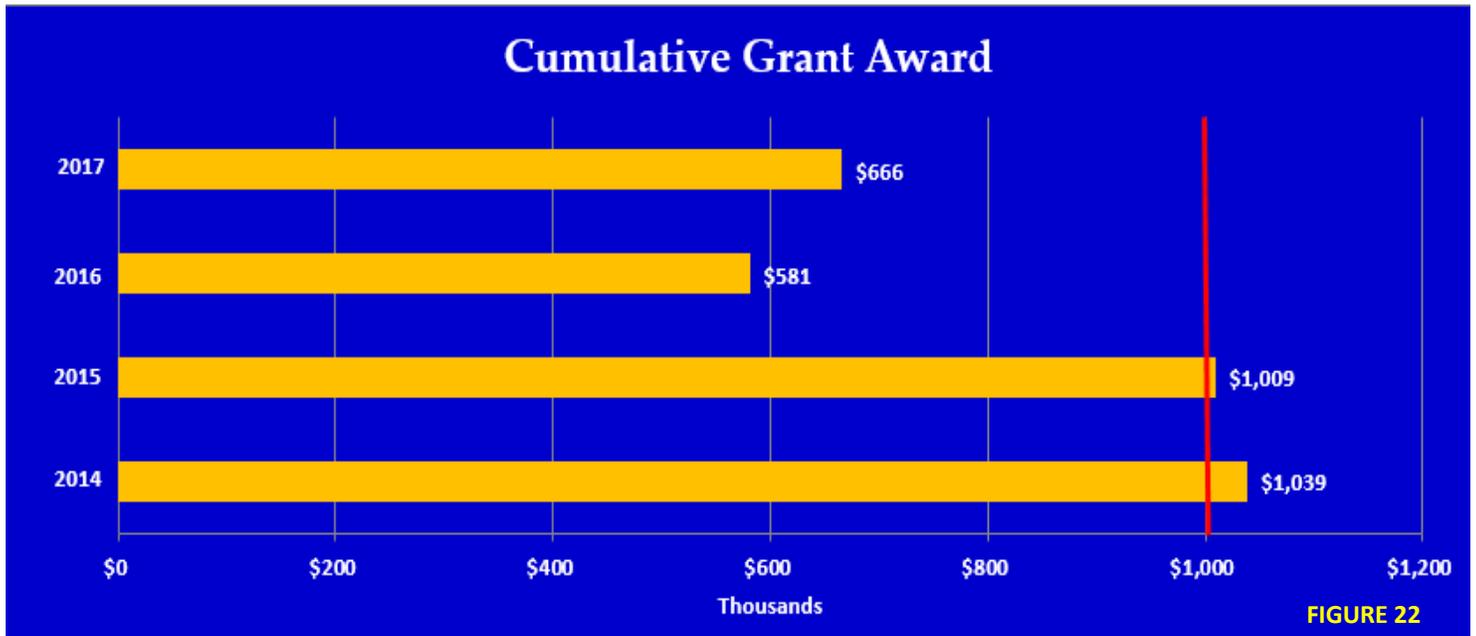


FIGURE 21

# Grants

**Total Grant Award**— The Town received the following Grant Awards during January-March 2017:

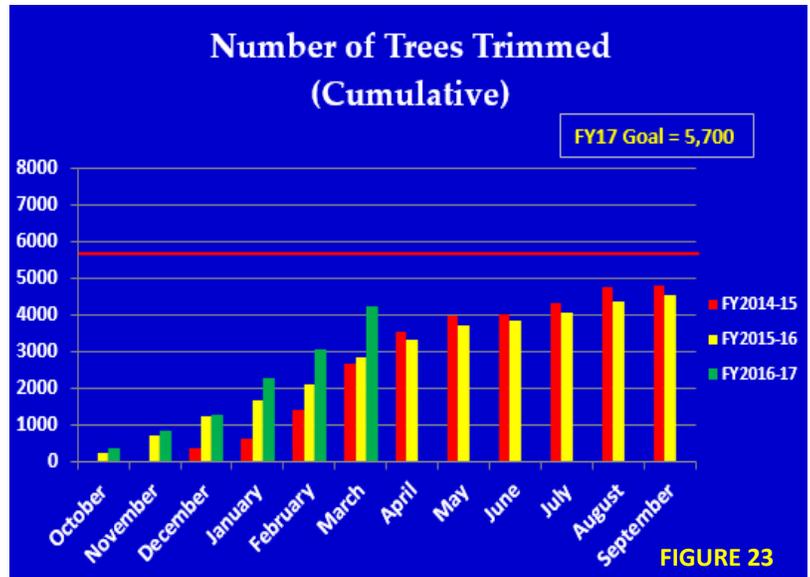
- The Edward Byrne Justice Assistance Grant–Direct (2017-JAGD-1913) for the Town’s School Resource Officer Project in the amount of \$4,838. This grant gives our police officers the ability to conduct ‘Stranger Danger’ presentations at certain daycares as well as perform truancy and curfew procedures.
- The 2017 Street Tree Matching/ Neat Streets Miami Grant for the Miami Lakes West Lakes Reforestation Project Phase I in the amount of \$15,000. Overall, 13 grants were awarded to those communities who demonstrated the greatest benefits for residents, and the Town is thrilled to be a partner in growing Miami-Dade’s tree canopy. The grant will assist in funding the Miami Lakes West Lakes Reforestation Project Phase I, to create beautiful, green corridors. Studies show that the trees contribute significantly to the environment, human health, energy savings, and quality of life.



# Parks & Open Spaces

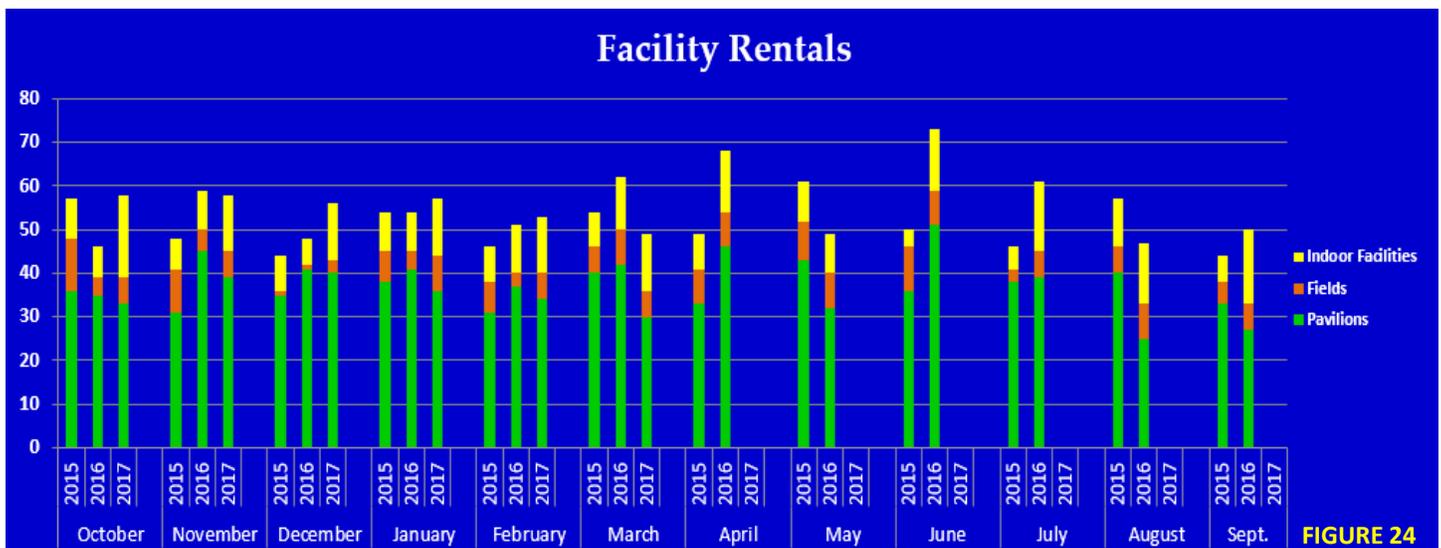
## Cumulative Number of Trees Trimmed—

The Parks & Open Spaces Department set a new goal of 5,700 trees to be trimmed this fiscal year. The Town has a total of 17,832 trees, and all trees are trimmed according to the tree trimming maintenance schedule. Over the second quarter of FY 2017, the department had trimmed 4,238 trees. Our Parks & Open Spaces Department is diligently working to ensure that all trees are maintained to Town Standards, in accordance with the maintenance schedule.



## Number of Facility Rentals per Month—

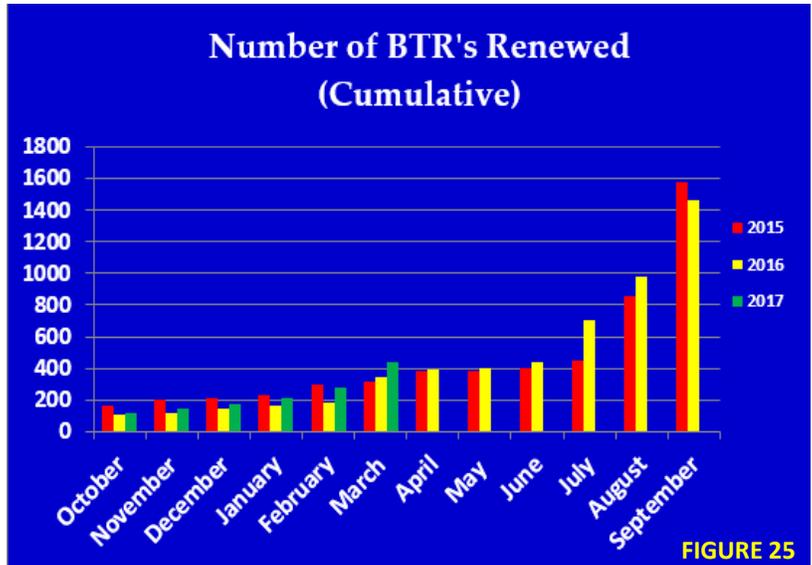
The number of facility rentals for the second quarter of FY 2017 has been consistent with previous fiscal years. With the opening of the Park East Youth Center, the Town now offers two indoor facilities to rent on weekends. During the second quarter of FY 2017 there were a total of 159 rentals consisting of 100 pavilion rentals, 20 field rentals and 39 indoor facility rentals.



# Business Tax Receipts (BTR's)

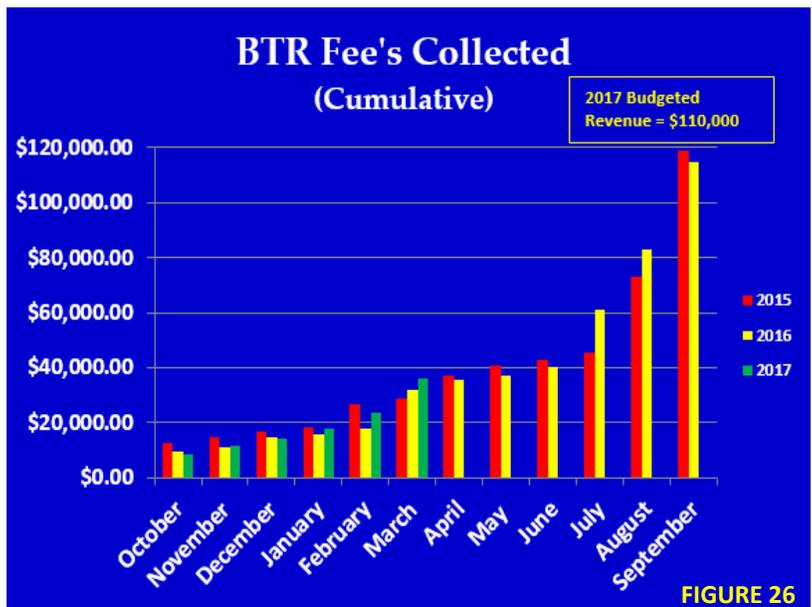
## Cumulative Number of BTR's Renewed

All Miami Lakes businesses are required to renew their business tax receipt on an annual basis. Previously named Local Occupational Licenses until changed by an act of the Florida Legislature, under Chapter 205, local business taxes are charged by governing authorities, granting the privilege of engaging in or managing any business, profession, or occupation within its jurisdiction. This second quarter there were a total of 268 BTR renewals, contributing to a current fiscal year total of 438. Renewals are due by September 30th each year.



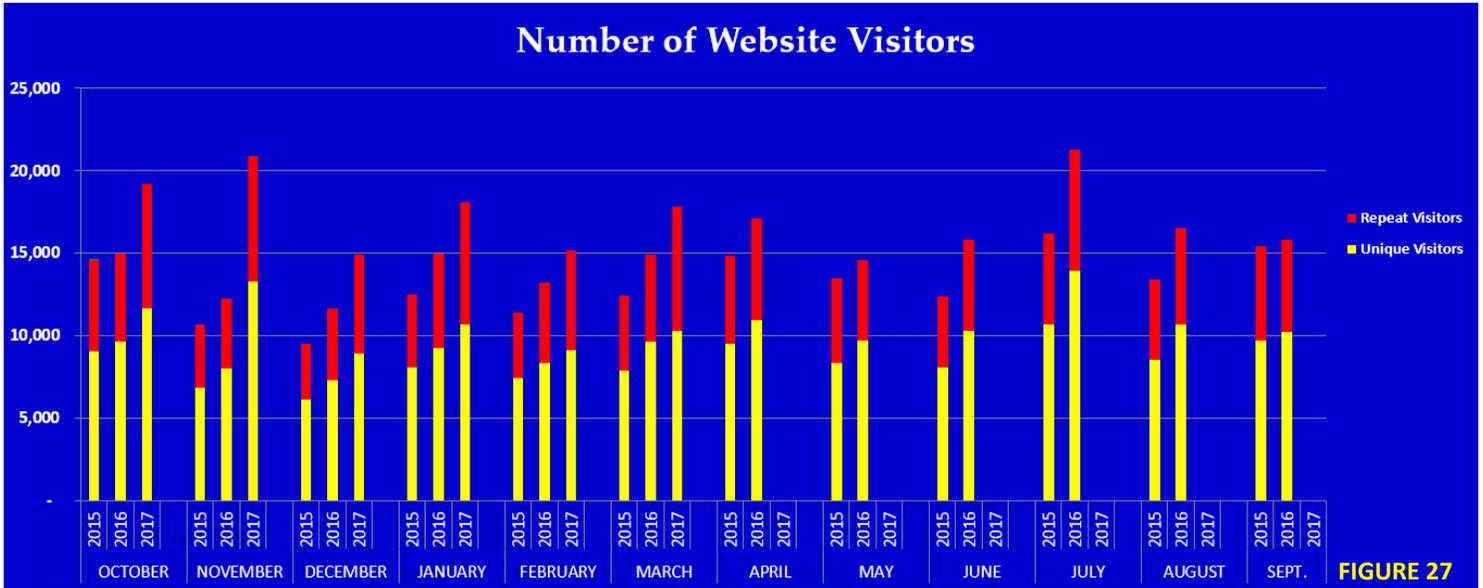
## Cumulative Number of BTR's Fee's Collected

Over the second quarter, \$22,048 was received in BTR fees to yield a total of \$36,179 for this fiscal year. The fees collected at the end of the second quarter for FY 2017 were greater than the fees collected in FY 2016 and FY 2015. The Town set the expected amount of revenue at \$110,000 due to expanded interest in the development and opening of new businesses in Miami Lakes.

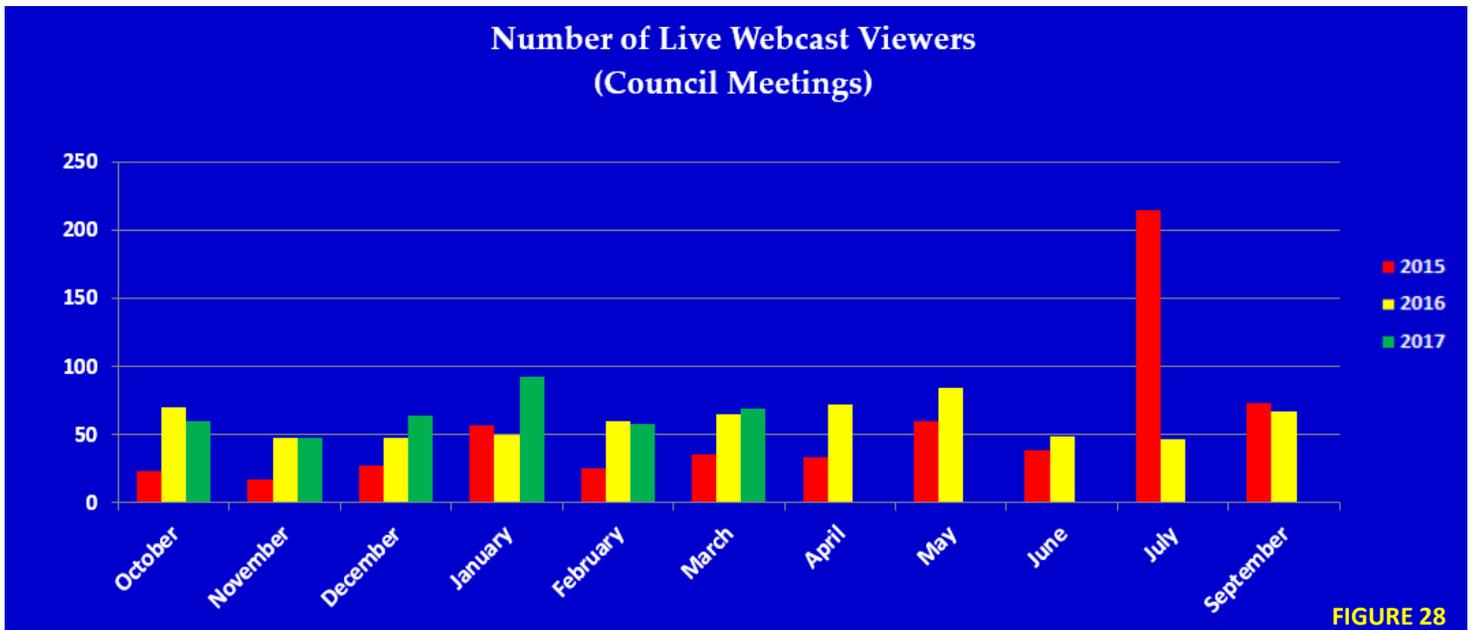


# Community Engagement & Outreach

**Number of Website Visitors**— With the launching of the Town’s revised website in July ‘13, the Town began to track the number of visitors to the website in order to help determine how impactful we were in our communications with the public. During the second quarter of FY 2017, website views reached a high of 18,095 visits in January.



**Number of Live Webcast Viewers During Town Council Meetings**— This fiscal year, the average number of individuals who viewed the webcast between the hours of 5pm-10pm on the day of the Council meeting was 65 viewers. This is more than the average of FY 2016’s second quarter, which held an average of 56 viewers and FY 2015’s second quarter which held an average of 30 viewers.



# Community Engagement & Outreach

The Town of Miami Lakes strives to be accessible and accountable to the public we serve. To achieve this goal, the Town has taken extra measures to further develop its transparency and communication with the public. Examples of these measures include:

**Social media presence:** the Town has vastly increased our social media presence adding twitter (over 1,200 followers) and Instagram (almost 700 followers). Facebook continues to be our farthest reach with over 3,300 followers reaching about 10,000 people daily. This quarter, we saw an increase of 820 new followers on Facebook; 279 on twitter and 241 on Instagram.

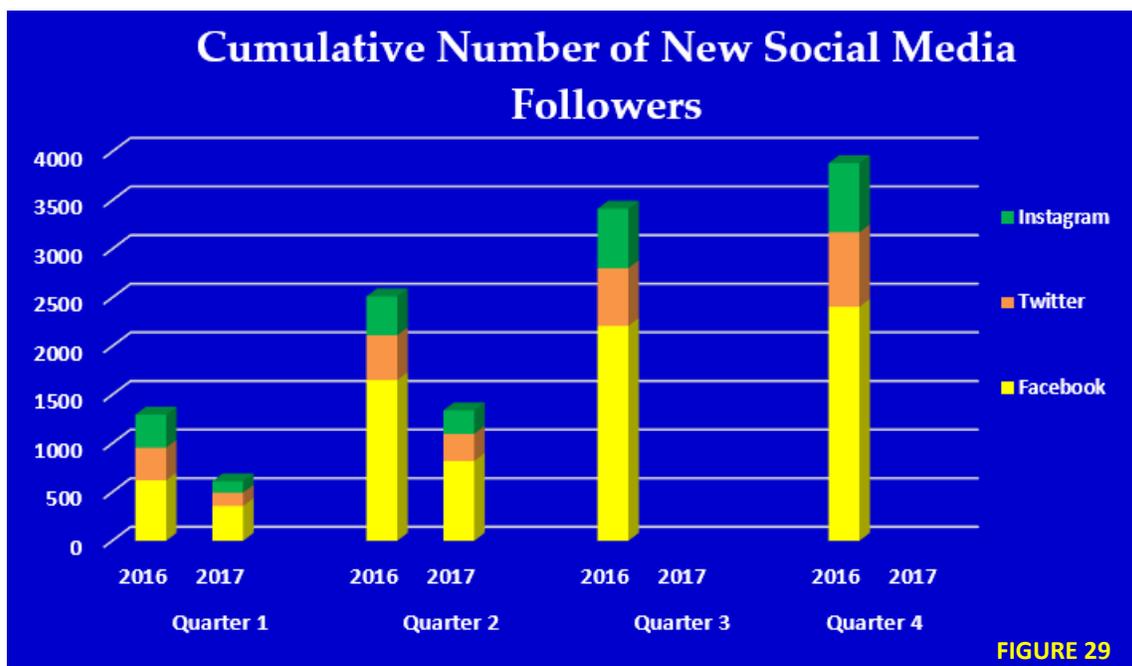


FIGURE 29

**New Business Welcoming Committee:** Through the Economic Development Committee, in an effort to reach out to new businesses moving into the Town. Each month the committee members remind them about the availability of a ribbon cutting ceremony, the Marketplace free listing, being our guest at a Chamber Luncheon and the many sponsorship opportunities available to them in Miami Lakes. This has generated a very positive response from each of the new businesses. For this quarter, 32 new business opened in Miami Lakes and were contacted by the Committee.

# Finance

**Prompt Payment Act:** In an effort to comply with The Florida Prompt Payment Act, the Town monitors the average number of days between invoice receipt and subsequent payment and the percentage of invoices paid within the mandated timeframe. The statute states that all non-construction invoices must be paid within 45 days after receipt and all construction invoices must be paid within 25 business days after receipt. On average, the Town has kept the number of days until payment below statutory requirements and has processed over 90% of invoices within that timeframe.

