



Town of Miami Lakes, Florida

Third Quarter Performance Report

April – June 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 Third Quarter Performance Report for Fiscal Year 2016-2017. This report provides a narrative for each performance measure from April—June 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 April to June, the total number of police targeted crimes was 112 (37 in April '17, 47 in May '17, and 38 targeted crimes in June '17). 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.

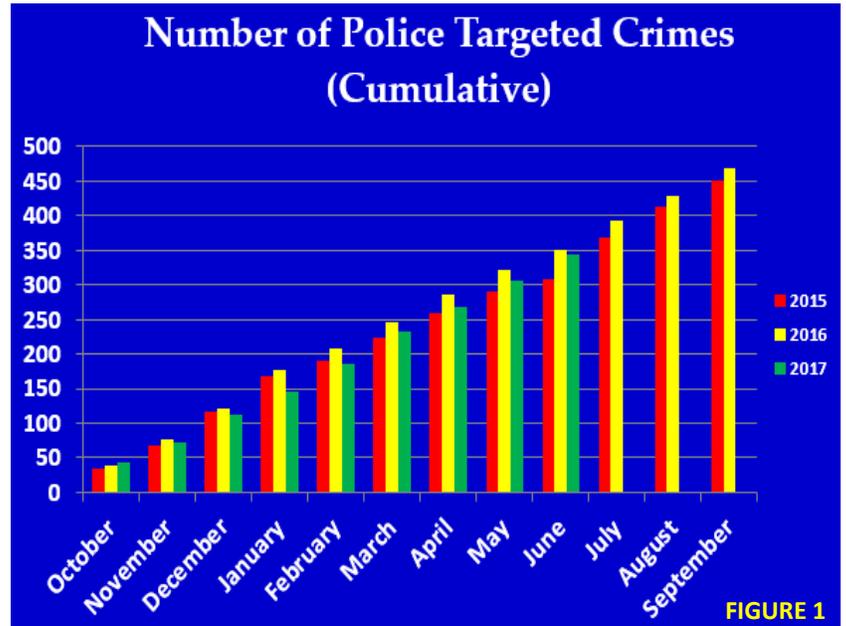


FIGURE 1

Cumulative Number of Police Calls for

Service— The number of police calls for service has ranged from a monthly low of 1,196 in June, to a high of 1,355 in May; an average of 1,258 calls per month this third quarter. A total of 12,122 calls for service have been received this fiscal year which are less than the amount of calls received at the end of FY 2016's third quarter.. Our police department strives to attend to every phone call received to ensure that each resident is assisted.

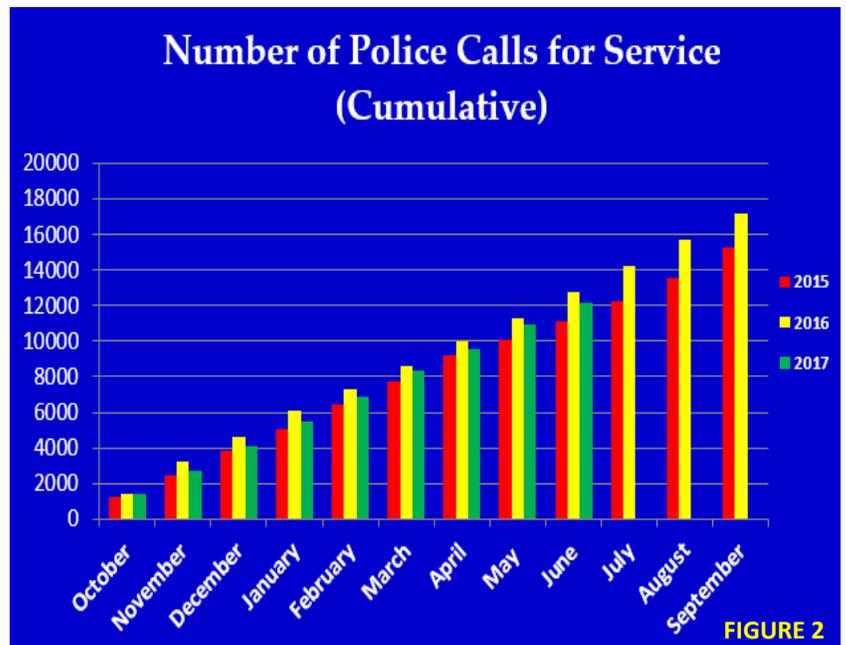


FIGURE 2

Cumulative Number of Police Citations—

The police department has issued total of 2,637 citations thus far 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.

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 third quarter, 1,300 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.

Average Police Response Time— The average police response time for the third quarter of FY 2017 is 6:45 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.

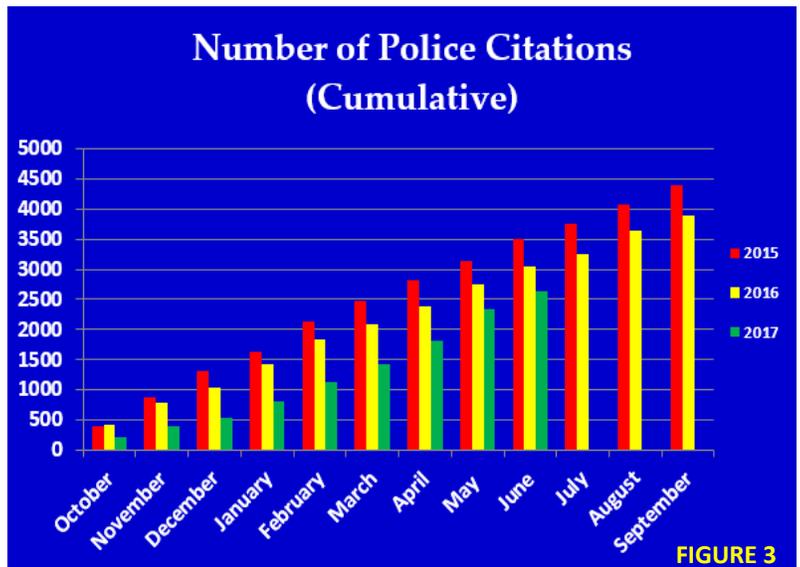


FIGURE 3

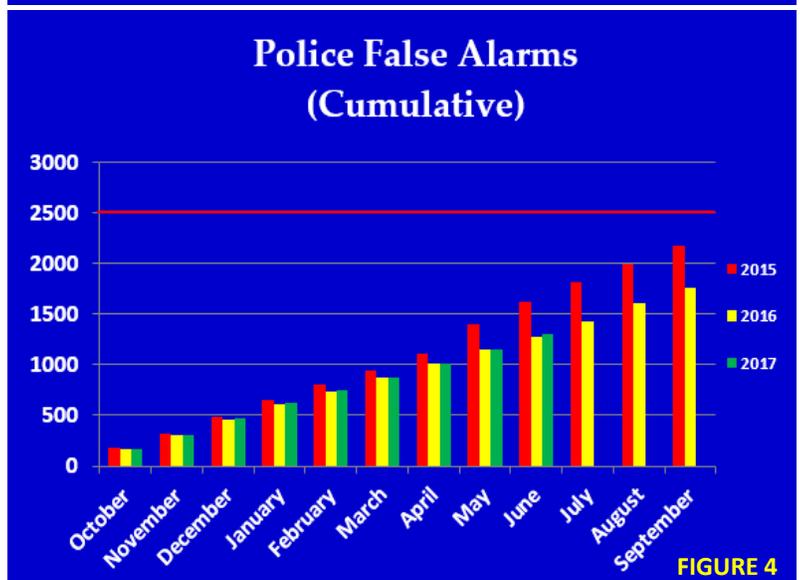


FIGURE 4

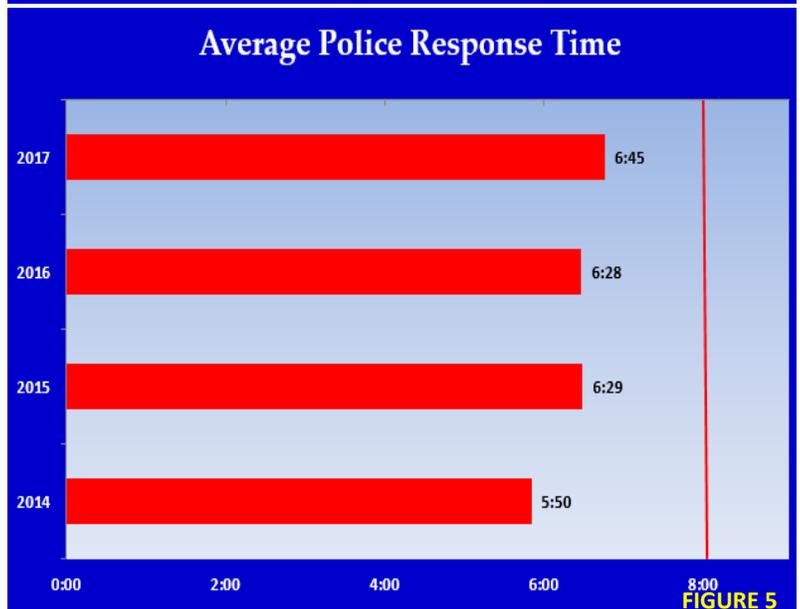


FIGURE 5

Building

Cumulative Number of Building Permits

Issued— The number of building permits issued this fiscal year has significantly increased in comparison with the previous two fiscal years. This third quarter, 3,587 permits were issued. The increase is due to larger-scope permits associated with new developments.

Cumulative Number of Building Permit

Fees Collected— A total of \$2,631,875 has been collected over the course of FY 2017 of which \$814,769 was accumulated in the third quarter. The increase is due to the issuance of permits with larger scopes such as the Ana G. Mendez University and the Cypress Village redevelopment.

Cumulative Number of Building

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 8,245 inspections conducted this fiscal year. 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.

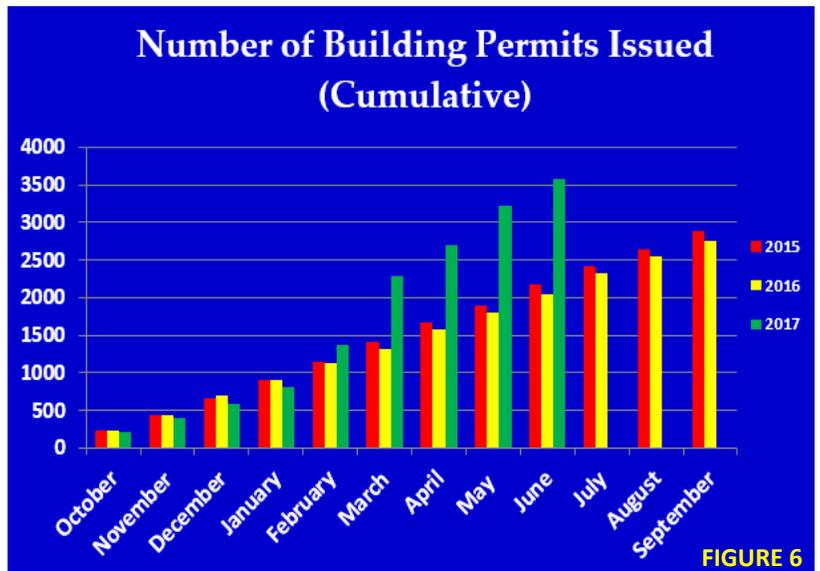


FIGURE 6

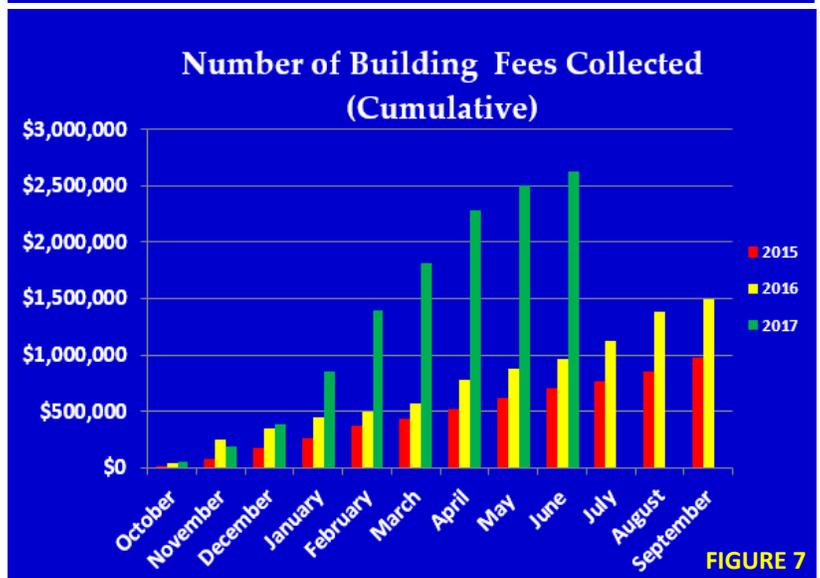


FIGURE 7

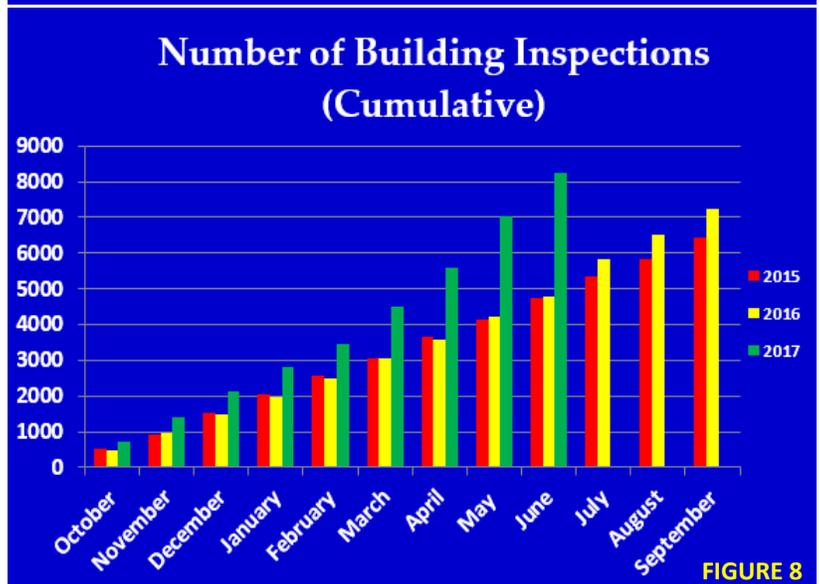


FIGURE 8

Planning & Zoning

Cumulative Number of Zoning Verification Letter Requests Received

At the end of the third quarter there were a total of 34 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.

Cumulative Number of Administrative Site Plan Review Applications Received

At the end of the third quarter, a total of 12 Administrative Site Plan review applications were received. Site plan applications are required for all new developments or changes to existing developments.

Cumulative Number of Public Hearing Applications Processed

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

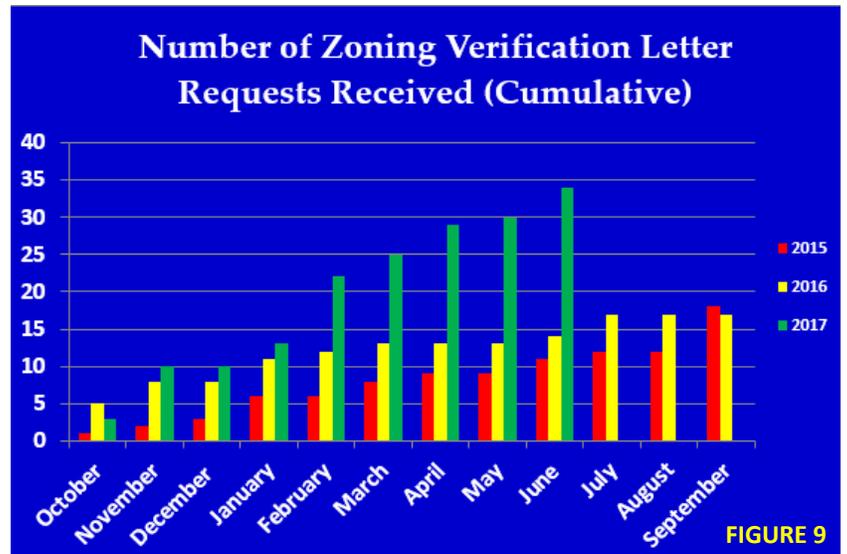


FIGURE 9



FIGURE 10

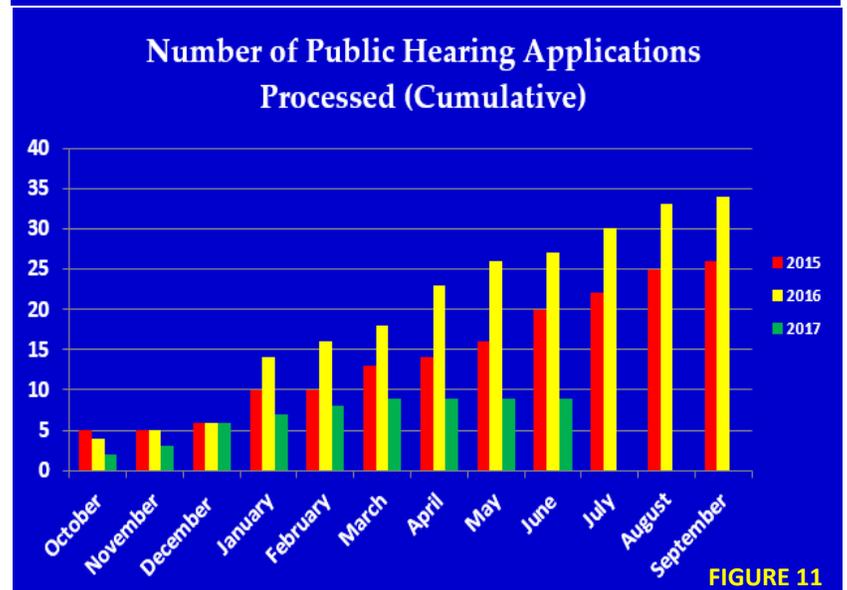
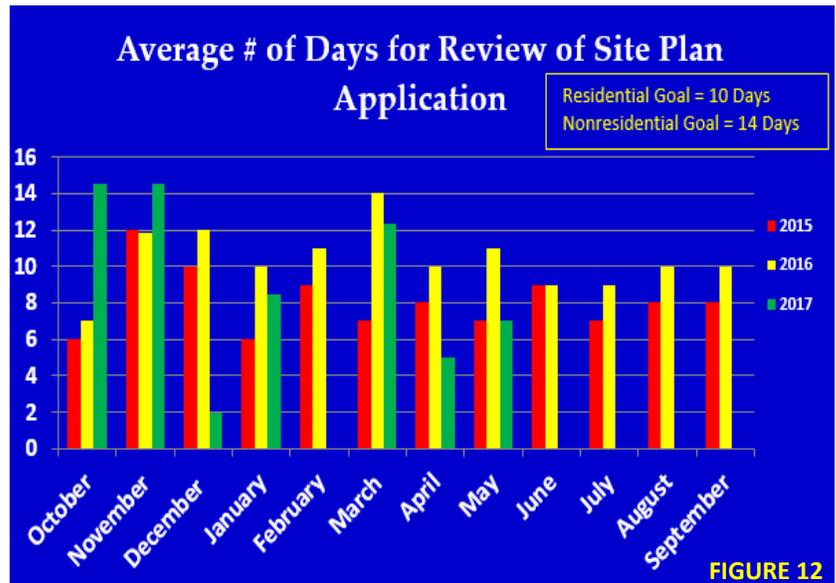


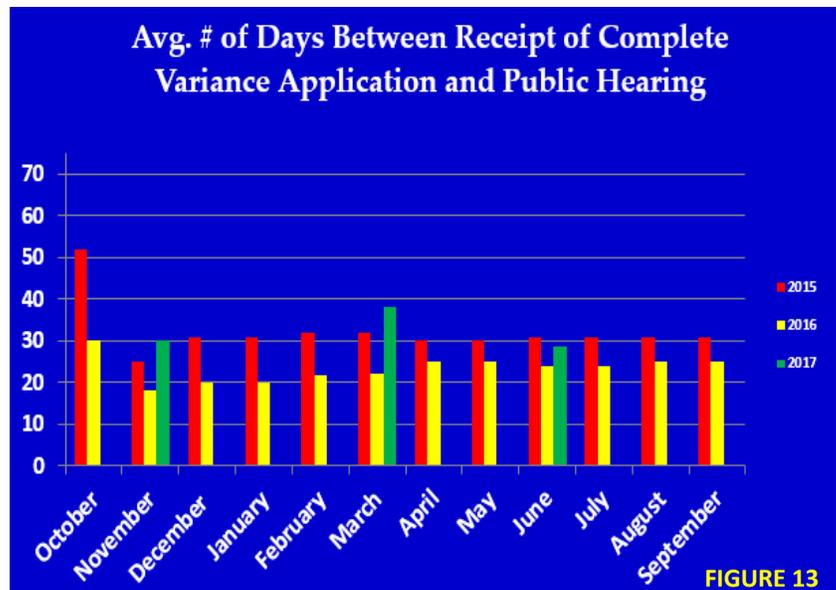
FIGURE 11

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 7 business days. The department aims to review all residential applications within 10 business days and all nonresidential applications within 14 business days.



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 third 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 submitted in the months of April and May).



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 third quarter of FY 2017 have increased in comparison to FY 2016 and FY 2015. Currently during FY 2017 there have been a total of 23,495 riders. The increase in ridership is due to more students using the Moovers to commute home from school.

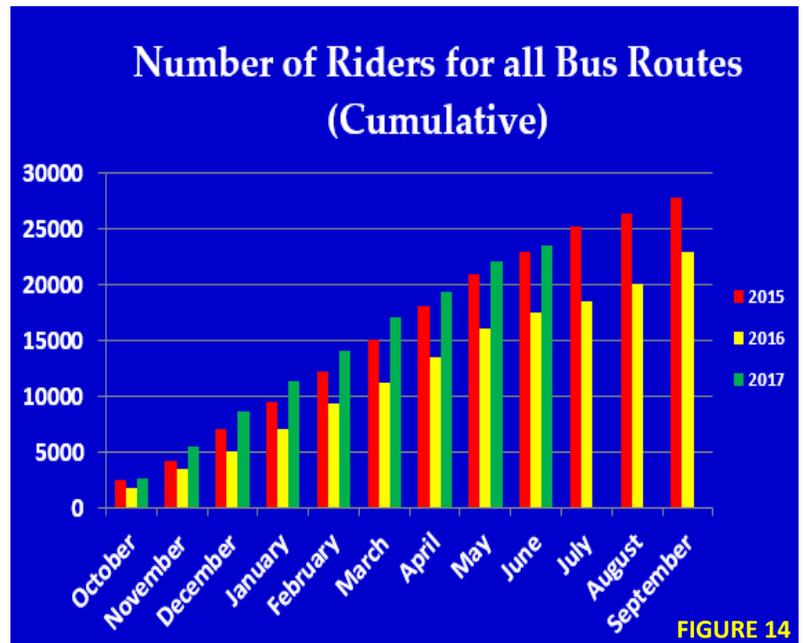


FIGURE 14

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	1,714	561	2275
May	2194	641	2835
June	696	619	1315
July			0
August			0
September			0
			23495

Public Works

Percentage of Street Lights Working—

There are currently 2,047 street lights in Miami Lakes. Over the third 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.

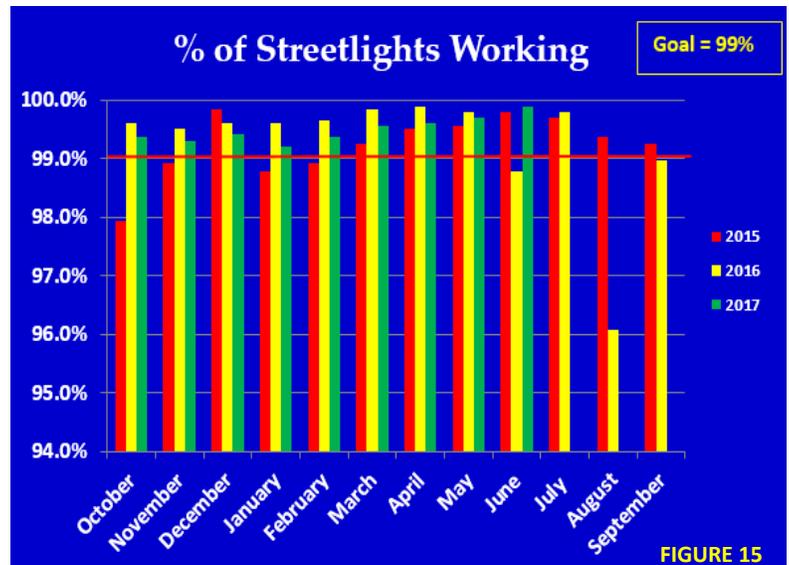


FIGURE 15

Cumulative Number of Pothole/Sinkholes Repaired—

A total of 17 pothole/sinkholes were repaired over the third quarter. 71% of this third quarter’s potholes were identified and reported through the Town’s mobile app. The remaining 29% were sought out through the department’s proactive inspections.

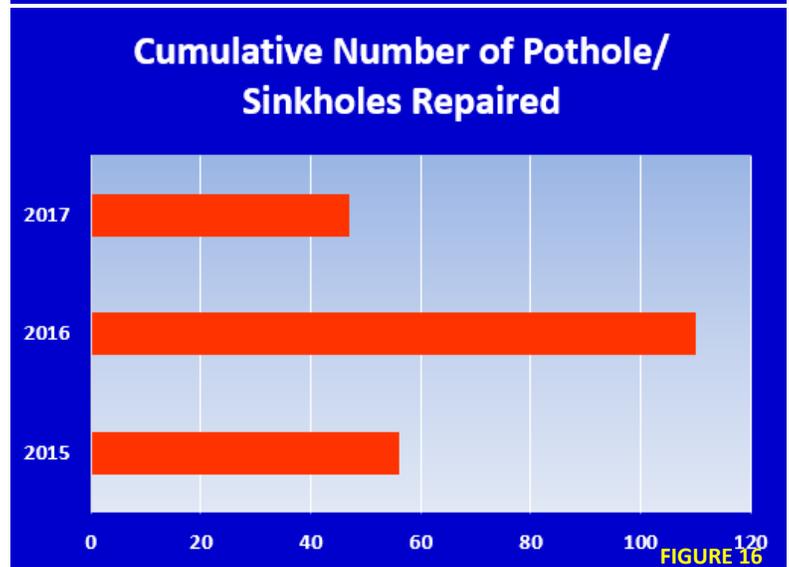


FIGURE 16

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 third quarter was 420, averaging approximately 46 manholes cleaned per month. In addition, 11,617 linear feet of pipes were desilted to improve sewage water flow. 12% of drainage requests have been reported through our mobile app. The remainder have been cleaned in accordance with the Town’s drainage maintenance cycle.

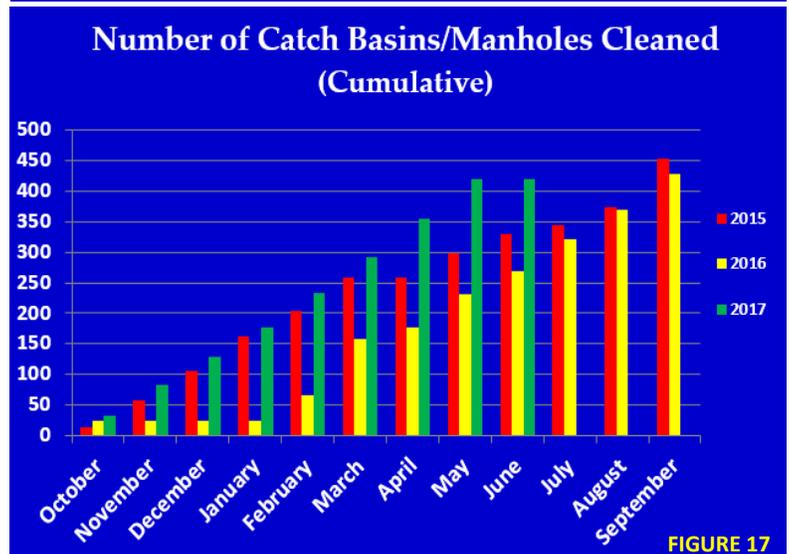


FIGURE 17

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. By the end of the third quarter, 631,644 sq. ft. of sidewalk had been pressure cleaned this fiscal year. Areas pressure cleaned include the Town’s main corridors, parks, schools and bus shelters.

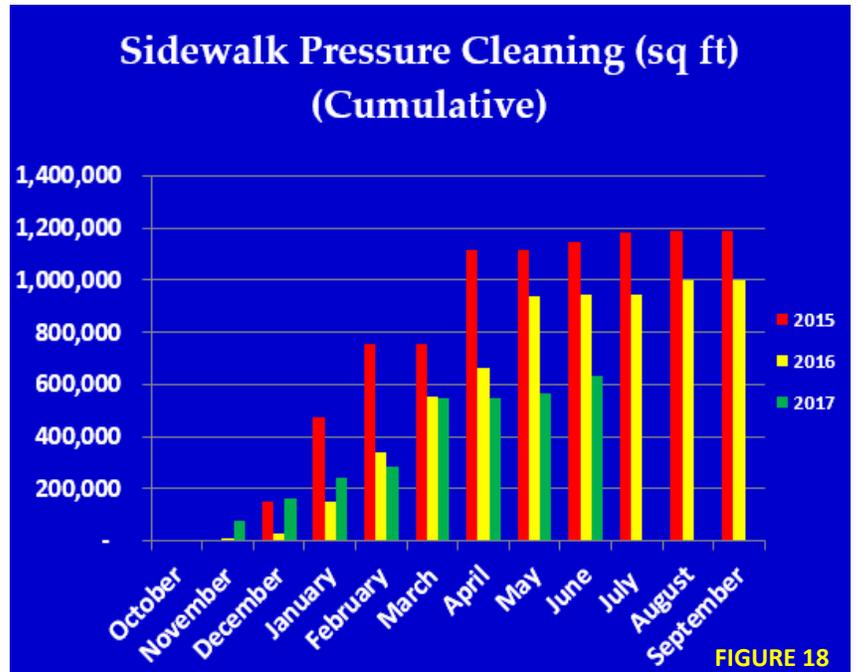


FIGURE 18

Cumulative Number of Street Signs Repaired—

A total of 36 street signs had been repaired at the end of the third quarter. Street signs are repaired when damaged or fading. Street sign repairs may also be requested through our mobile app.

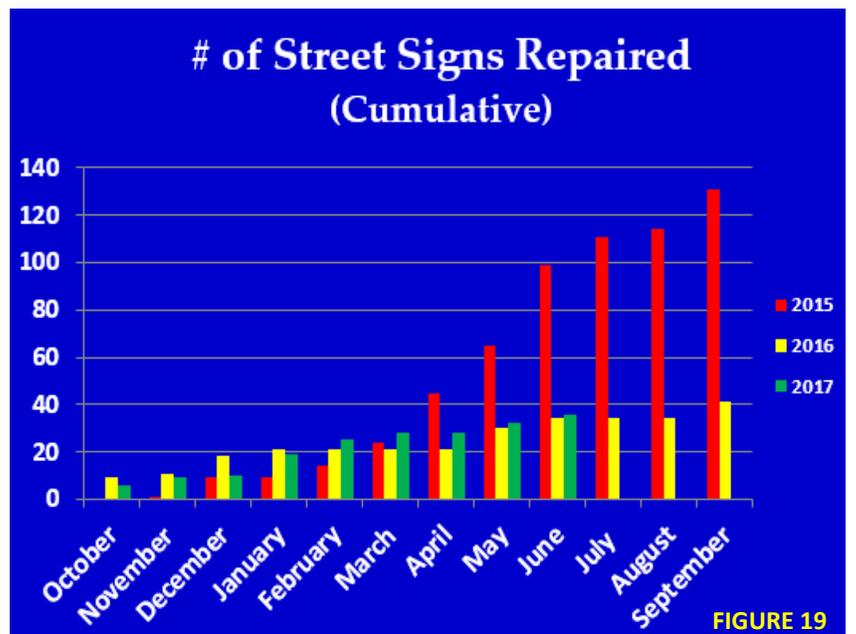


FIGURE 19

Code Compliance

Total Code Fines Collected—A total of \$176,029 in fines have been collected this fiscal year. Revenue is primarily driven by requests to satisfy liens and comply with citations.

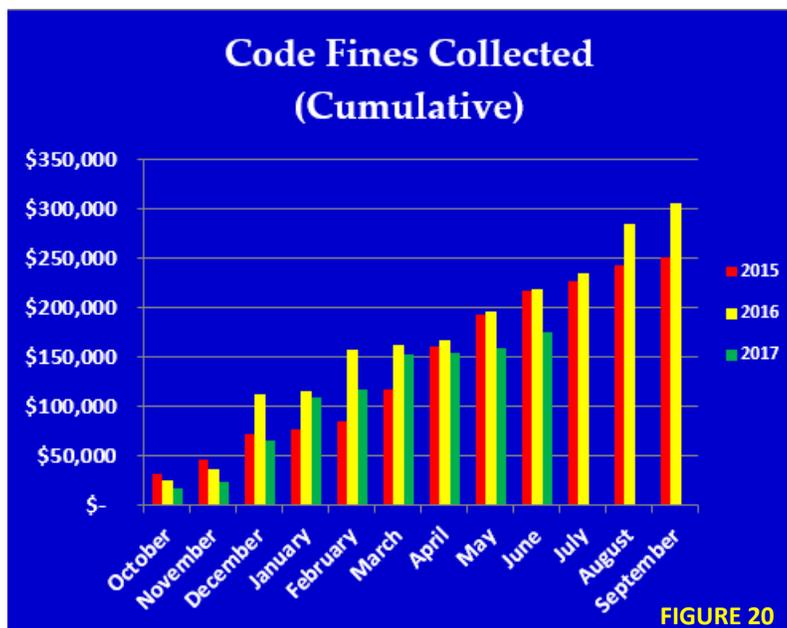


FIGURE 20

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 third quarter was 1,076. Code cases are opened on an as-needed basis, therefore no goal can be set with this measure.

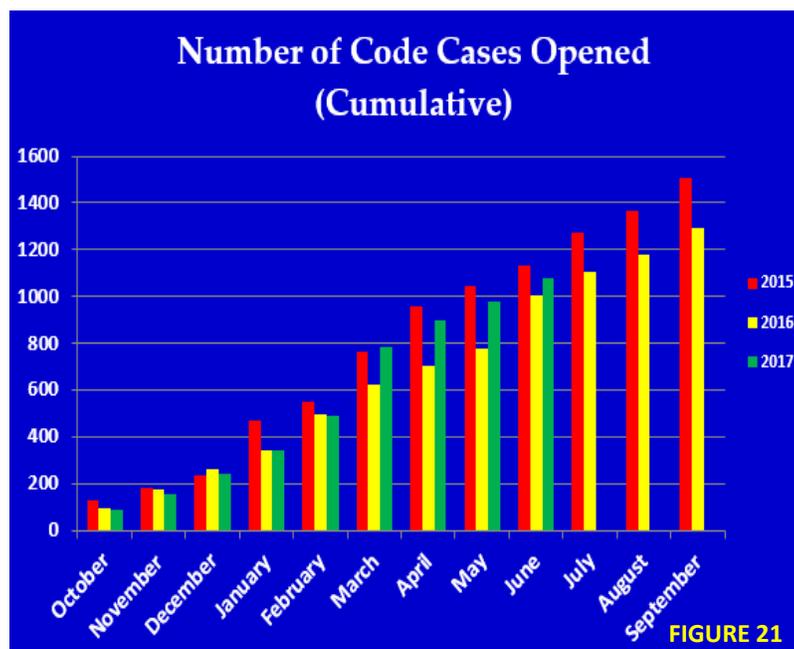
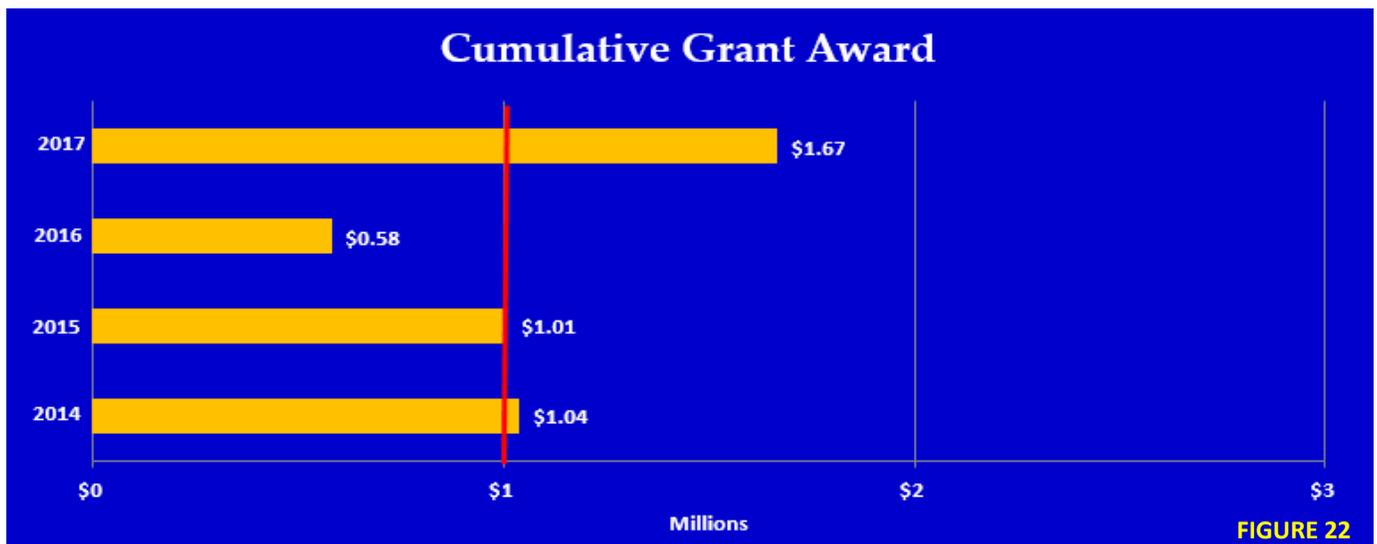


FIGURE 21

Grants

Total Grant Award— The Town received the following Grant Awards during April– June 2017:

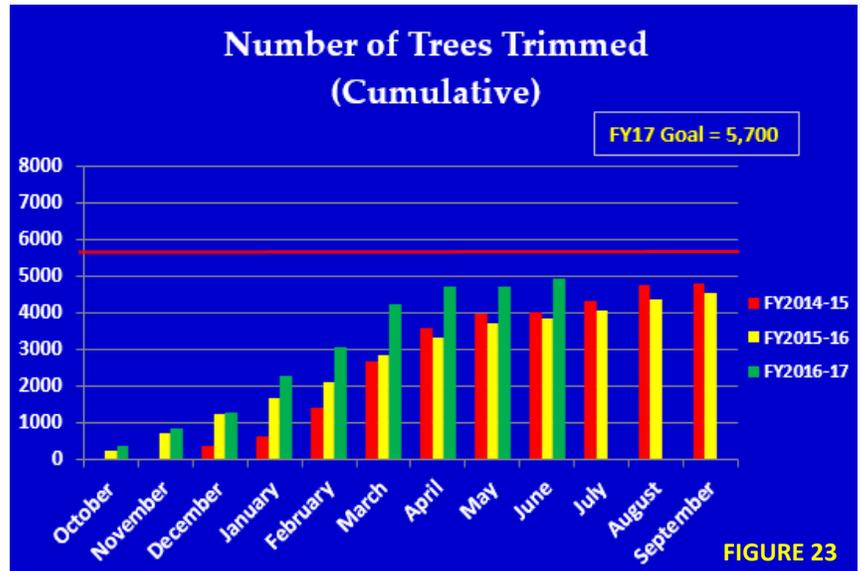
- Awarded 2017-2018 General Appropriations for the Miami Lakes Canal Bank Stabilization of Drainage Canal - Phase II, in the amount of \$1,000,000. Phase II will start along the southern portion of NW 170th Street, from the end installation of Phase I at the eastern property line of 7831 NW 169th Terrace, continuing west bound to approximately 3,200 total linear feet. The Project will improve canal appearance and canal performance, reduce sediment accumulation, increase flood protection, prevent erosion of homes during high water events, and protect private property values and ad valorem revenue. In addition, the Project will minimize potential safety hazards created by steep canal banks, improve the aesthetics of the canal bank, and result in an improved navigable canal for Miami-Dade County to perform applicable maintenance, thereby enhancing Town residents' quality of life.
- Awarded Saris Bike Parking Giveaway-Bike Parking Facilities to install end of strip bike parking facilities at Royal Oaks Park Community Center (\$800 value). The Project will provide an affordable, convenient, and centrally located bike parking installations at the Royal Oaks Park Community Center. In addition, the Project will promote bicycle ridership, encourage healthy lifestyle choices, enhance social interaction, and assist in creating a bike friendly community.



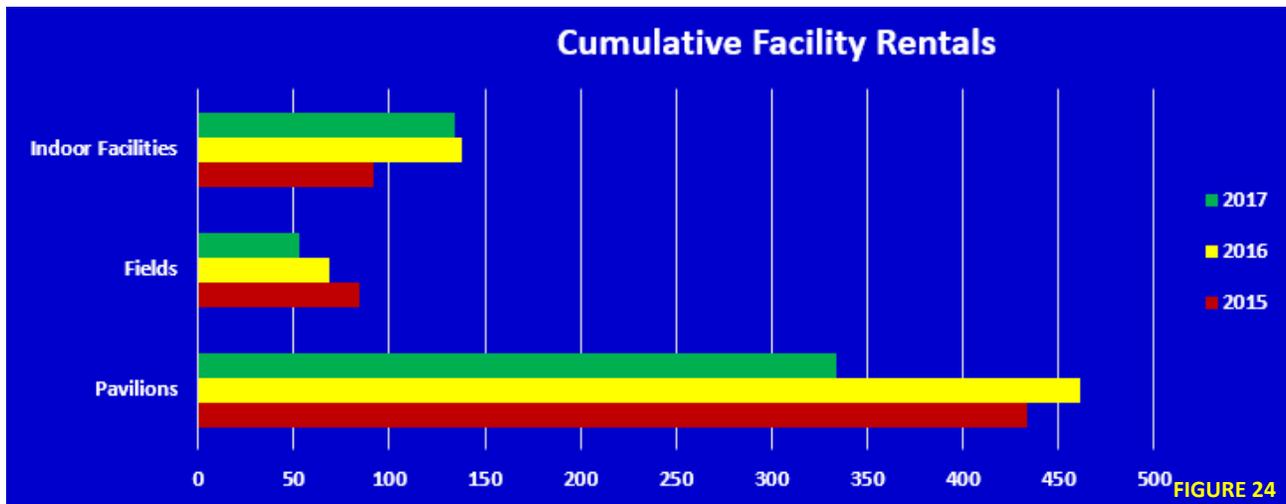
Parks & Open Spaces

Cumulative Number of Trees Trimmed

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 third quarter of FY 2017, the department had trimmed 4,952 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.



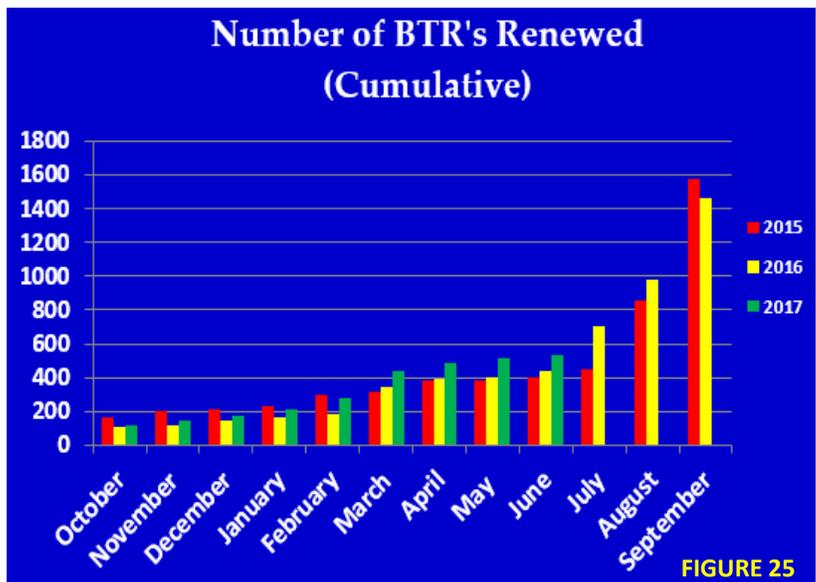
Number of Facility Rentals per Month— With the opening of the Park East Youth Center, the Town now offers two indoor facilities to rent on weekends. During the third quarter of FY 2017 there were a total of 190 rentals consisting of 122 pavilion rentals, 18 field rentals and 50 indoor facility rentals.



Business Tax Receipts (BTR)

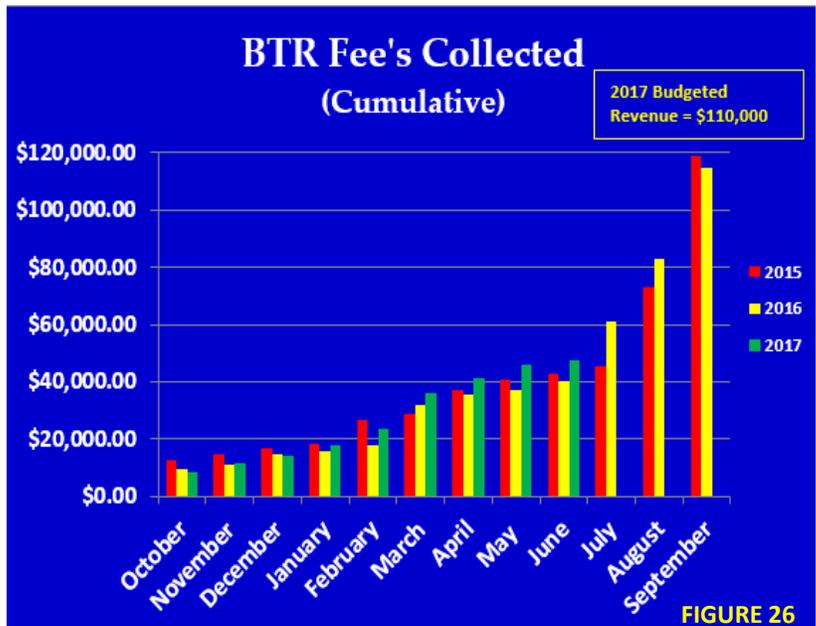
Cumulative Number of BTR's

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 third quarter there were a total of 92 BTR renewals, contributing to a current fiscal year total of 530. Renewals are due by September 30th each year.



Cumulative Number of BTR Fees

Collected— Over the third quarter, \$3,699 was received in BTR fees to yield a total of \$47,277 for this fiscal year. The fees collected at the end of the third 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— In April, the Town revamped our current website to make it easier to find information about Town services and initiatives. The content of the newly designed website was based on the needs of residents, organized by topic, and provides multiple ways for people to find information in a convenient manner. The redesign of the website was completed as part of the Town’s Strategic Plan goal to achieve better communication, transparency, and public participation on all issues. Based on information from google analytics, webpages and information that were most frequently visited were moved to the homepage to make it easier to find information about Town services and initiatives residents were most interested in. The homepage now provides quick access to the most popular services, such business and online resources, as well as quick links to hot topics like council meetings and transportation initiatives. During the third quarter of FY 2017, website views reached a high of 9,401 visits in April.

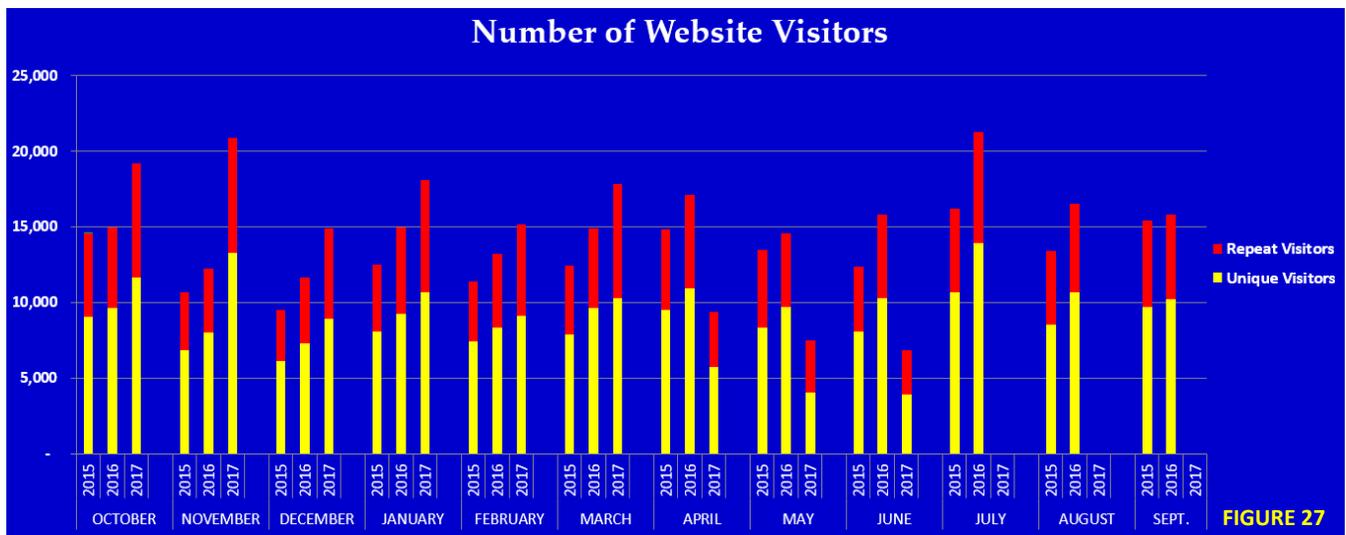


FIGURE 27

Number of Live Webcast Viewers During Town Council Meetings— This third quarter, the average number of visitors who viewed the Council meeting webcast on the day of the meeting is 65 visitors this fiscal year.

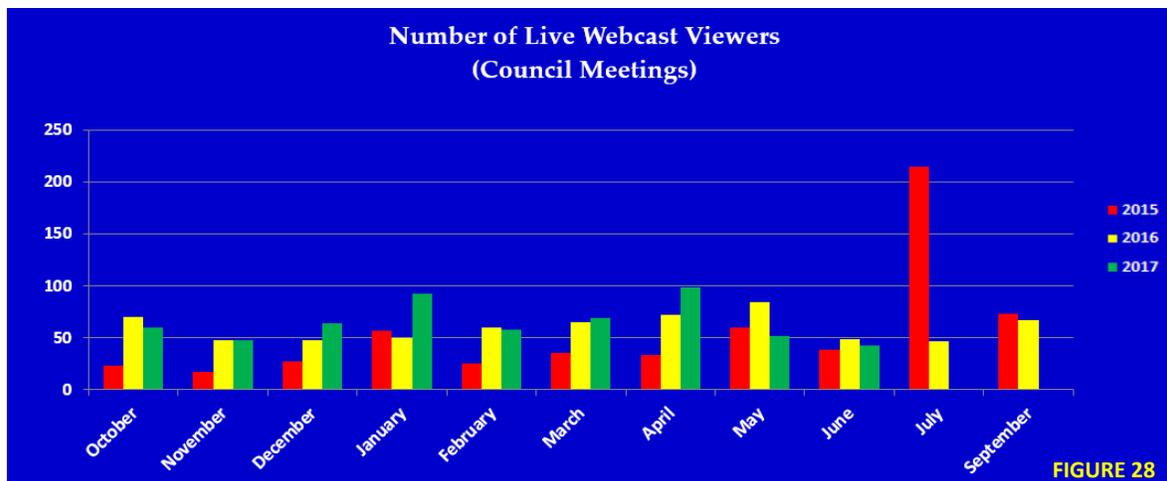
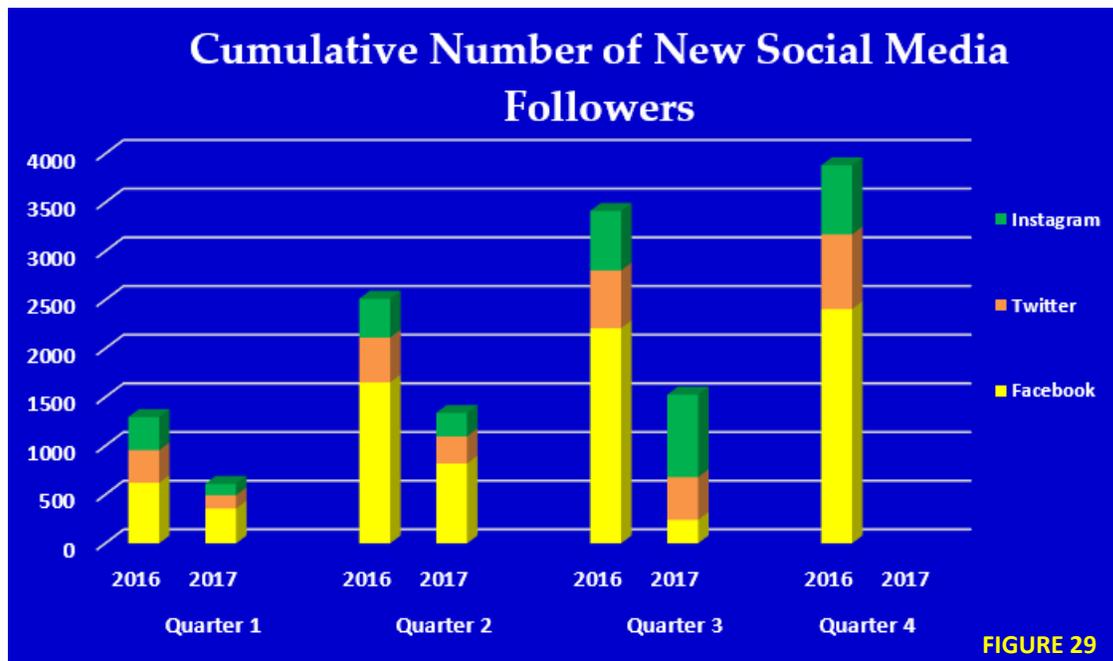


FIGURE 28

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 1,600 followers) and Instagram (almost 1,500 followers). Facebook continues to be our farthest reach with over 4,700 followers reaching about 15,000 people daily. This quarter, we saw an increase of 241 new followers on Facebook, 439 on twitter, and 847 on Instagram.



New Business Welcoming Committee: For this quarter, 37 new business opened in Miami Lakes. Each month, the Town and the members of the Economic Development Committee reach out to all of the new businesses moving into the Town to inform them of the many free resources available to them including grand opening and ribbon cutting ceremonies held with the Town's elected officials and the Business Marketplace online listing. This has generated a very positive response from each of the new businesses.

Mobile App: Lakes Life mobile app was launched in July 2015. To date, the app has over 2,000 users. Lakes Life allows users to submit requests like street light outages and pot holes, track the Moover busses in real time, and access the Town's local business directory- the Miami Lakes Market Place. For the third quarter of FY 2017, the mobile app had 33 additional users and 5 notifications were sent to inform residents of important information including of Town Hall closures, severe weather, road closures and event information. 301 requests were also submitted via the mobile app for the third quarter of FY 2017. Of those requests about 10% remain in progress.

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.

