

# TOWN OF MIAMI LAKES, FL

## 1st Quarter Performance Metrics October—December FY2018-19

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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2025

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# Letter From the Town Manager

Dear Mayor, Council and Residents,

I am pleased to present the Town of Miami Lakes First (1st) Quarter Performance Report for Fiscal Year 2018-2019. This report provides a narrative for each performance measure from October—December 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



Edward Pidermann, Town Manager



# Police

## Cumulative Number of Police Targeted Crimes

From October to December the number of police targeted crimes was 169 (75 targeted crimes in October '18, 45 targeted crimes in November '18, and 49 targeted crimes in December '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.

## Number Police Targeted Crimes (Cumulative)

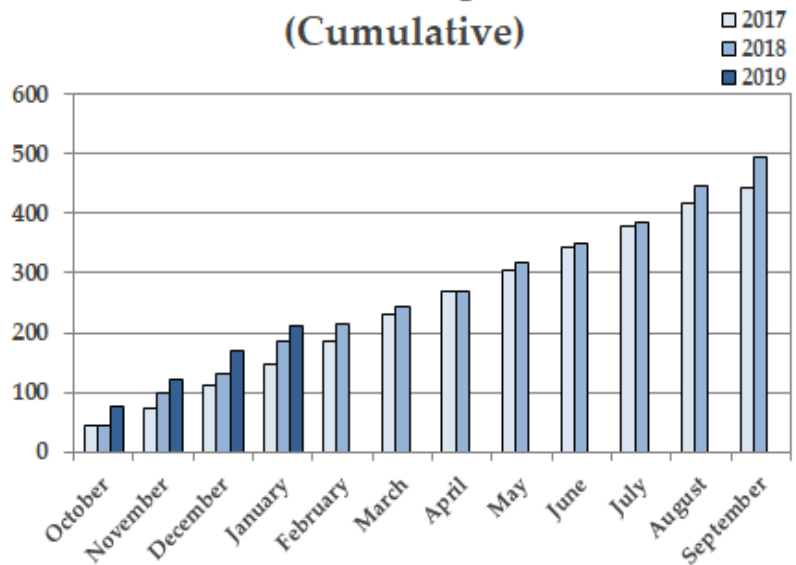


FIGURE 1

## Cumulative Number of Police Calls for Service

The number of police calls for service has ranged from a monthly low of 1,180 in December, to a high of 1,819 in October; an average of 1,447 calls per month and a total of 4,341 police calls for service from October through December. Our police department strives to attend to every phone call received to ensure that each resident is assisted.

## Number of Police Calls for Service (Cumulative)

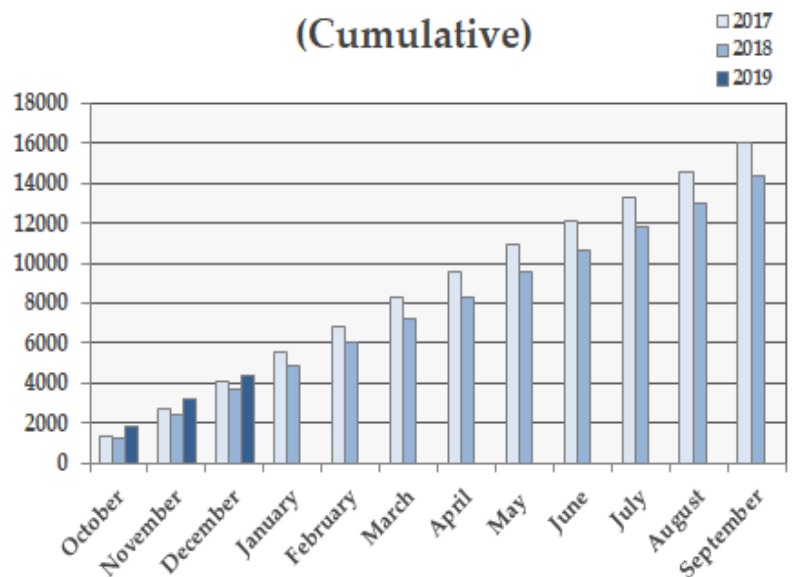


FIGURE 2



**Cumulative Number of Police Citations—**

The police department issued a total of 658 citations between October – December of FY2019. 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 first quarter, a total of 426 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 first quarter of FY2019 is 6:51 minutes. The average Response Time has remained consistent with previous fiscal years which is well under our contractual goal, which states that the average response time must remain under 8 minutes.

**Number of Police Citations (Cumulative)**

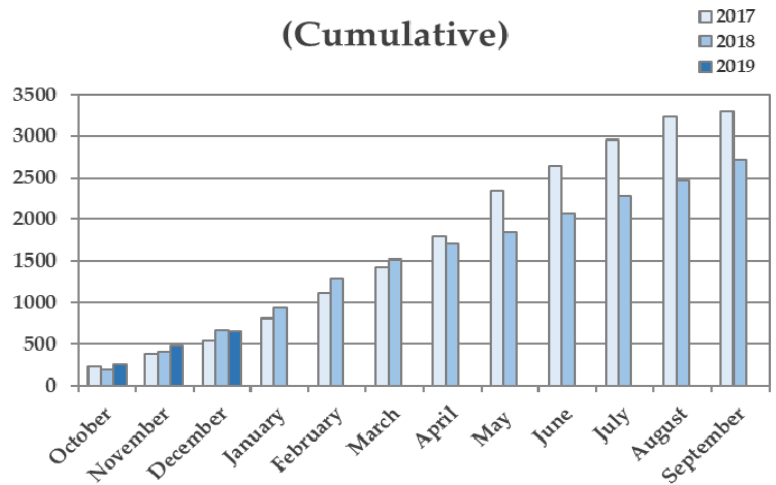


FIGURE 3

**Police False Alarms (Cumulative)**

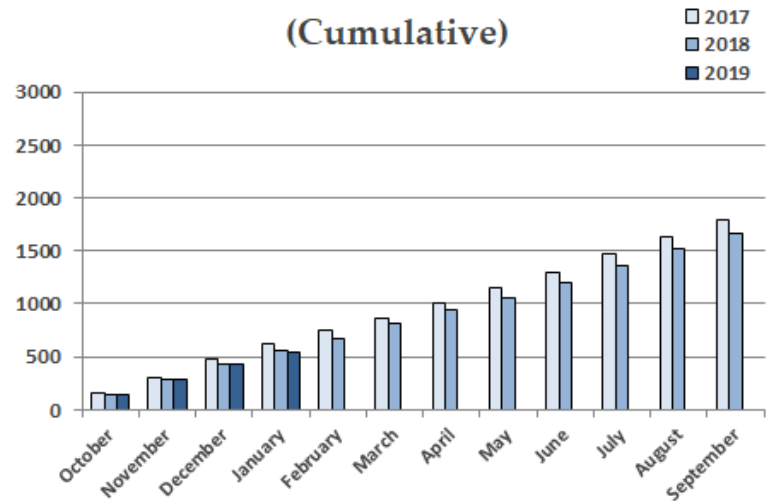


FIGURE 4

**Average Police Response Time**

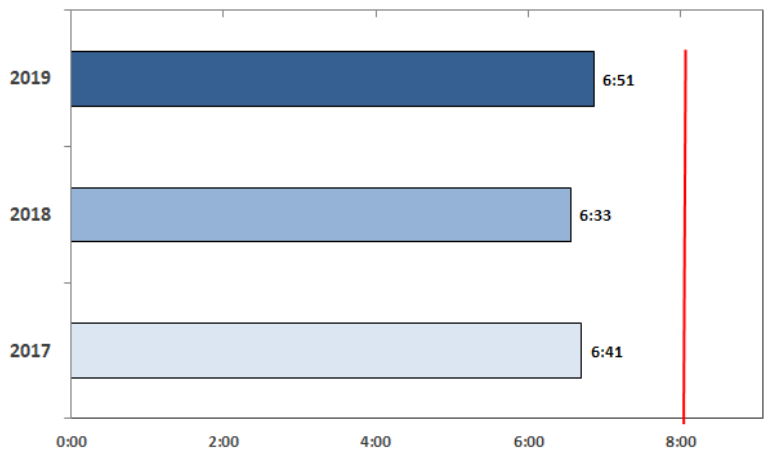


FIGURE 5



# Building

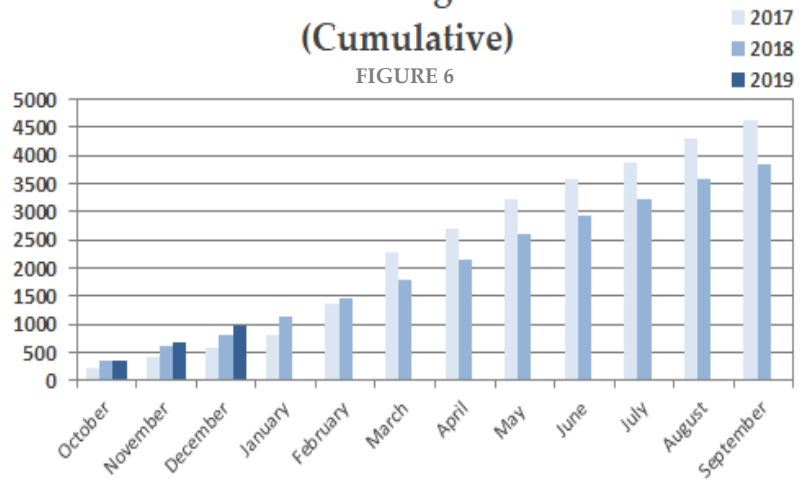
**Cumulative Number of Building Permits Issued**— The number of building permits issued throughout this fiscal year FY2019 has reached 966.

Throughout the first quarter, 966 permits were issued, in comparison to 820 in FY2018's first quarter and 586 in FY2017's first quarter.

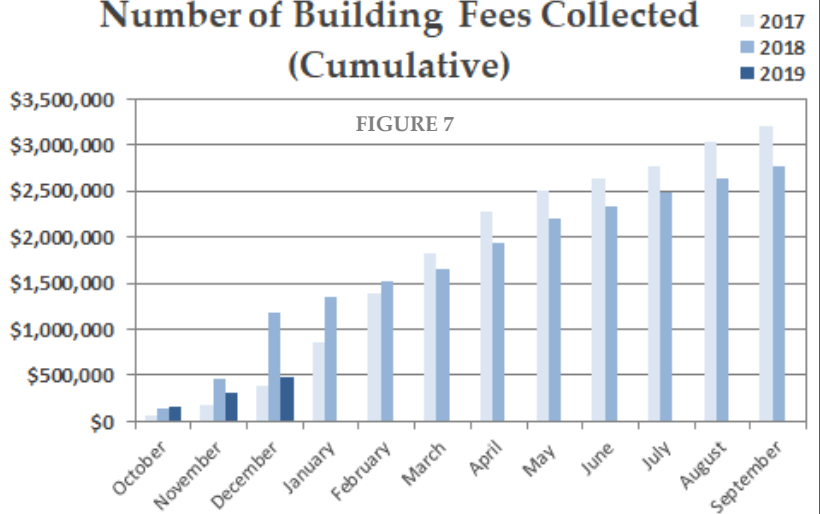
**Cumulative Number of Building Fees Collected**— Throughout this fiscal year FY2019, \$482,545 were collected in building fees. Compared to the previous fiscal years first quarters, this amount is higher than FY2017 but significantly lower than those collected in FY 2018 (in FY2018 large wave of Graham's new development permits were issued).

**Cumulative Number of Building Inspections**— The number of building inspections performed this first quarter FY2019 has been greater than the first quarter of FY2017 and FY2018. There have been a total of 2,709 inspections conducted this fiscal year. The Building Department is working harder to continue to provide excellent service, while keeping up with the number of requests from residents.

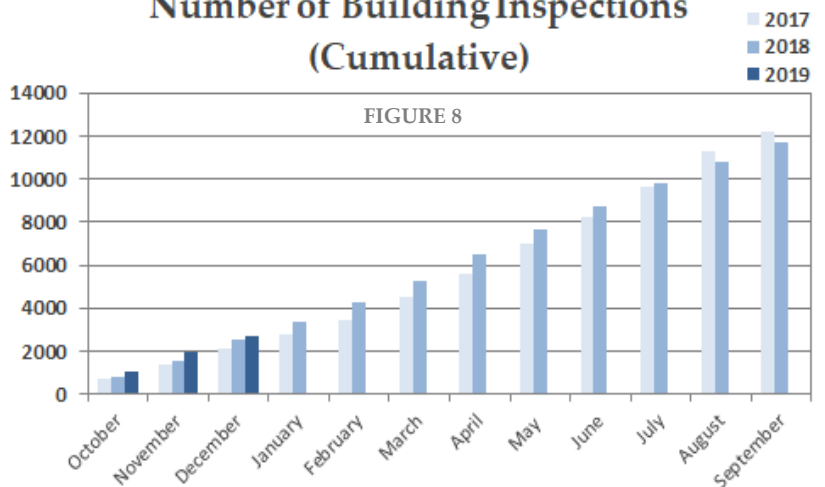
**Number of Building Permits Issued (Cumulative)**



**Number of Building Fees Collected (Cumulative)**



**Number of Building Inspections (Cumulative)**



# Planning & Zoning

## Cumulative Number of Zoning Verification Letter Requests Received

This first quarter there have been a total of 5 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.

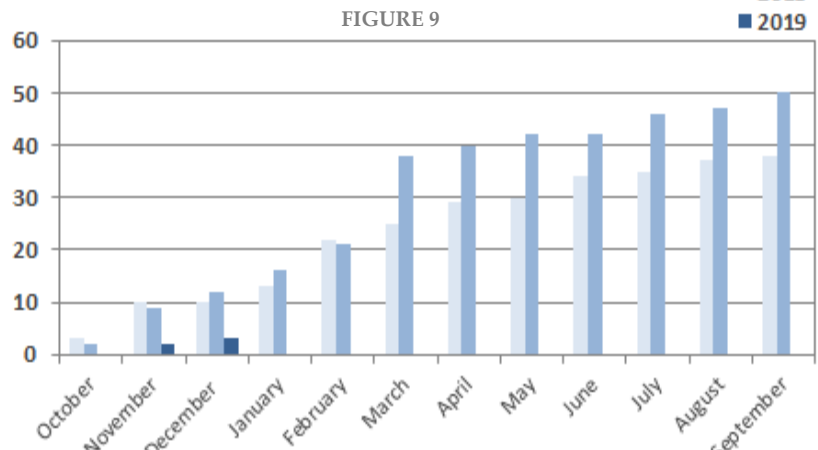
## Cumulative Number of Administrative Site Plan Review Applications Received

At the end of the first quarter, a total of 2 Administrative Site Plan review applications were received. Site plan applications are required for all new developments or changes to existing developments.

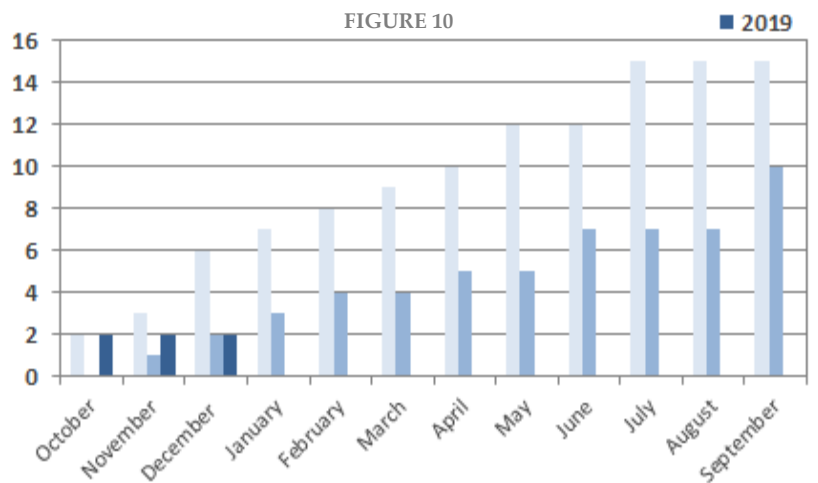
## Cumulative Number of Public Hearing Applications Processed

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

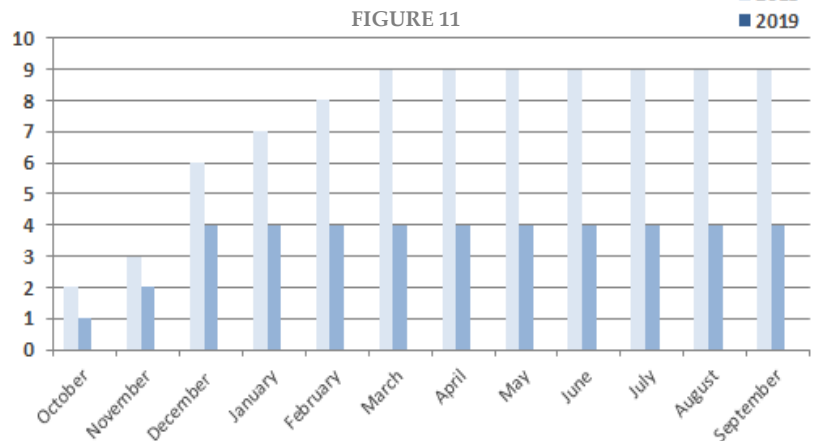
**Number of Zoning Verification Letter Requests Received (Cumulative)**



**Number of Administrative Site Plan Review Applications Received (Cumulative)**



**Number of Public Hearing Applications Processed (Cumulative)**



# 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 15 business days. The department aims to review all non-residential and residential applications within 14 and 10 business days or less respectively.

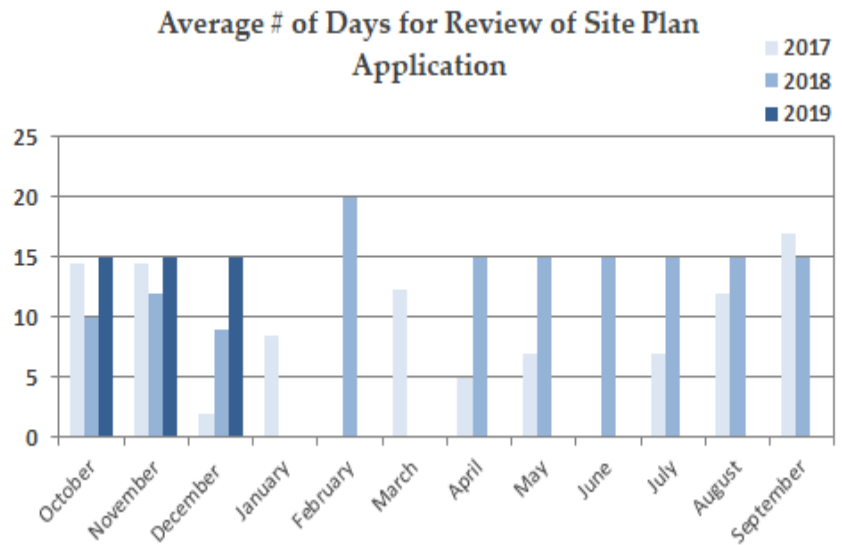


FIGURE 12

**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 first quarter of FY2019, the average number of days between the receipt of the complete variance application and the public hearing date was 60 days.

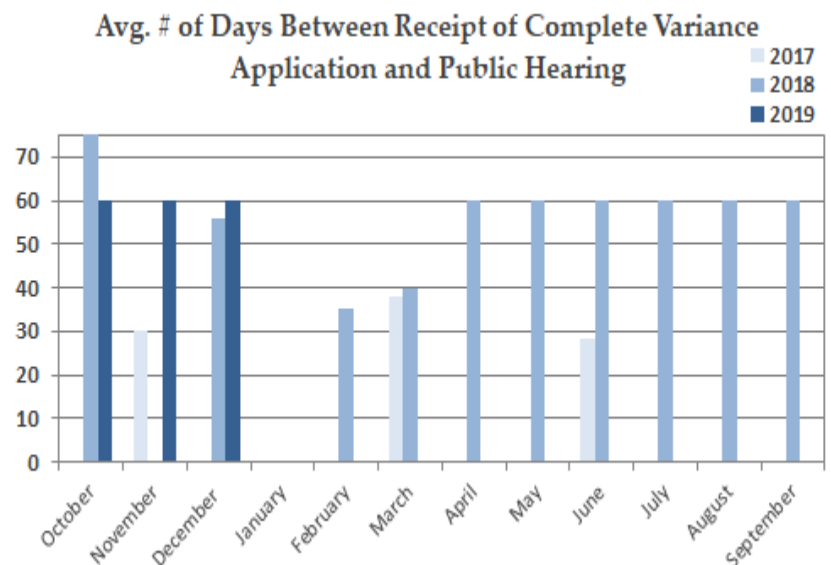


FIGURE 13



# 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 8,757 riders on the Moover route and 4,379 from Freebee service for a total of 13,136 rides (the Demand Bus Route was replaced by Freebee services starting on Jan/Feb 18' period—refer to Freebee services on next section).

**Total Ridership Moover and Freebee (Cumulative)**

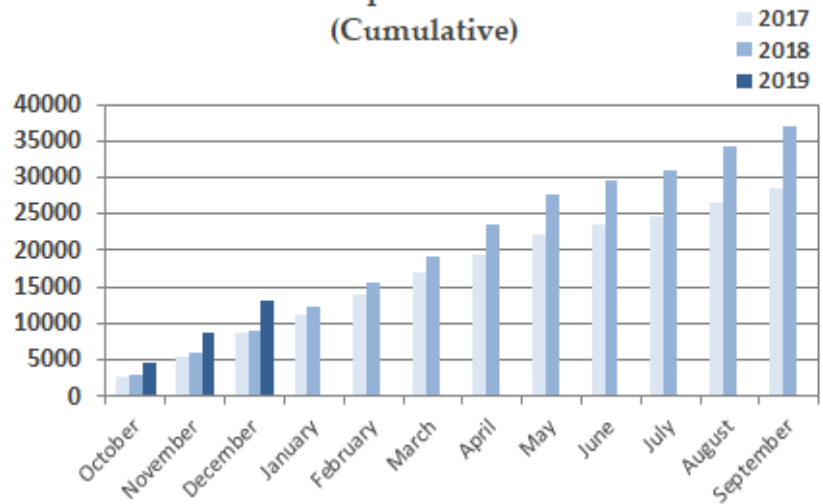


FIGURE 14

Fiscal Year 2017-2018 Ridership by Month				
Month	Miami Lakes Moover	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: 37,032

Fiscal Year 2018-2019 Ridership by Month			
Month	Miami Lakes Moover	Freebee OnDemand (FreeBee)	Total
October	2949	1564	4513
November	2902	1357	4259
December	2906	1458	4364
January			0
February			0
March			0
April			0
May			0
June			0
July			0
August			0
September			0

Total Year: 13,136





# 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 10:00 am to 2:00 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 first quarter, the Ridership Freebee Services logged was 4,379.

**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 first quarter, the Number of Trips logged via Lime was 2,072.

## Ridership Freebee Services (Cumulative)

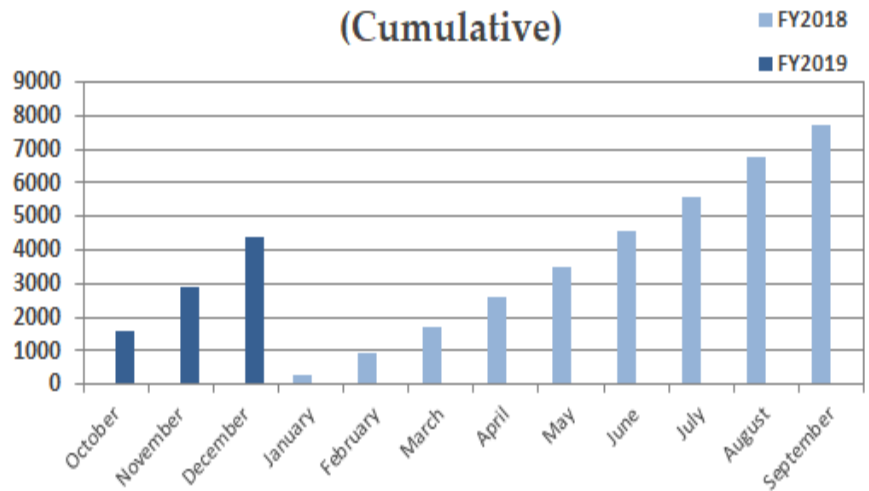


FIGURE 15

\*Note: Starting in FY2019, the number of passengers will be plotted instead of the number of rides to better reflect ridership projections.

## Number of Trips via Lime (Cumulative)

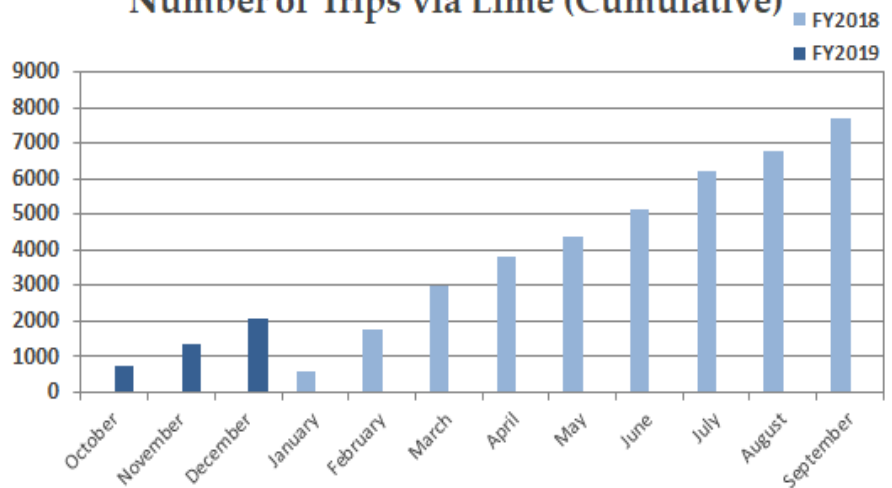


FIGURE 16



# 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 first quarter, the Town maintained the percentage of streetlights working at an average of 99.4%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.

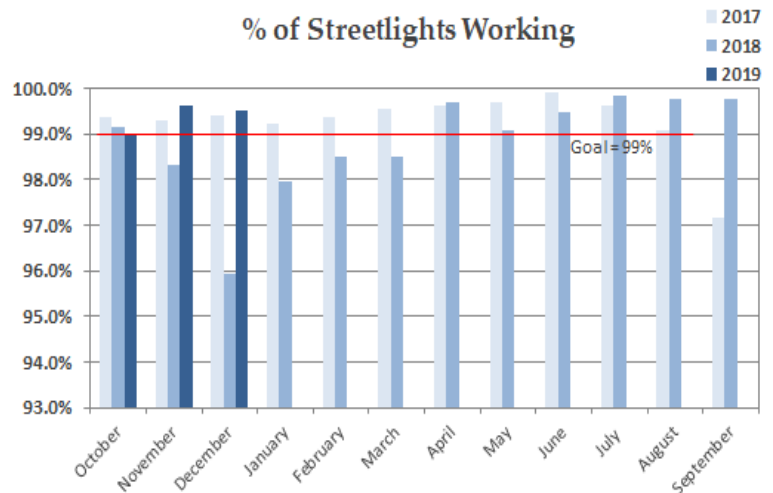


FIGURE 17

**Cumulative Number of Pothole/Sinkholes Repaired**—The number of pothole/sinkholes repaired as of the first quarter was 11.

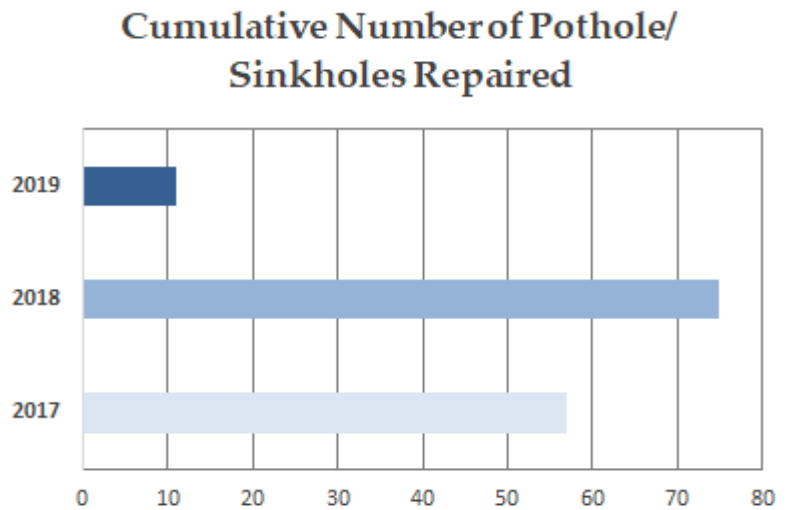


FIGURE 18

**Cumulative Number of Catch Basins/Manholes Cleaned**— The number of catch basins/manholes cleaned as of this first quarter was 142. In addition, 8,195 linear feet of pipes were desilted to improve stormwater flow. The Town’s drainage system consists of catch basins, pipes and outfalls. The drainage system is cleaned in accordance with the Town's proactive drainage cleaning cycle or per request as reported through our Citizens Request Management mobile App and website.

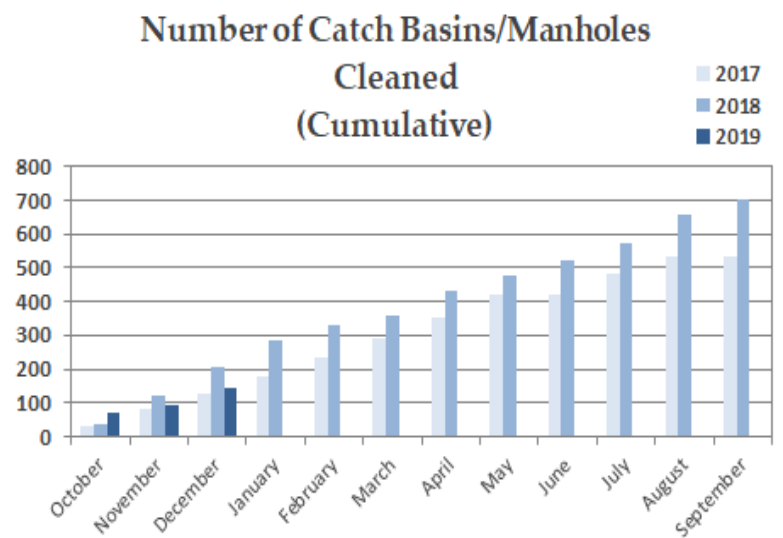


FIGURE 19



# Public Works

## Cumulative Number of Sidewalk Square Footage Pressure Cleaned

The square footage number of sidewalks pressure cleaned as of the first quarter was 108,199 sq. ft., which include the Town’s main corridors, mini parks, schools and bus shelters. Sidewalks are routinely inspected and scheduled for pressure cleaning services on an as-needed basis.

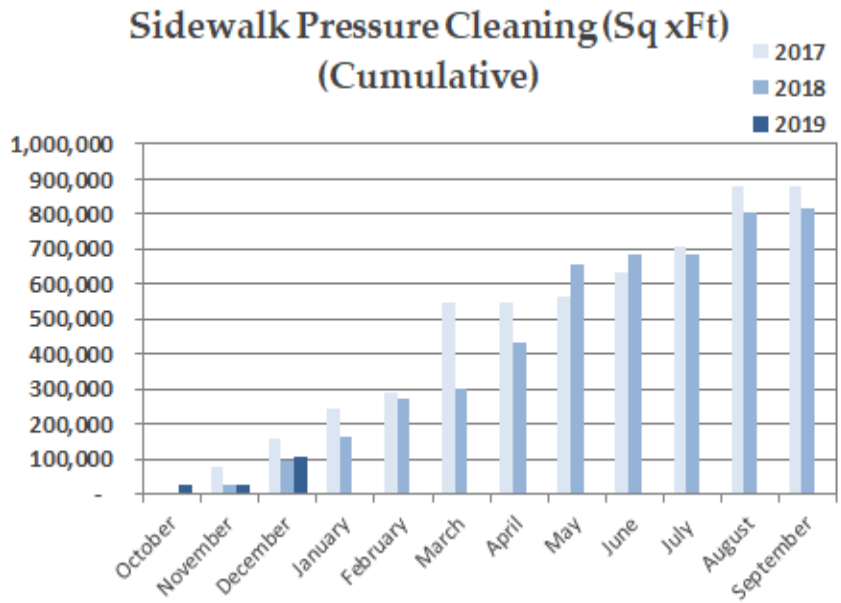


FIGURE 20

## 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 13 street signs have been repaired as of the first quarter. Street Signs are repaired when damaged or fading (increase seen in FY2018 due to the effects of Hurricane Irma).

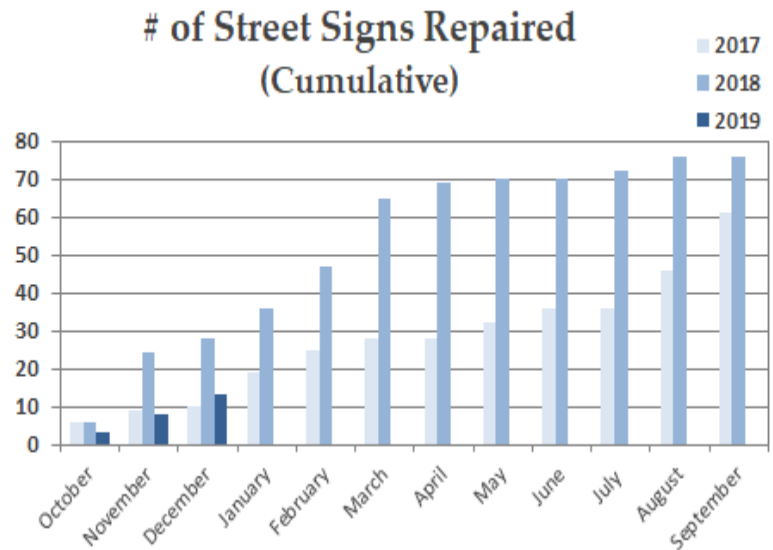


FIGURE 21



# Code Compliance

**Total Code Fines Collected**—A total of \$22,945 in fines were collected over the first 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.

**Code Fines Collected (Cumulative)**

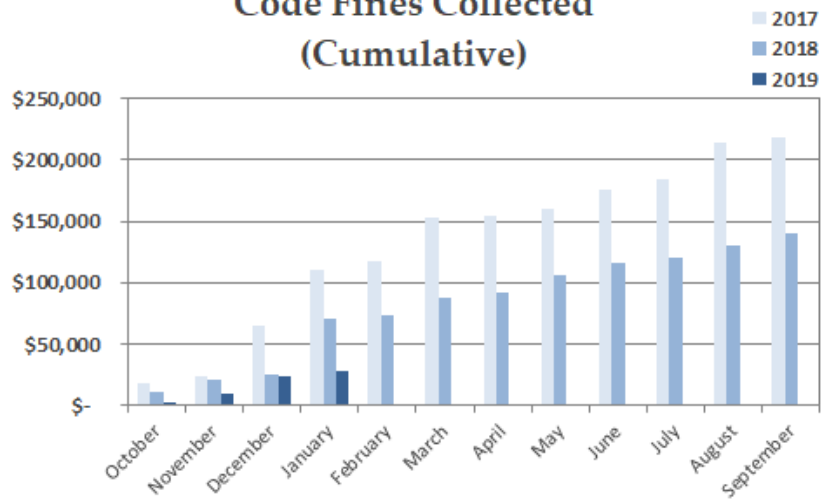


FIGURE 22

**Cumulative Number of Code Cases Opened**

**Opened**—The Code Compliance Department has maintained its level of proactive monitoring and notification. The number of code cases opened over the first quarter was 364. 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.

**Number of Code Cases Opened (Cumulative)**

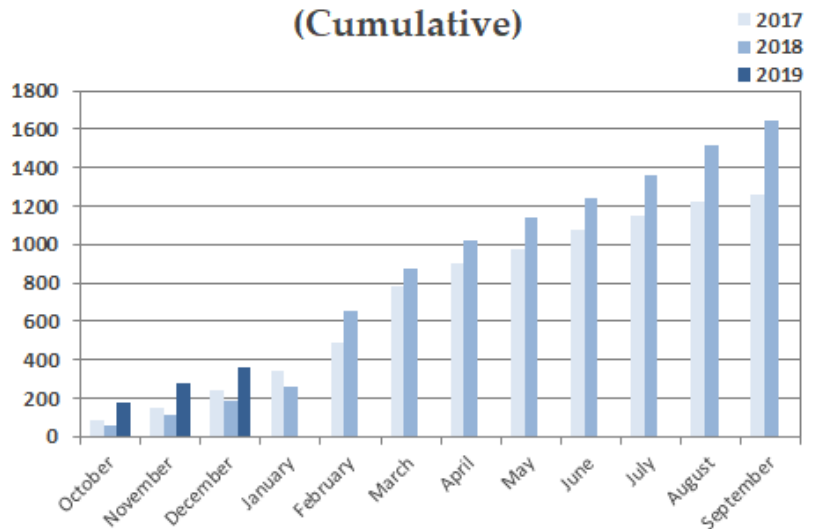


FIGURE 23



# Grants

**Grant Awards:** Florida Department of Transportation (FDOT) Safe Routes to School (SRTS) Program for the Bob Graham Education Center - \$241,143

In addition, the grants department has submitted 3 grant applications in this 1st quarter as detailed below:

- \* Florida Department of Law Enforcement (FDLE) Justice Assistance Grant – Direct (JAGD) for the Miami Lakes School Resource Officer Overtime Program to expand the hours (overtime) of School Resource Officers at Bob Graham Education Center located at 15901 NW 79th Avenue, Miami Lakes, FL 33016 - \$4,206.
- \* Florida Department of Law Enforcement (FDLE) Justice Assistance Grant - County-wide (JAGC) for the Miami Lakes School Resource Officer Overtime Program to expand the hours (overtime) of School Resource Officers at Miami Lakes K-8 Center, located at 14250 NW 67th Avenue, Miami Lakes, FL 33014 - \$3,873.
- \* America Walks 2018 Community Change Grant for the Just Walk Miami Lakes Program - \$1,500

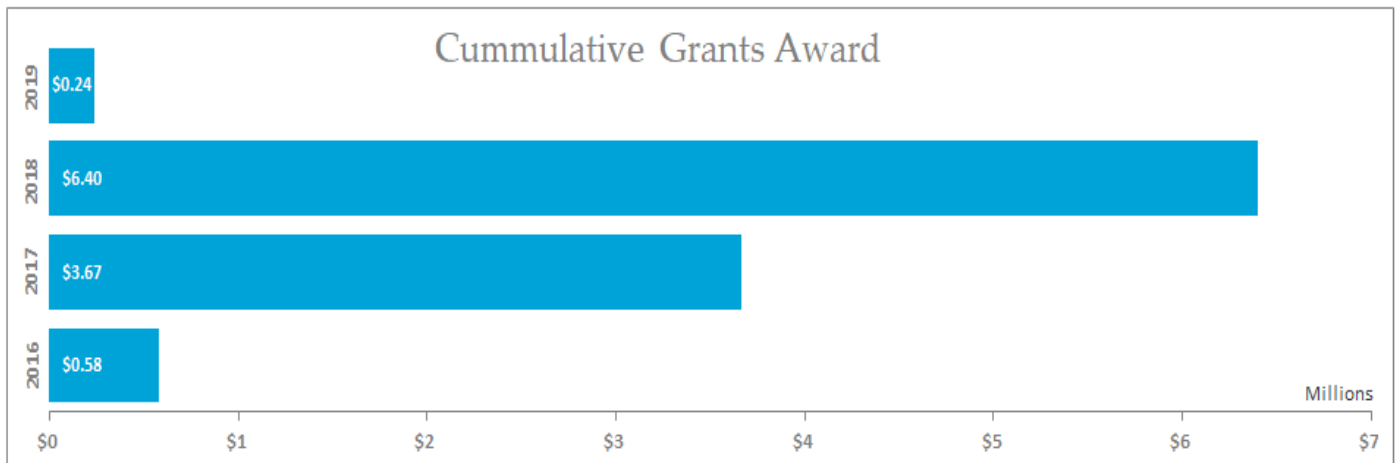


FIGURE 24



# Parks & Open Spaces

## Cumulative Number of Trees Trimmed—

The Parks & Open Spaces Department set a goal of 5,093 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 first quarter, the Parks & Open Spaces Department has trimmed 595 trees in total.

The decrease in routine tree trimming in FY18 was 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 FY18.

### Number of Trees Trimmed (Cumulative)

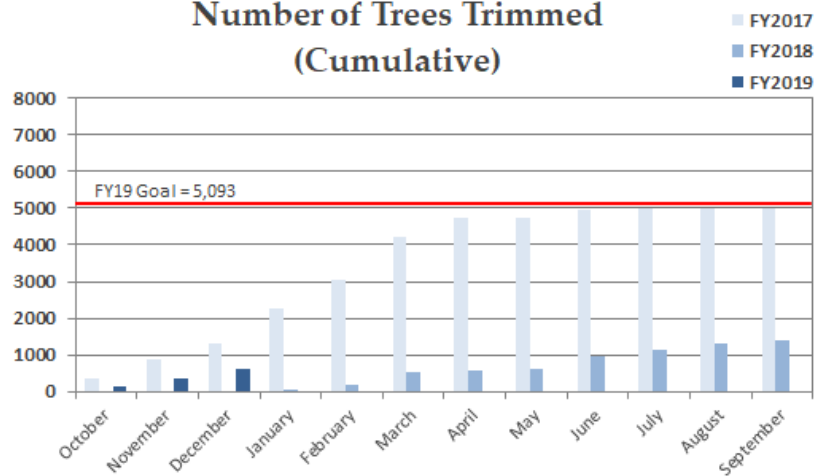


FIGURE 25

**Number of Facility Rentals per Month—** The number of facility rentals for the first quarter of FY2019 has been consistent with previous fiscal years' first quarters. With the opening of the Park East Youth Center, the Town now offers two indoor facilities to rent on weekends. During the first quarter of FY2019 there were a total of 190 rentals consisting of 144 pavilion rentals and 46 indoor facility rentals.

### Cumulative Facility Rentals

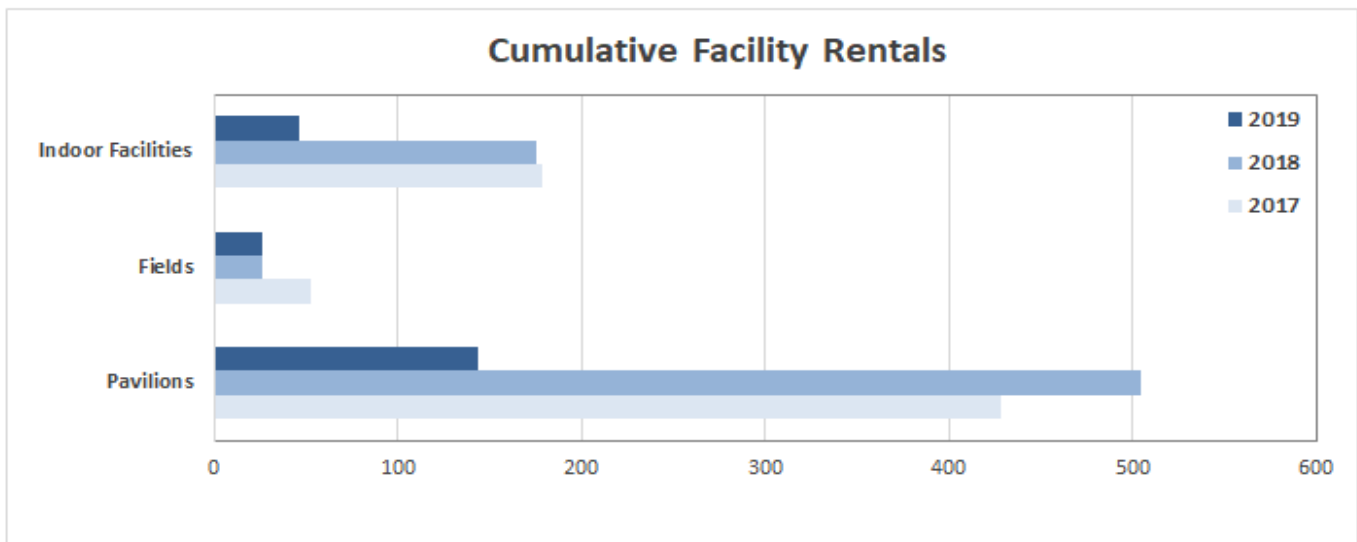


FIGURE 26



# 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 first quarter there were a total of 237 BTRs renewals. Renewals are due by September 30th each year.

## Number of BTR's Renewed (Cumulative)

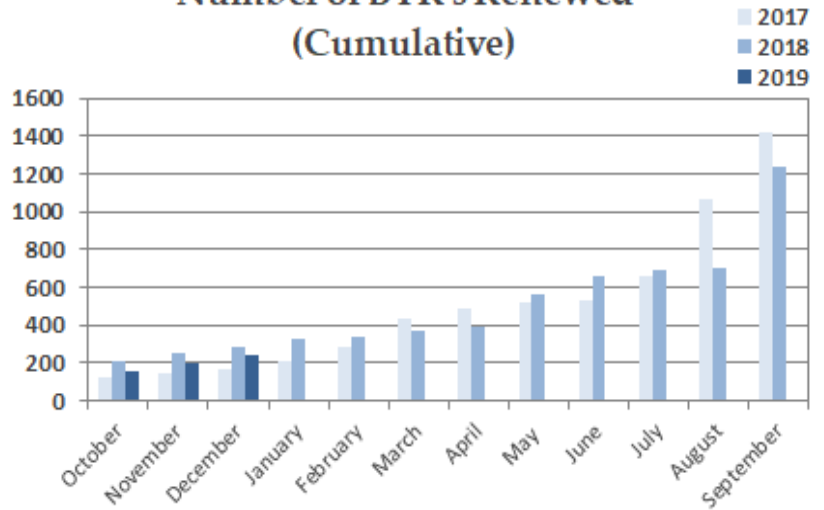


FIGURE 27

## Cumulative Number of BTR's Fee's

**Collected**— Over the first quarter there were \$19,607 received in BTR fees.

## BTR Fee's Collected (Cumulative)

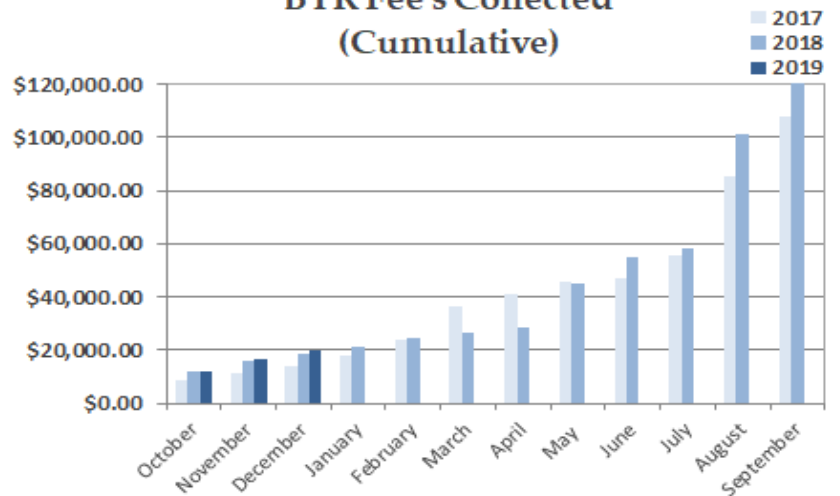


FIGURE 28



# 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 first quarter of FY2019, website views reached 14,358 users on the Town’s main page (www.miamilakes-fl.gov) and 1,905 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 Website Visitors**

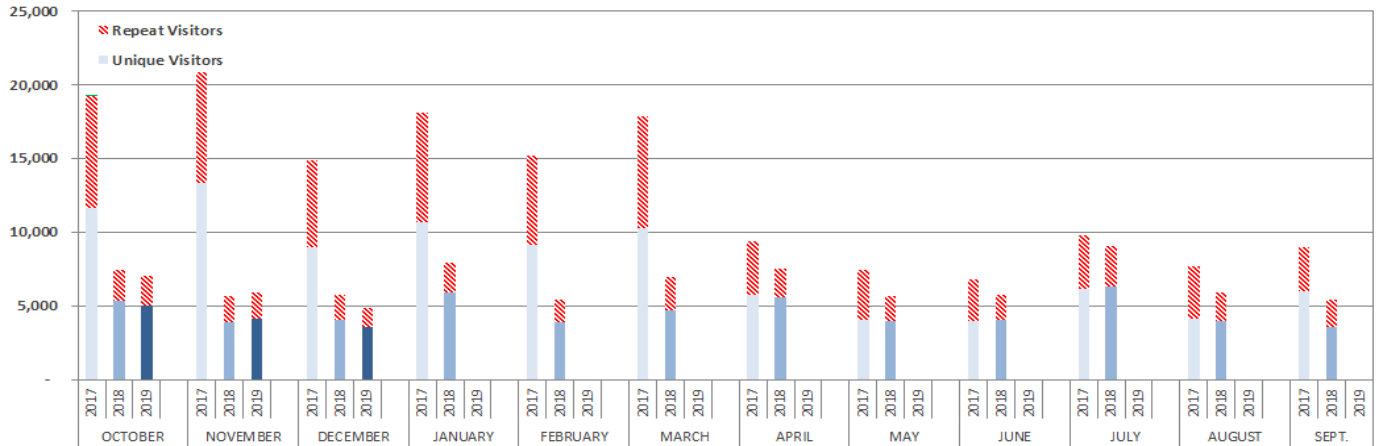


FIGURE 29

**Number of Facebook Live and Live Webcast Viewers During Town Council Meetings** – In an effort to achieve better communication, transparency, and public participation, in FY2018 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 124 and 16 respectively. The total viewers for the first quarter reached 374 on Webcast and 47 on Facebook Live.

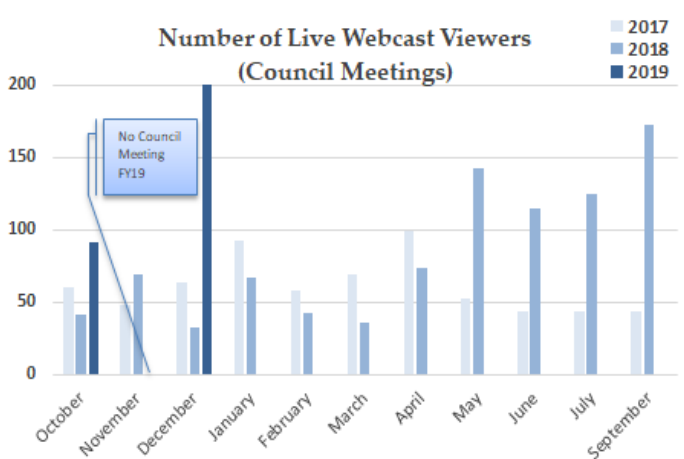


FIGURE 30

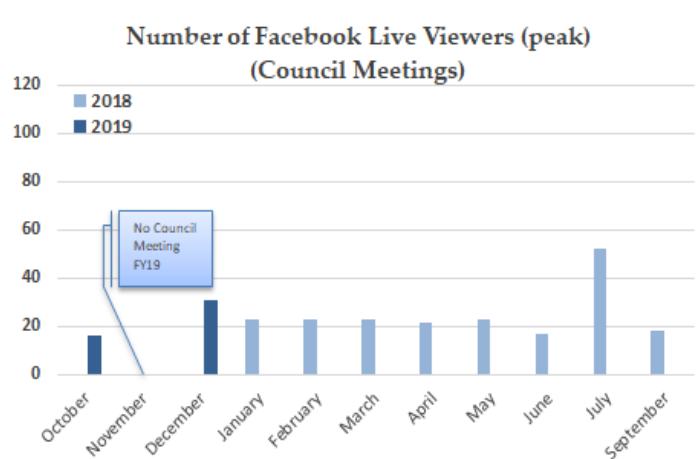


FIGURE 31





# 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 a Manager’s report that discusses the social media plans in depth. As of the first quarter FY2019, the Town has reached 14,843 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.

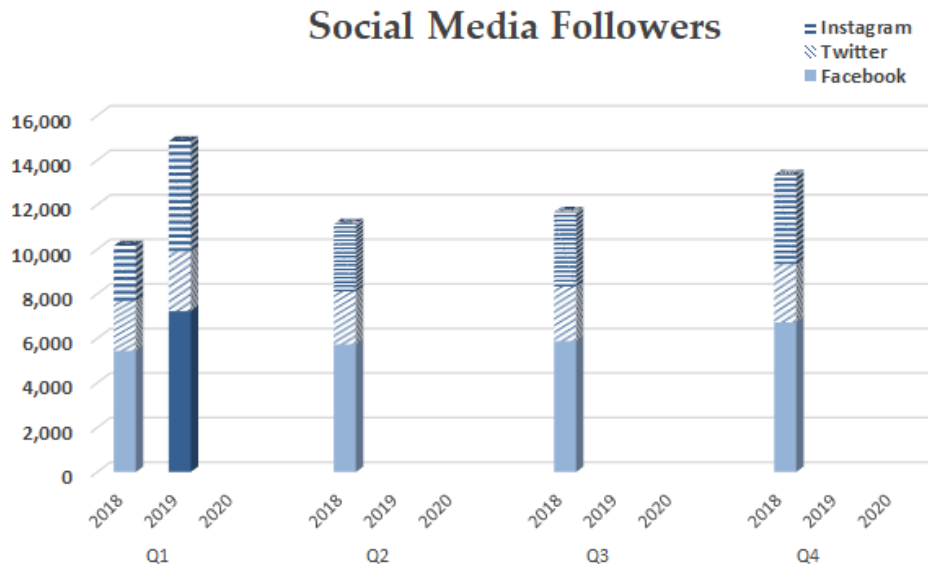
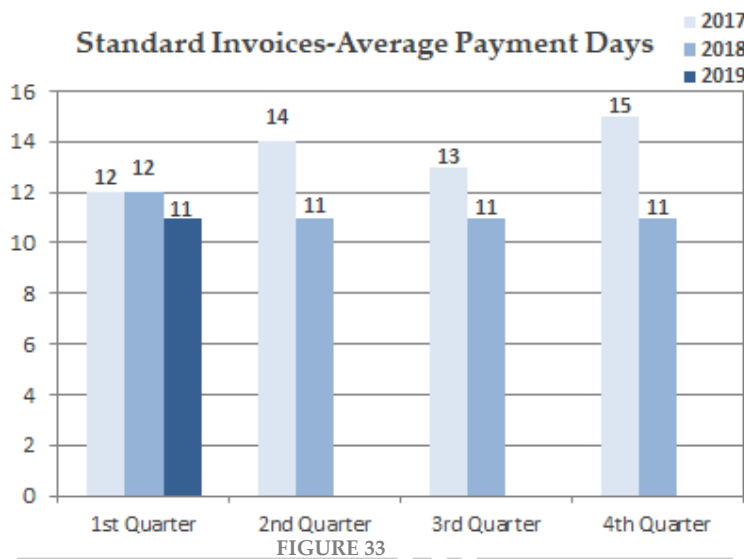


FIGURE 32

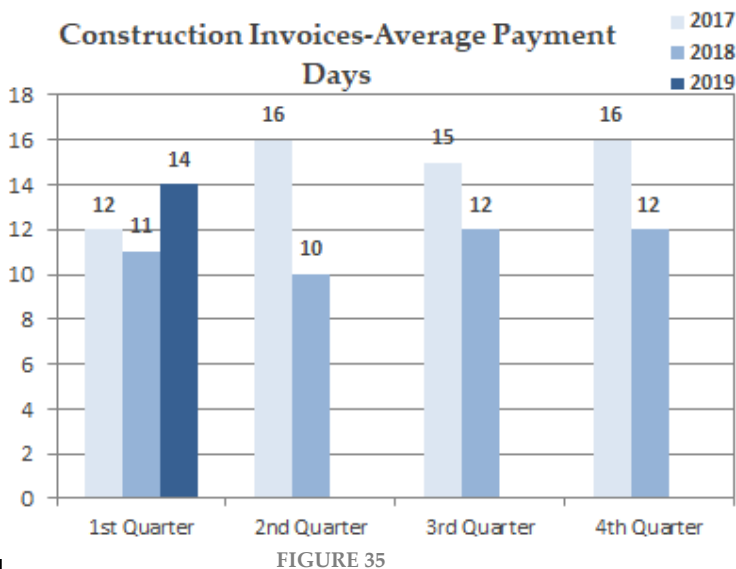
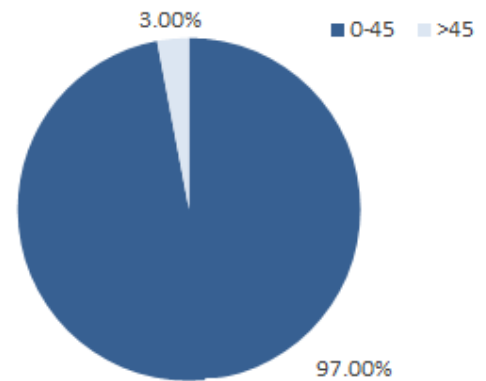


# Finance

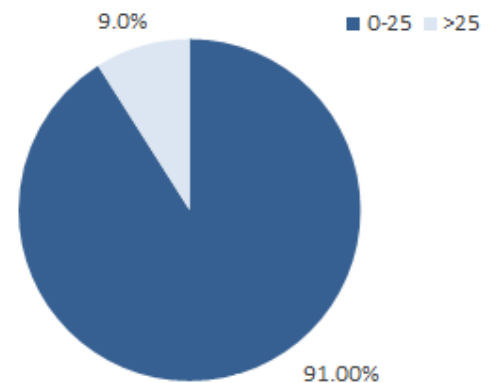
**Prompt Payment Act:** In an effort to comply with The Florida Prompt Payment Act, the Town monitors the average number of days between invoice receipt and subsequent payment and the percentage of invoices paid within the mandated timeframe. The State Statute states that all non-construction invoices 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 91% and 97% of construction and standard invoices respectively within that timeframe.



**Standard Invoices-Percentage of Invoices Paid Within Alotted Time**



**Construction Invoices-Percentage of Invoices Paid Within Alotted Time**



# 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 first quarter, lien letters requests were completed in an average of 3.3 days, with monthly averages reaching 5 in October, 3 in November, and 2 in December.

## Turnaround Time for Expedited Lien Letters:

This first quarter, the average turnaround time for expedited lien letters was 2.6 days. This measure tracks the average number of days it takes to complete expedited lien letter requests.

## Turnaround Time for Public Records Requests:

This first quarter, the average turnaround time for public records request was 3.2 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.

