

Town of Miami Lakes, Florida

Fourth Quarter Performance July – September FY2017-18

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.



**Town Hall
6601 Main Street
Miami Lakes, FL 33014**

Phone: 305-364-6100

www.Miamilakes-fl.gov

Letter From the Town Manager

Dear Mayor, Council and Residents,

I am pleased to present the Town of Miami Lakes Fourth (4th) Quarter Performance Report for Fiscal Year 2017-2018. This report provides a narrative for each performance measure from July–September 2018.

The Town continually works to improve how we deliver services and 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 data integrity worksheets to ensure our measures are tracked and recorded accurately
- 2) Have departments set realistic goals and targets which they can work toward achieving
- 3) Analyze data to assess performance and adjust service levels as needed

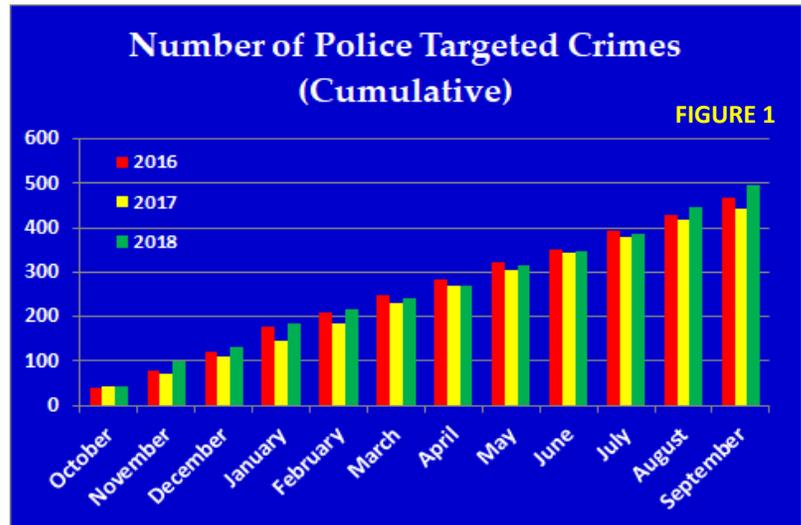


Alex Rey, Town Manager

Police

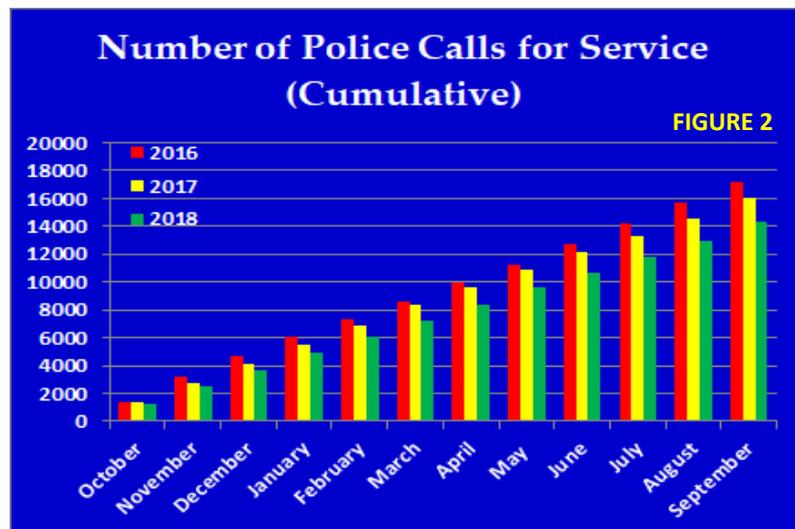
Cumulative Number of Police Targeted Crimes— From July to September the number of police targeted crimes was 147 (37 targeted crimes in July '18, 61 targeted crimes in August '18, and 49 targeted crimes in September '18).

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.



Cumulative Number of Police Calls for Service— The number of police calls for service has ranged from a monthly low of 1,123 in August, to a high of 1,402 in September; an average of 1,238 calls per month and a total of 3,714 police calls for service from July-September. Our police department strives to attend to every phone call received to ensure that each resident is assisted.

The calls for service has continued to decrease year over year which is an indication of an overall increase in public safety for our residents.



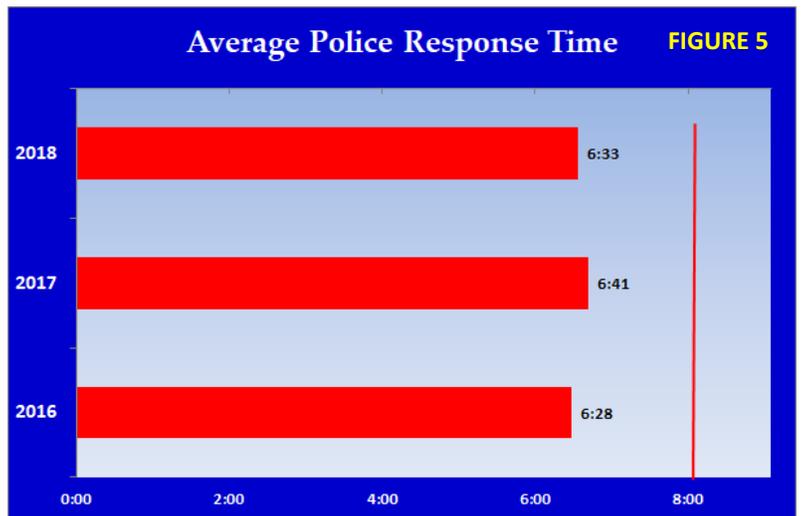
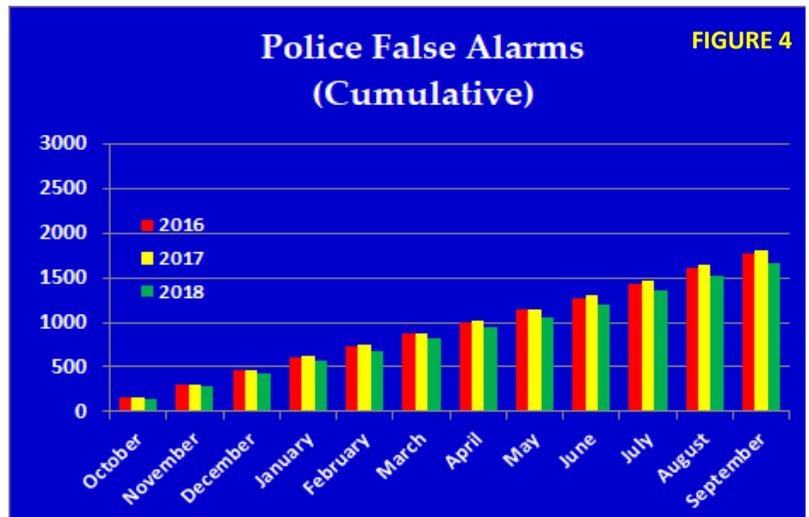
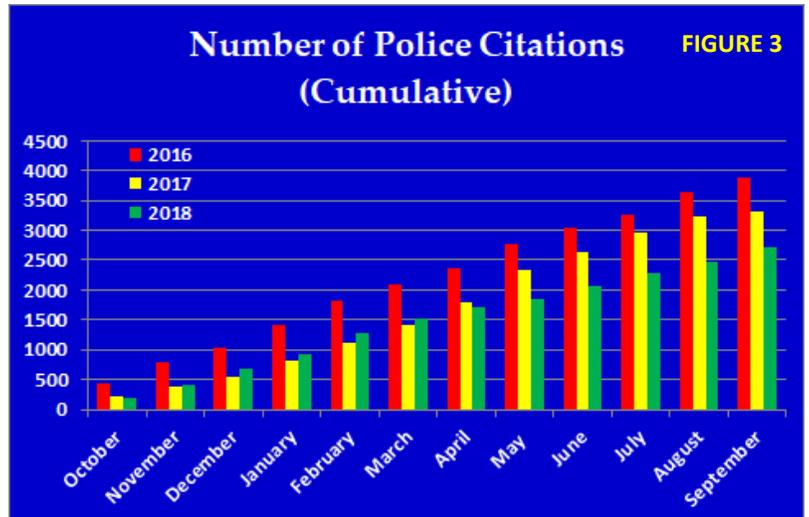
Cumulative Number of Police Citations—

The police department issued a total of 648 citations between July - September of FY2018. The declining trend seen in the graph is the result of an increase in driver compliance. 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—

Since the implementation of the false alarm monitoring system, there has been a consistent decline in the number of police false alarms reported. At the end of the fourth quarter, a total of 466 false alarms had been reported. 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 fourth quarter of FY 2018 is 6:33 minutes. The average has decreased in comparison to previous fiscal year which is well under our contractual goal, which states that the average response time must remain under 8 minutes.



Building

Cumulative Number of Building Permits

Issued— The number of building permits issued throughout this fiscal year FY2018 has reached 3,840.

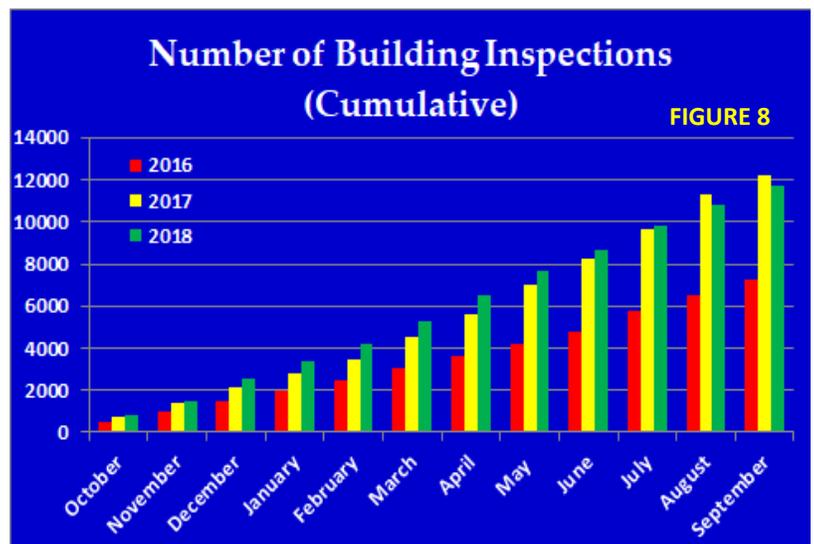
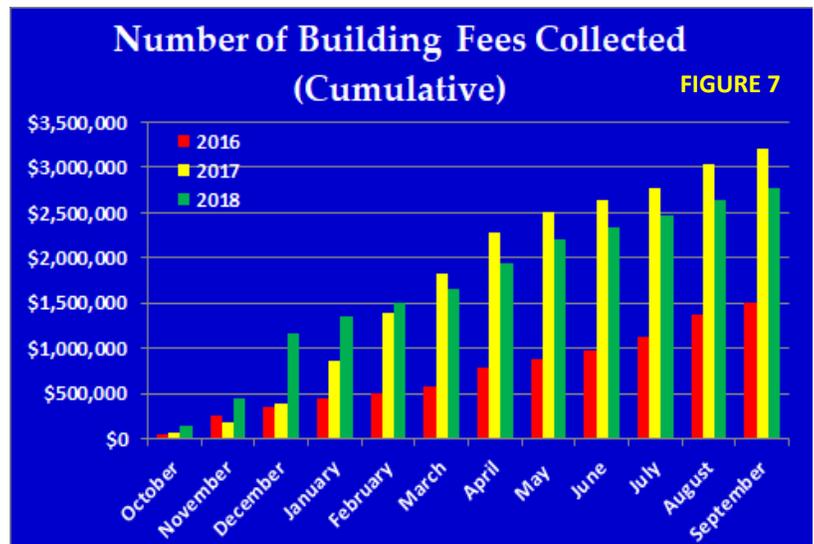
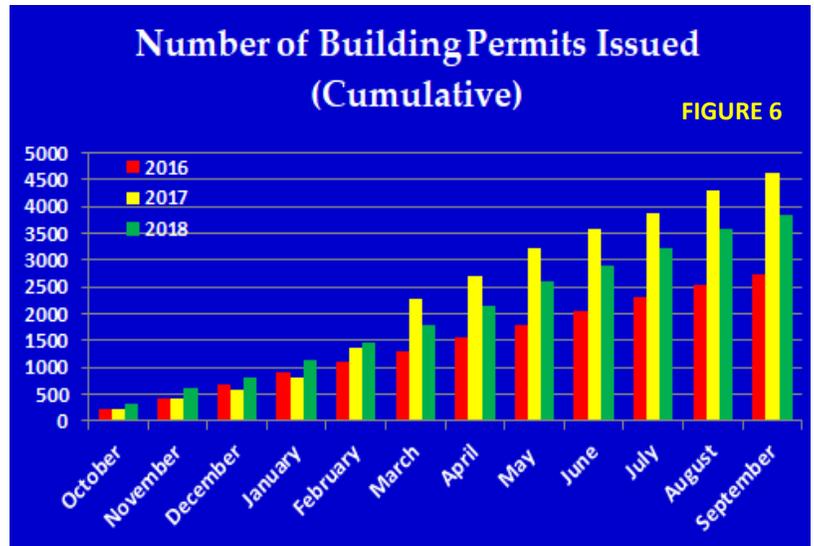
Throughout the fourth quarter, 1,128 permits were issued, in comparison to 1035 in FY 2017's fourth quarter and 712 in FY 2016's fourth quarter (in March 2017 the first large wave of Lennar permits were issued).

Cumulative Number of Building Fees

Collected— Over the fourth quarter, \$2,766,614 were collected in building fees. Compared to the previous fiscal years, this amount is significantly higher than FY 2016 but 13% lower than those collected in FY 2017 (in FY2017 large wave of Lennar permits were issued).

Cumulative Number of Building

Inspections— The number of building inspections performed this fiscal year has been greater than the fourth quarter of FY 2016 but slightly lower than FY 2017. There have been a total of 11,706 inspections conducted this fiscal year. The Building Department is working harder than ever to continue to provide excellent service, while keeping up with the number of requests from residents.



Planning & Zoning

Cumulative Number of Zoning Verification Letter Requests Received—

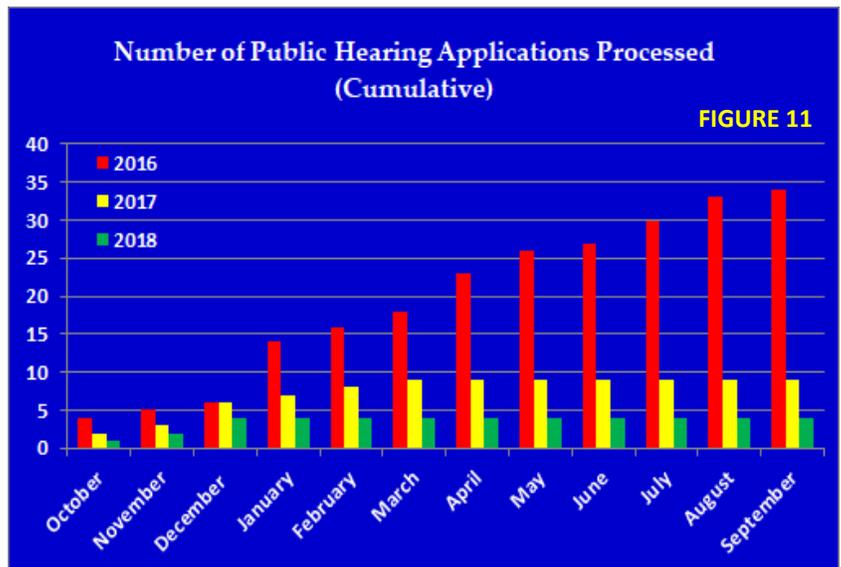
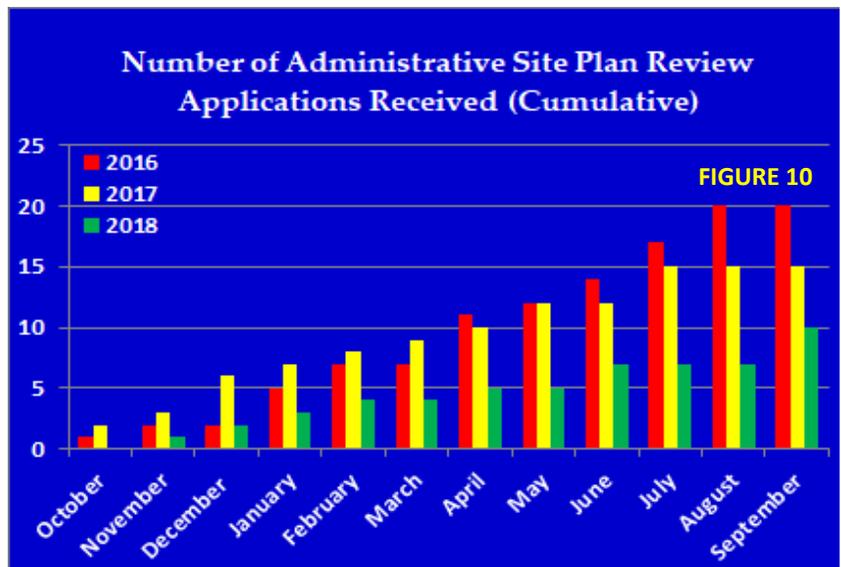
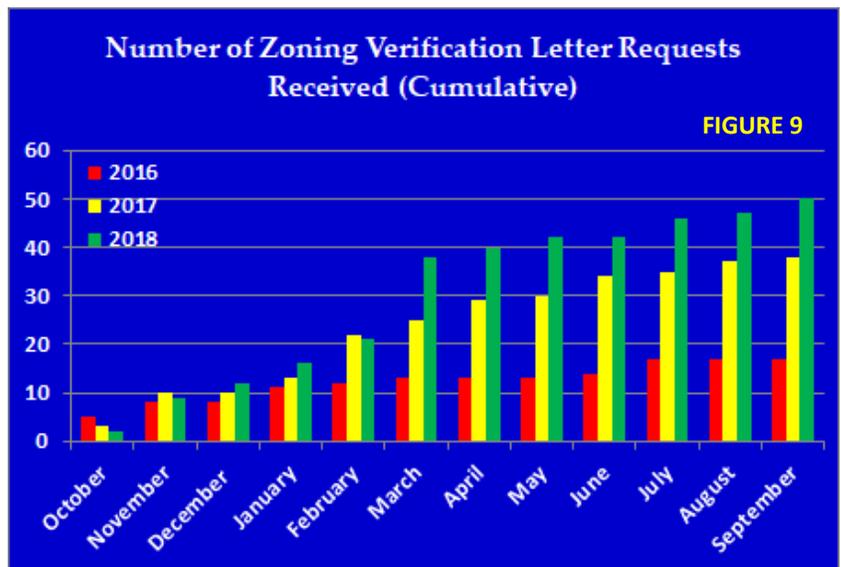
This fourth quarter there have been a total of 8 zoning verification letter requests received. A Zoning Verification Letter is a written confirmation by the Town of Miami Lakes of the current zoning designation of the subject property and/or whether a specific use is permitted on the subject property.

Cumulative Number of Administrative Site Plan Review Applications Received—

At the end of the fourth quarter, a total of 3 Administrative Site Plan review applications were received. Site plan applications are required for all new developments or changes to existing developments.

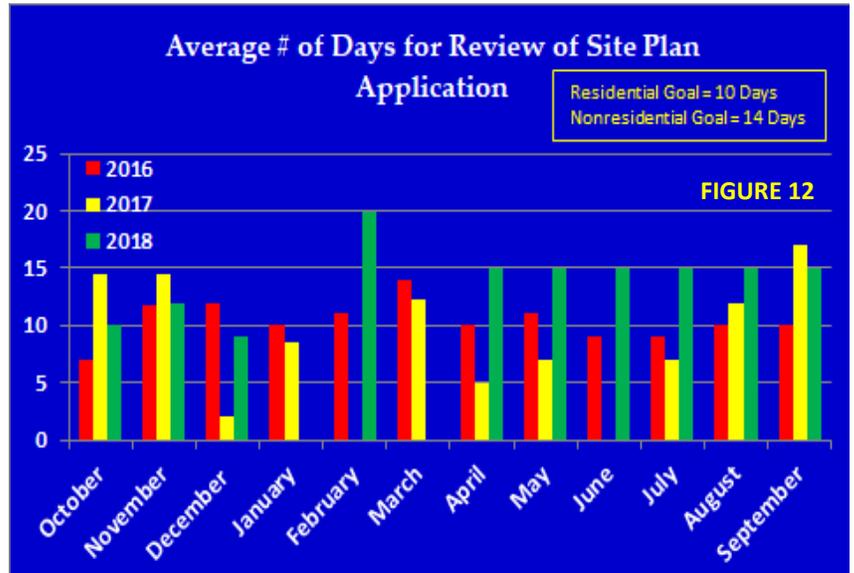
Cumulative Number of Public Hearing Applications Processed—

Public hearing applications are required for zoning requests of a substantial nature. For the fourth quarter there were no applications processed.

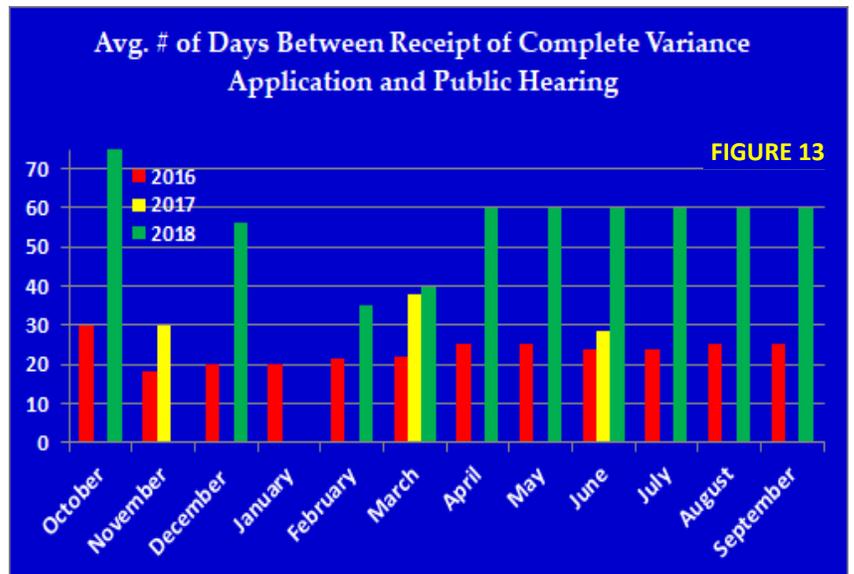


Planning & Zoning

Average Number of Days for Review of Site Plan Application— To provide residents an idea on how many days it takes for the Planning and 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 14 business days. The department aims to review all non-residential and residential applications within 14 and 10 business days or less respectively.



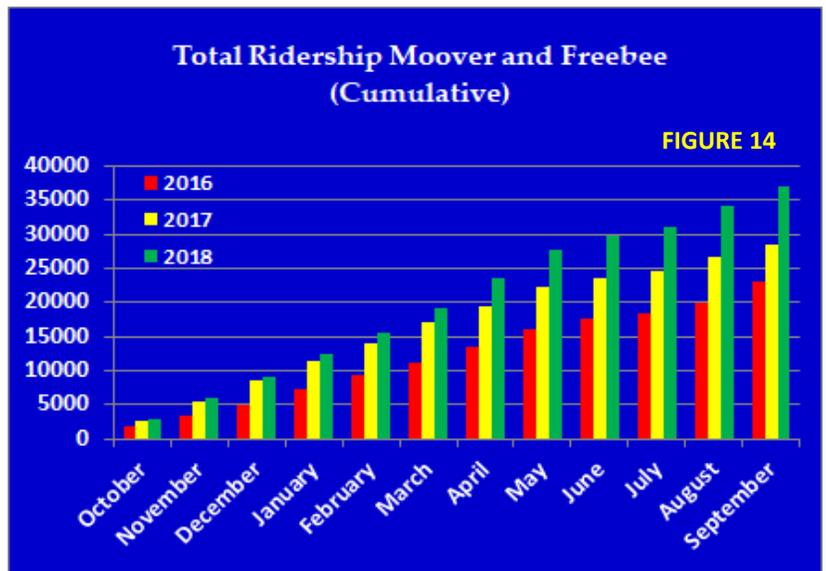
Average Number of Days Between Receipt of Complete Variance Application and Public Hearing— The average number of days between the receipt of a complete variance application and public hearing takes into account the turnaround time from the date the application was received to the date of the public hearing. This fourth quarter of FY 2018, the average number of days between the receipt of the complete variance application and the public hearing date was 57 days.



Transit

The Town of Miami Lakes continues to embody its motto: "Growing Beautifully." In a concerted effort to improve quality of life in the Town and nurturing its commitment to green living, the Town of Miami Lakes operates the Miami Lakes Moover on one route throughout town. The bus operates as a fixed-route circulator providing connections to existing Metrobus stops and Metrorail, via the Ludlam Limited Route, with a terminal point at Main Street. The Miami Lakes Moover runs Monday through Friday during peak morning (6:00-10:40AM) and peak evening (2:30-7:00PM). Buses arrive approximately every 40 minutes. Buses are equipped with bike racks, flip seats, and ADA-compliant wheelchair ramps.

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 in order to better serve residents travelling between the east and west sides of Miami Lakes. This fiscal year, there have been 27,283 riders on the Moover route and 9,749 from Freebee service for a total of 37,032 rides (the Demand Bus Route was replaced by Freebee services starting on Jan/Feb 18' period—refer to Freebee services on next section).



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	500	593	1093
August	1422	552	1974
September	1586	419	2005
Total Year:			28567

Fiscal Year 2017-2018 Ridership by Month				
Month	Miami Lakes Moover Route	Demand Route	Freebee OnDemand	Total
October	2409	574		2983
November	2605	487		3092
December	2502	483		2985
January	2574	483	269	3326
February	2501	rep.by freebee	639	3140
March	2734	rep.by freebee	802	3536
April	3,608	rep.by freebee	880	4,488
May	3175	rep.by freebee	925	4100
June	945	rep.by freebee	1044	1989
July	416	rep.by freebee	1039	1455
August	1864	rep.by freebee	1170	3034
September	1950	rep.by freebee	954	2904
Total Year:				37032

Transit

Freebee In addition to the Town's Moover service, the Town also offers Freebee in the Lakes, a new on-demand ride-sharing service.

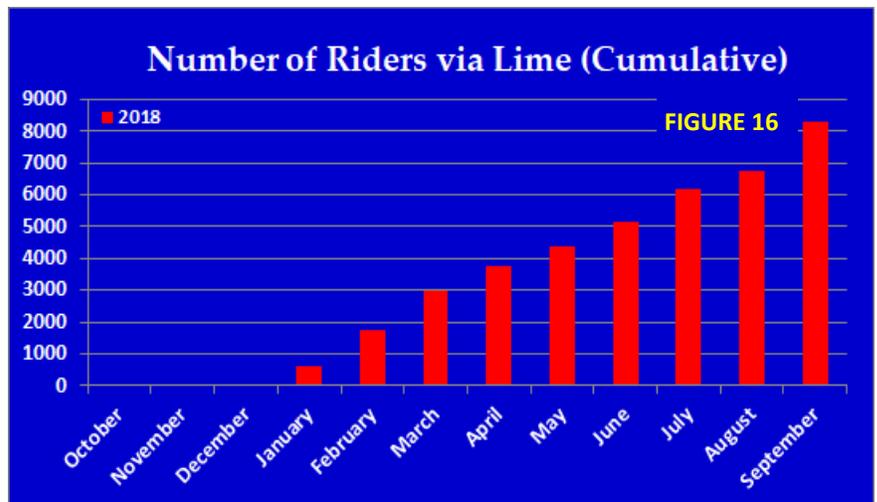
The on-demand service operates Monday through Friday, from 8:00 am to 3:00 pm and Sunday from 10:30 am to 12:30 pm. Rides are free for all passengers.

The Town Ridership via Freebee is a new measure that is being added to the quarterly performance reports as of January of 2018. This fourth quarter, the Ridership Freebee Services logged was 3,163.

Lime Is a bicycle-sharing company that operates a station-less bicycle-sharing system, which uses a mobile app for reservations. Rides cost \$1 for every 30 minutes. Bike sharing is an innovative transportation program, ideal for short distance point-to-point trips.

The Number of Trips taken via Lime is a new measure that is being added to the quarterly performance reports as of January of 2018. This measures tracks the total numbers of trips taken during a calendar month.

This fourth quarter, the Number of Trips logged via Lime was 3,174.

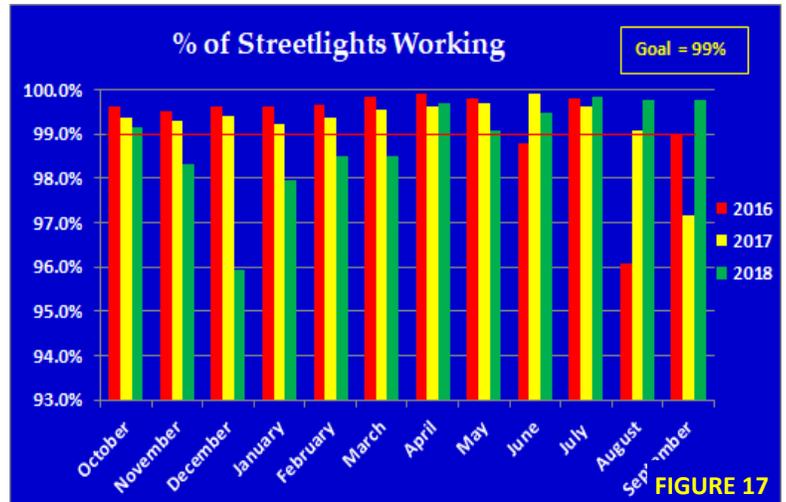


Public Works

Percentage of Street Lights Working—

There are currently 2,047 street lights in Miami Lakes of which 915 belong to the Town.

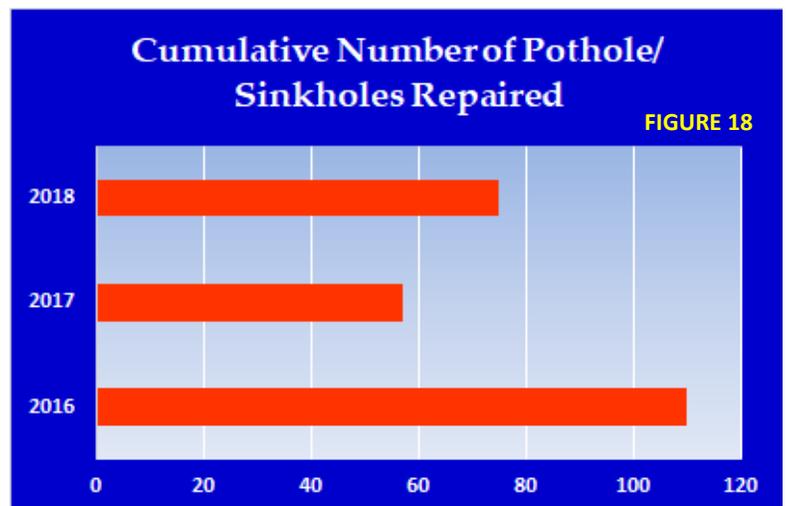
Over the fourth quarter, the Town maintained the percentage of streetlights working at an average of 99.8%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.



Cumulative Number of Pothole/Sinkholes

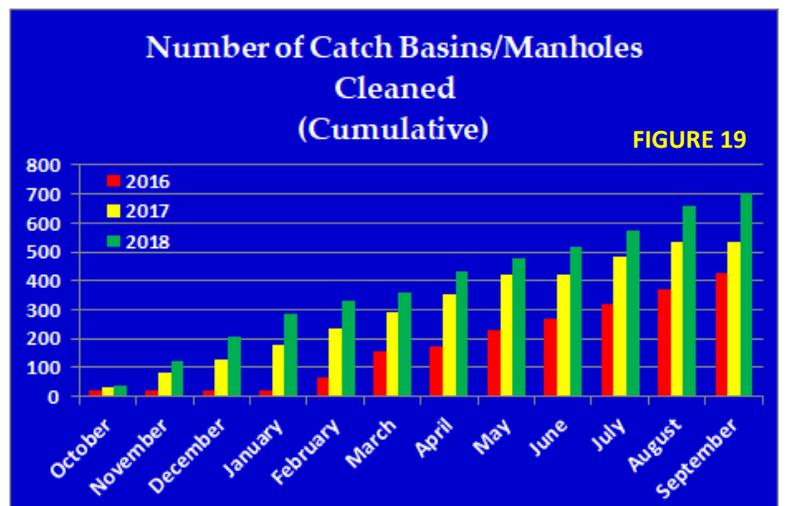
Repaired—The number of pothole/sinkholes repaired as of the fourth quarter was 75.

46% of this fourth quarter’s potholes were identified and reported through our mobile app. The remaining 54% were sought out through the department’s proactive inspections.



Cumulative Number of Catch Basins/Manholes Cleaned

— The number of catch basins/manholes cleaned as of this fourth quarter was 702. In addition, 2,525 linear feet of pipes were desilted to improve stormwater flow. The Town’s drainage system consists of catch basins, pipes and outfalls. 15% of drainage requests have been reported through the mobile app. The remainder have been cleaned in accordance with the Town’s proactive drainage cleaning cycle.

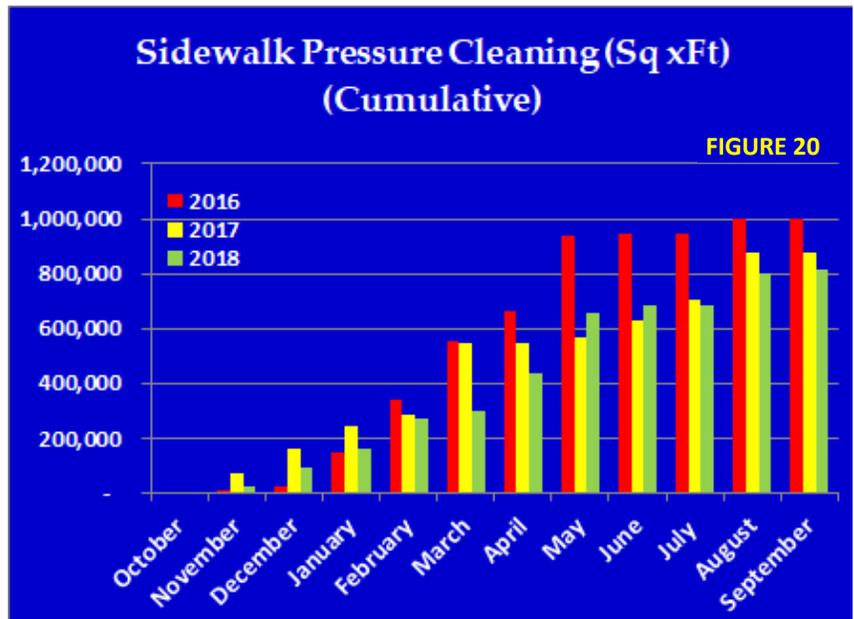


Public Works

Cumulative Number of Sidewalk Square Footage Pressure Cleaned—

The square footage number of sidewalks pressure cleaned as of the fourth quarter was 816,671 sq. ft., which include the Town’s main corridors, mini parks, schools and bus shelters. Compared to previous years, the square footage coverage has slightly decreased as cleaning cost rates increased while budgeted amount remained the same.

Sidewalks are routinely inspected and scheduled for pressure cleaning services on an as-needed basis.



Cumulative Number of Street Signs Repaired—

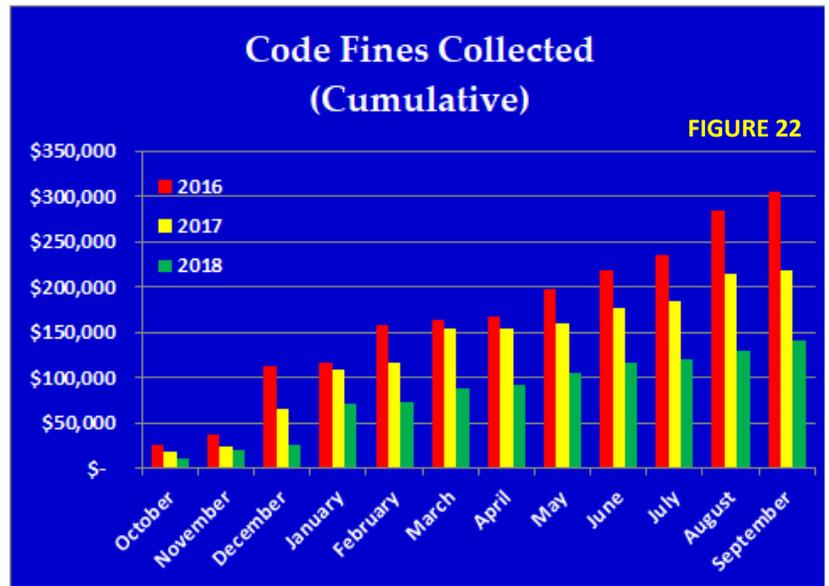
The graph depicts the number of street signs that have been repaired in the Town over the fiscal year. A total of 76 street signs have been repaired as of the fourth quarter. Street Signs are repaired when damaged or fading (increase seen in FY2018 due to the effects of Hurricane Irma).



Code Compliance

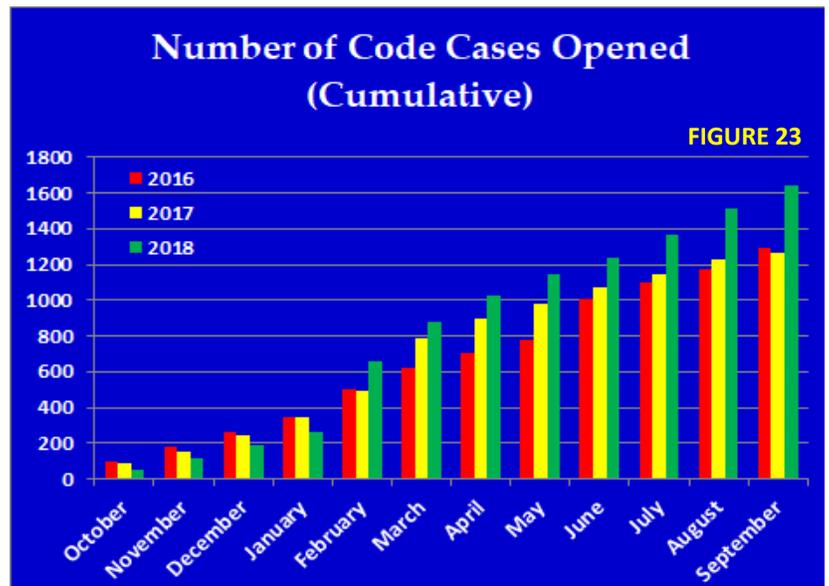
Total Code Fines Collected—A total of \$140,667 in fines were collected over the fourth quarter. Revenue is primarily driven by requests to satisfy liens and comply with citations.

Compared to the previous fiscal years, the code fines has lowered as the Town experiences more voluntary code compliance from residents and businesses.



Cumulative Number of Code Cases

Opened—The Code Compliance Department has maintained its level of proactive monitoring and notification. The number of code cases opened over the fourth quarter was 1,646. Code cases are opened on an as-needed basis and are not opened to meet a quota, therefore no goal can be set with this measure.

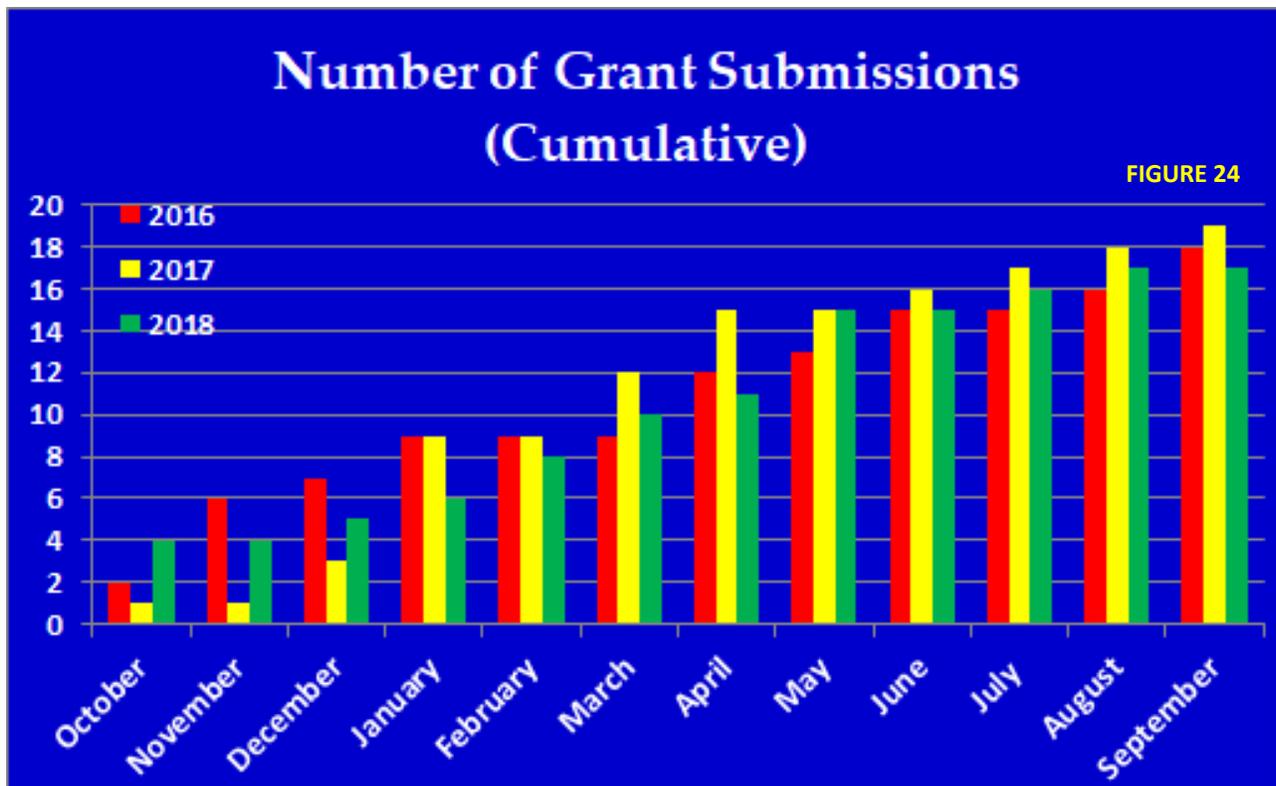


Grants

Grant Awards: FEMA Flood Mitigation Assistance (FMA) Grant for the West Lakes Drainage Improvements Project - \$1,462,499.

In addition, the grants department has submitted 2 grant applications in this 4th quarter as detailed below:

1. The Miami Foundation Public Space Challenge Phase II for Spinning Under the Stars - \$25,000
2. Enterprise Florida, Inc. (EFI) and Florida Department of Economic Opportunity (DEO) Florida Job Growth Grant Fund Public Infrastructure Grant for the Miami Lakes Business Park East Infrastructure and Economic Development Project - \$5,283,000.



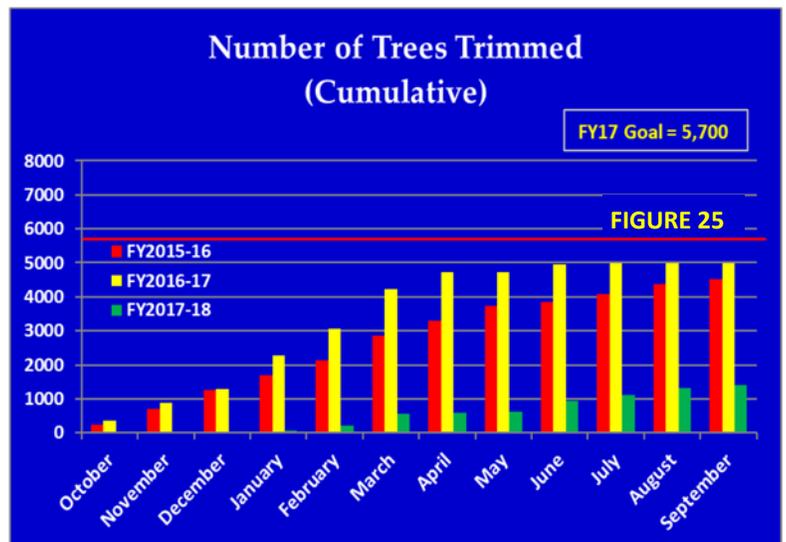
Parks & Open Spaces

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 following a tree trimming maintenance schedule which specifies designated areas to be trimmed and when they will be trimmed.

Over the fourth quarter, the Parks & Open Spaces Department has trimmed 1,393 trees in total.

The decrease in routine tree trimming in FY18 is due to Hurricane Irma. Resources were reallocated to hurricane debris pick up and other recovery efforts. The Town resumed normal operations in the summer of this year.



Number of Facility Rentals per Month— The number of facility rentals for the fourth quarter of FY 2018 has been consistent with previous fiscal years' fourth quarters. With the opening of the Park East Youth Center, the Town now offers two indoor facilities to rent on weekends. During the fourth quarter of FY 2018 there were a total of 163 rentals consisting of 116 pavilion rentals and 47 indoor facility rentals.

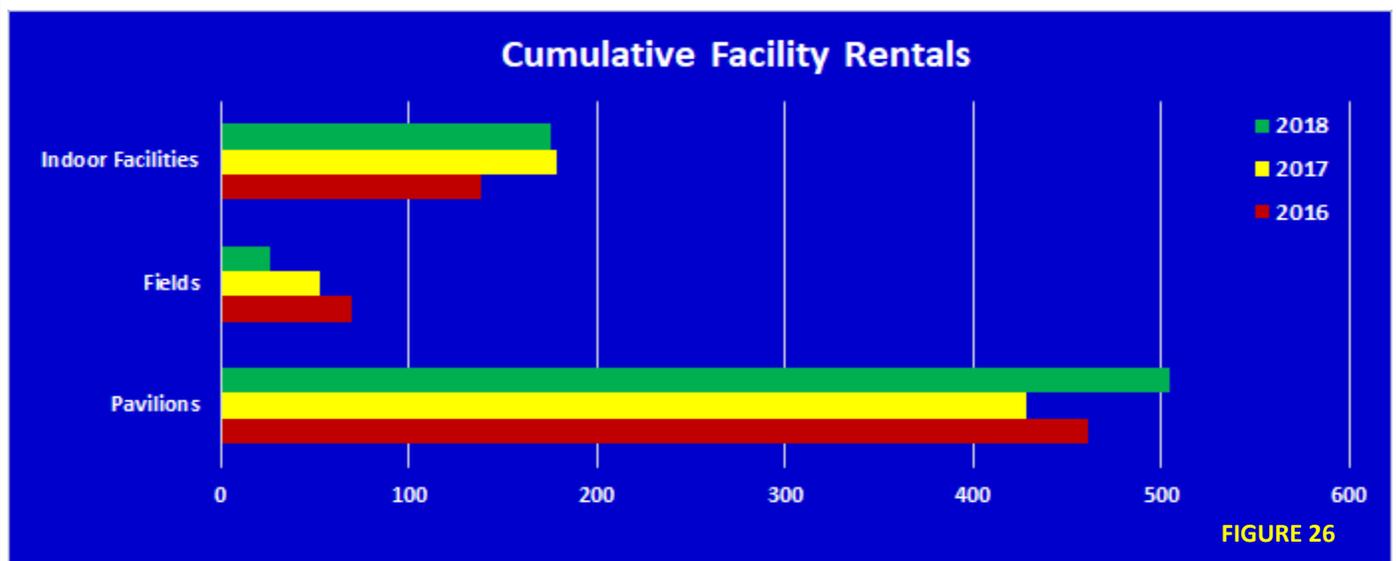
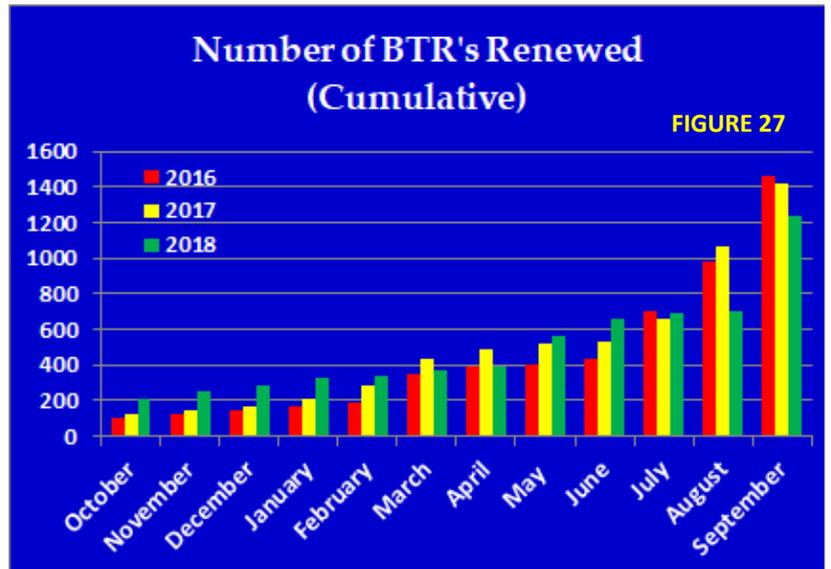


FIGURE 26

Business Tax Receipts (BTR's)

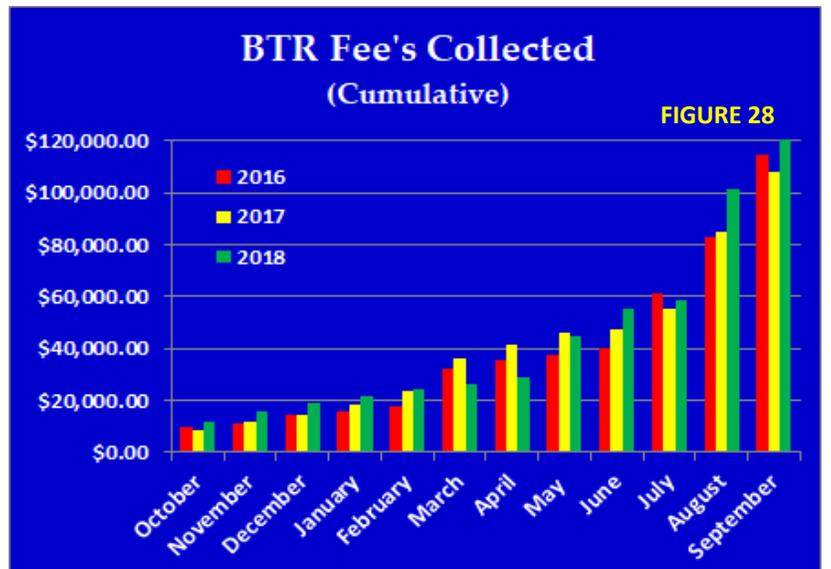
Cumulative Number of BTR's

Renewed— All Miami Lakes businesses are required to renew their business tax receipt on an annual basis. This fourth quarter there were a total of 585 BTR's renewals. Renewals are due by September 30th each year.



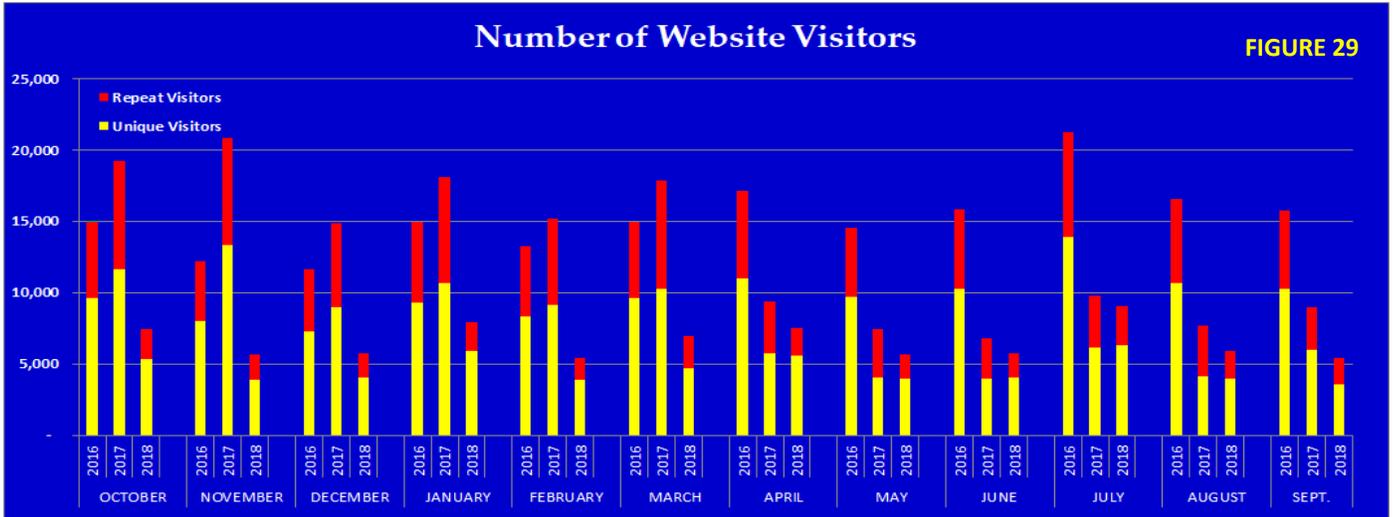
Cumulative Number of BTR's Fee's

Collected— Over the fourth quarter there were \$79,147 received in BTR fees.

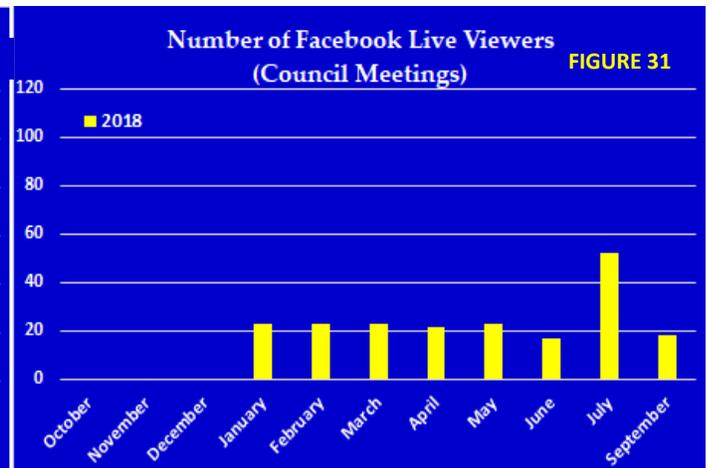
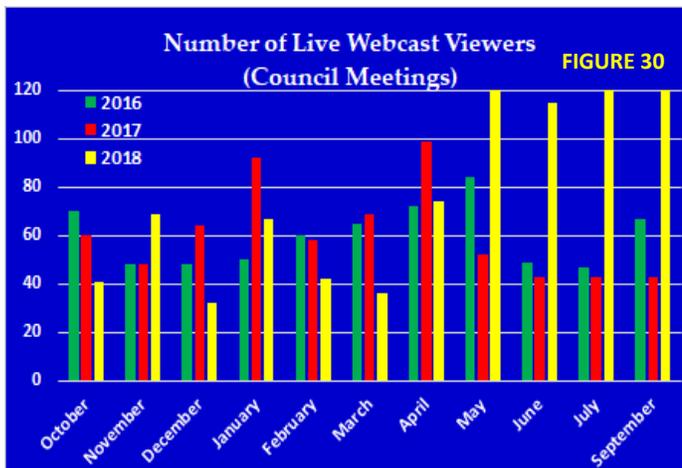


Community Engagement & Outreach

Number of Website Visitors – The Town tracks the number of visitors to the website to help determine how impactful we are in our communications with the public. During the fourth quarter of FY 2018, website views reached 15,725 users on the Town’s main page (www.miamilakes-fl.gov) and 2,625 users on the Town’s I Heart Miami Lakes page (www.iheartmiamilakes.com). The decrease in visitors on the Town’s main page is likely due to the unresponsive nature of the website to mobile devices which make up about 45% of website visitors. The decline is also associated with the vast increase in social media followers.

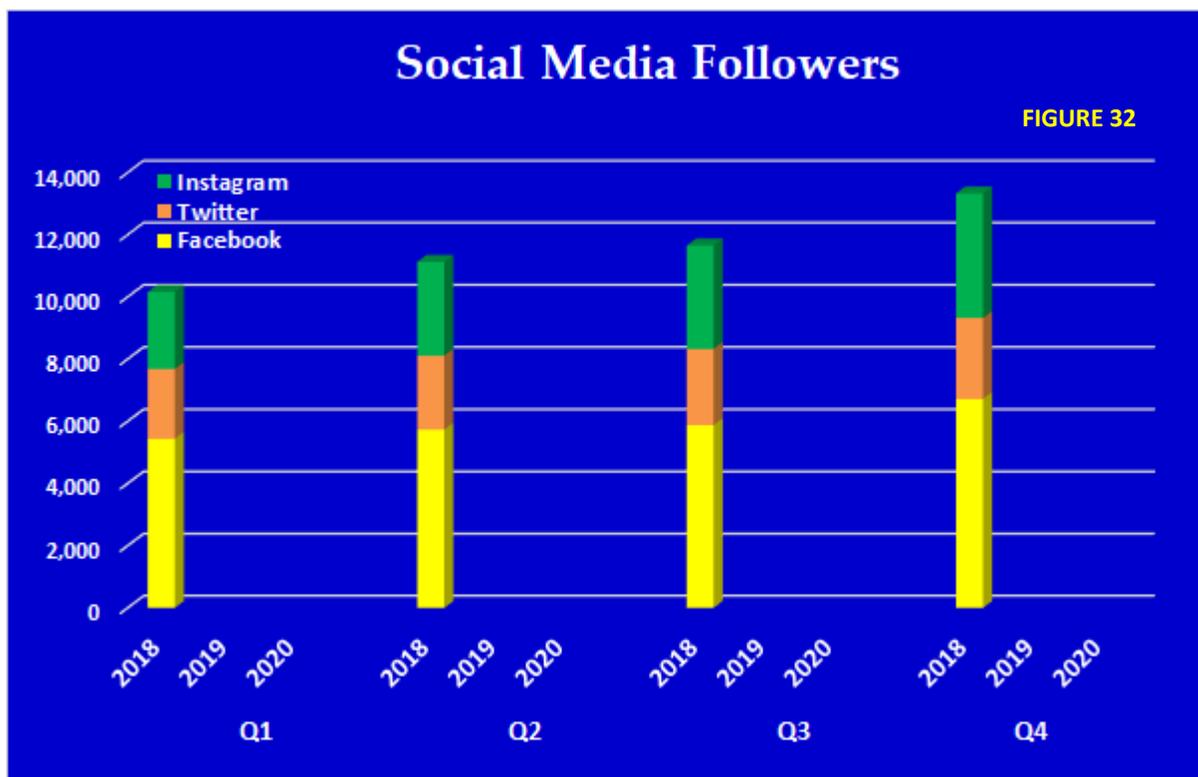


Number of Facebook Live and Live Webcast Viewers During Town Council Meetings – In an effort to achieve better communication, transparency, and public participation, in FY18 the Town introduced live streaming of the Town Council meetings on the Town’s Facebook page. This fiscal year, the average number of individuals who viewed the Council Meetings via *Webcast* and *Facebook Live* between the hours of 5:00 PM to 10:00 PM on the day of the Council meeting was 83 and 25 respectively. The total viewers for the fourth quarter reached 298 on Webcast and 70 on Facebook Live.



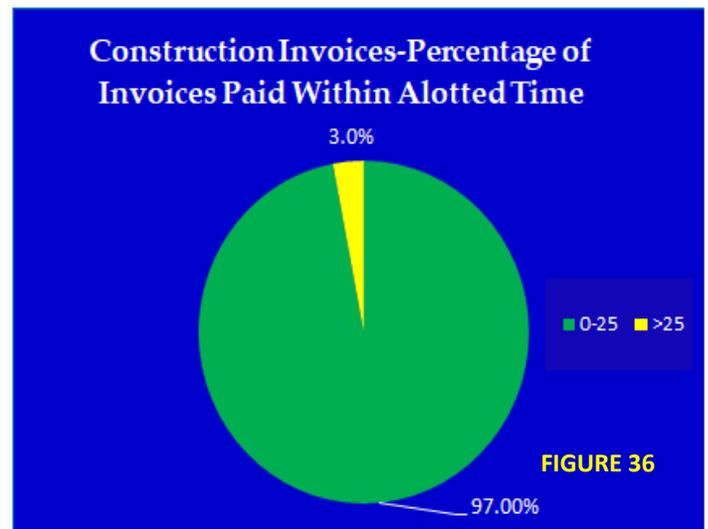
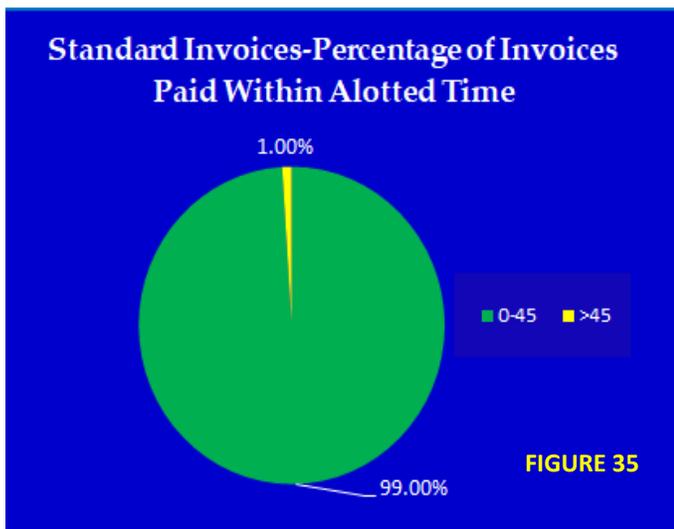
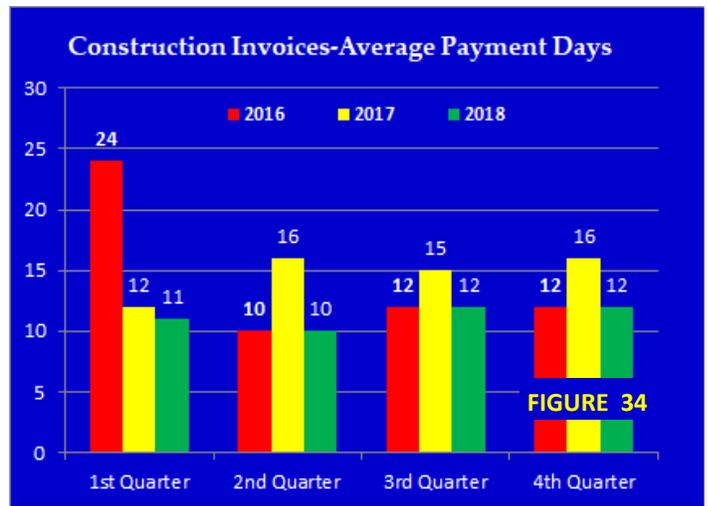
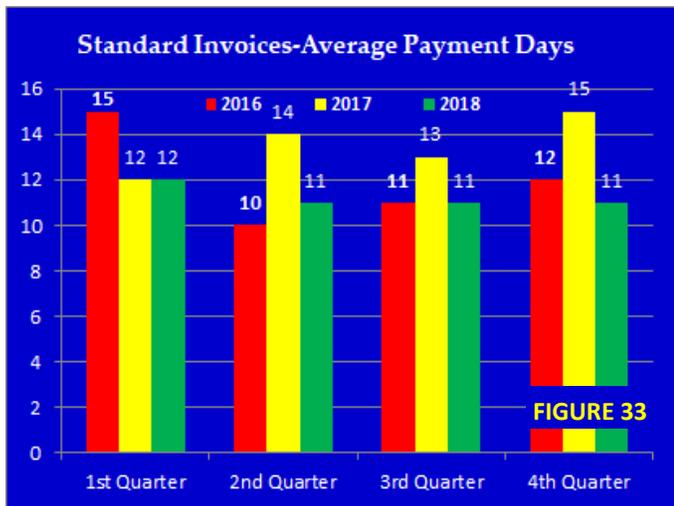
Community Engagement & Outreach

Social Media Presence: The Town has vastly increased its social media presence and continues to do so. A detailed social media strategy was presented by the Communication and Economic Development team in March 2018 at the council meeting as Manager’s report that discusses the social media plans in depth. As of the 4th quarter FY2018, the Town has reached 13,329 followers across Facebook, Instagram and Twitter and plans to aggressively monitor metrics such as engagement, reach, impressions and follower growth while adding presence on new social platforms.



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 State 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 98% of invoices within that timeframe.



Clerk

Turnaround Time for Regular Lien

Letters: The turnaround time for lien letters is a new measure that was added to the performance reporting as of July of 2017. This measure tracks the average number of days it takes from the receipt of lien letter request to the day the request is fulfilled and sent to the requester. This fourth quarter, lien letters requests were completed in an average of 4 days, with monthly averages reaching 2 in July, 5 in August, and 5 in October.

Turnaround Time for Expedited Lien

Letters: This fourth quarter, the average turnaround time for expedited lien letters was 4.6 days. This measure tracks the average number of days it takes to complete expedited lien letter requests. The spike seen in turnaround times in August and September is due to an influx of lien requests and longer administrative processing time due to a higher backlog and workload.

Turnaround Time for Public Records

Requests: This fourth quarter, the average turnaround time for public records request was 3.5 days. This measure tracks the time it takes to complete a public records request, starting on the day the request was made and ending with the date the request has been closed.

