

# TOWN OF MIAMI LAKES



*6601 Main Street, Miami Lakes, Fl 33014*

*305.364.6100*

## QUARTERLY PERFORMANCE REPORT



# Q1FY 2022

**PRESENTED BY: EDWARD PIDERMANN  
TOWN MANAGER**



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# TOWN MANAGER'S MESSAGE

*-Edward Pidermann*



I am pleased to present the Town of Miami Lakes First (1st) Quarter Performance Report for Fiscal Year 2021-2022. This report provides a narrative for each performance measure from October to December 2021.

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. 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



## OVERVIEW

The Town of Miami Lakes was incorporated on December 5, 2000. It is one of 34 municipalities in Miami Dade County, Florida. Conveniently located just 16 miles north of Downtown Miami and only 10 miles from Miami International Airport, our Town is home to approximately 30,000 residents and 1,500 businesses. The Town encompasses about 6.5 square miles, bound by NW 170th Street and the Palmetto Expressway (SR 826) to the north, NW 138th Street to the south, NW 57th Avenue (Red Road) to the east, and Interstate 75 to the west.



Aerial View of the Town of Miami Lakes

## *Small-town feel...*

Over the last 60 years, Miami Lakes has evolved from a dream on paper to a vibrant community that has been nationally recognized as one of the best examples of unique and innovative town planning. Although the Town is predominantly low-density, an active and popular Town Center, as well as strategically placed large parks, pocket parks, schools, religious and commercial centers throughout the Town, provide a variety of services and social interaction opportunities, creating a community with a small-town feel. The housing inventory is also varied, ranging from medium density multifamily to large waterfront single-family properties, including many lakefront town-house communities. The most prevalent nonresidential uses are light industrial and office parks comprising 13% of the Town's area, and lakes and canals making up about 11%; the town businesses employ around 30,000 people, 12% of which reside in Miami Lakes. The population of the Town of Miami Lakes had grown to 30,571 as of the 2010 census and is expected to reach upwards of 33,000 in the upcoming 2020 census. It currently ranks 12th in population size within Miami-Dade County. Comparable cities include Coral Gables on the high end of the population spectrum and Pinecrest on the lower end.

## VISION BY 2026

Miami Lakes is widely recognized as a welcoming community with extraordinary beauty where state of the art planning concepts creates vibrant hubs that are safe and friendly to all ages and mobility options which inspire the Town to continue:

*"Growing Beautifully"*

## MISSION

We want Miami Lakes to be the model of a friendly, open, innovative, effective and efficient government for its residents and businesses.

# METRICS

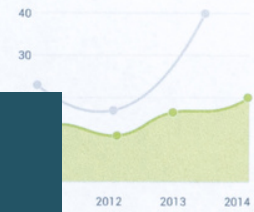
1ST QUARTERLY REPORT

## Morris Charts

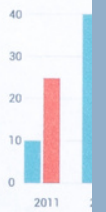
Line Chart



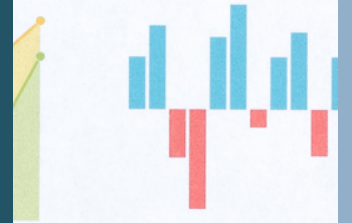
Area Chart



Bar Chart



Bar Chart



50%



# PUBLIC SAFETY: POLICE DEPARTMENT



**RANKED #4**  
*Miami-Dade County*

Safest Cities 2021 Report by:

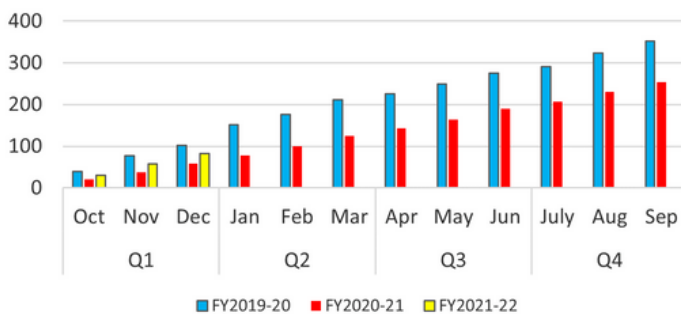


**RANKED TOP 40**  
*State of Florida*

## Cumulative Number of Targeted Crimes

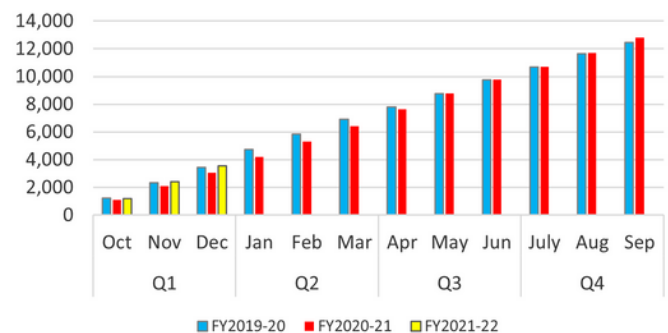
Targeted crimes are crimes singled out to be tracked and targeted with police manpower.

From October to December the number of targeted crimes was 83 (30 in October, 28 in November, and 25 in December).



## Cumulative Number of Police Calls for Service

The number of police calls for service has ranged from a monthly low of 1,159 in December to a high of 1,211 in October, an average of 1,186 calls per month and a total of 3,558 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.

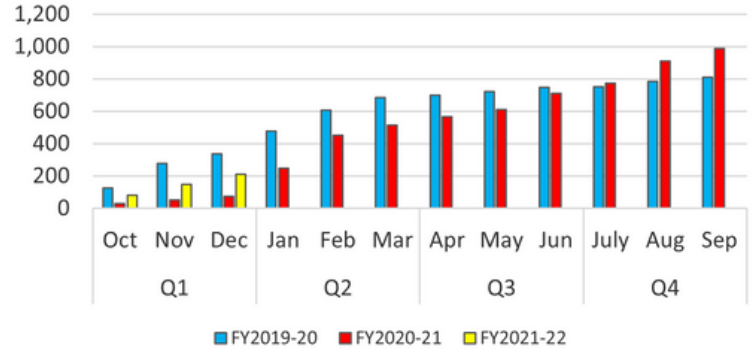




# PUBLIC SAFETY: POLICE

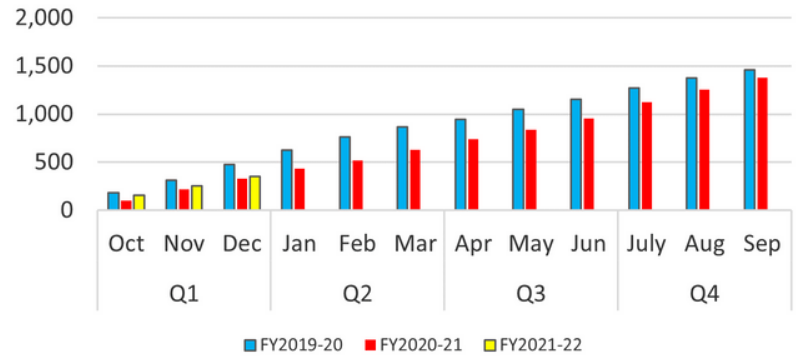
## Cumulative Number of Police Citations

The police department issued a total of 211 citations in the first quarter of FY2022. In October 2019, the Town deployed a Variable Message Sign and a Speed Radar Trailer, both equipped with License Plate Recognition (LPR) cameras. The trailers are utilized to promote awareness of Town events, promote compliance with traffic laws and enhance crime investigations and prevention.



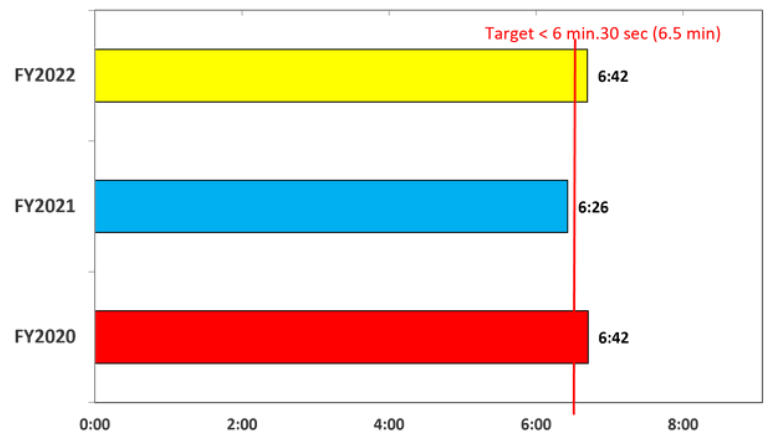
## Cumulative Number of Police False Alarms

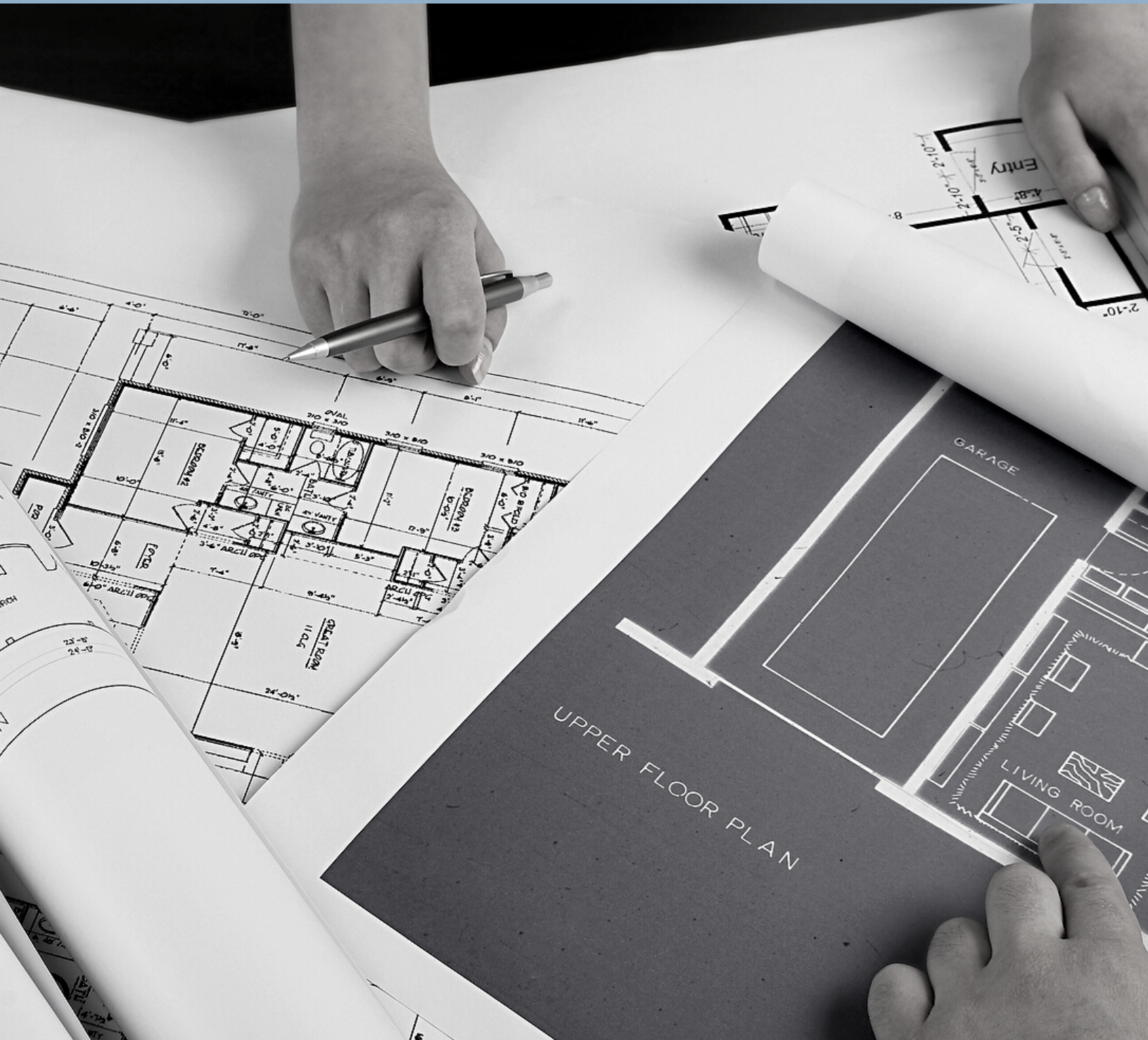
Since the implementation of the false alarm monitoring system, there has been a consistent number of police false alarms reported. At the end of the first quarter, a total of 352 false alarms had been reported in FY2022. By reducing the number of false alarms reported, the Police Department is able to effectively place their focus on other emergency situations.



## Average Police Response Time

The average police response time for the first quarter of FY2022 is 6.7 minutes (6m42s). The Average Response Time (ART) has remained consistent with previous fiscal years. In Q4-FY2019, the ART targeted goal of 8 minutes was shortened (improved) to a 6.5 minutes (6m30s). The average response time must remain under 6.5 minutes.





## BUILDING DEPARTMENT

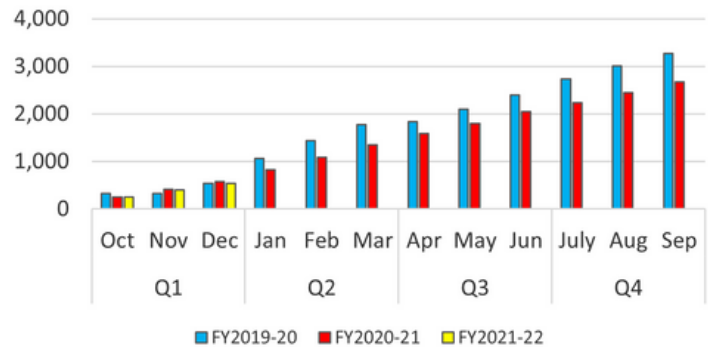
The Building Department provides customer-friendly services including review, processing, issuance and inspection of building permits and assurance that construction in the Town complies with the provisions of all applicable codes. The Building Department has continued to work on enhancing services overall to better serve the residents and businesses of the Town of Miami Lakes.

# BUILDING DEPARTMENT

## Cumulative Number of Building Permits Issued

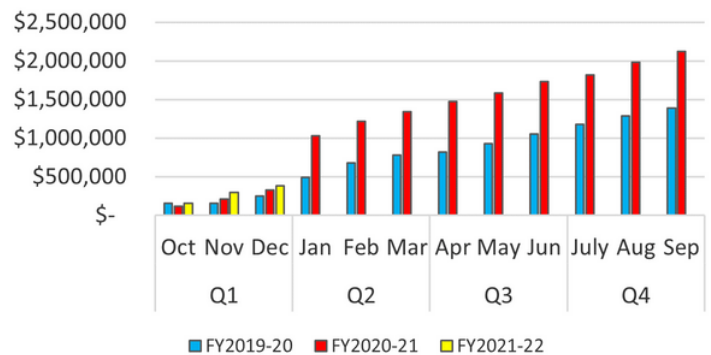
The number of building permits issued throughout this fiscal year FY2022 has reached 539.

Throughout the first quarter, 539 permits were issued, in comparison to 579 in FY2021's first quarter and 538 in FY2020's first quarter.



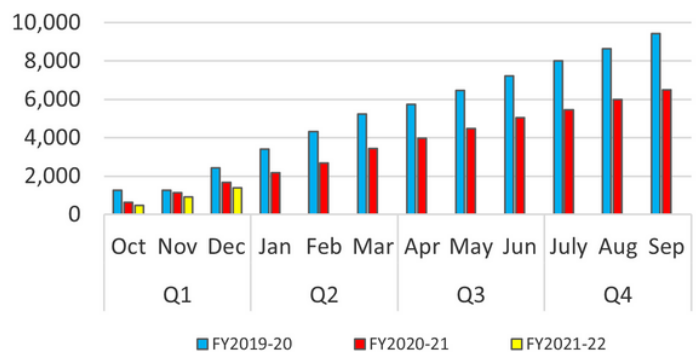
## Cumulative Number of Building Fees Collected

Throughout this fiscal year FY2022, \$380,482 were collected in building fees. Compared to the previous fiscal years, this amount is larger than FY2021's first quarter and larger than FY2020's first quarter.



## Cumulative Number of Building Inspections

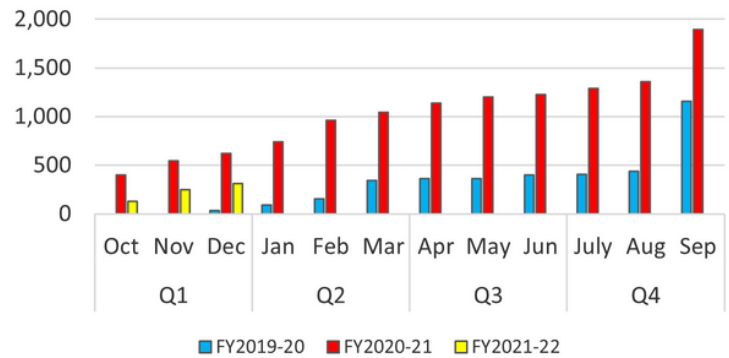
There have been a total of 1,402 inspections conducted this fiscal year FY2022. The Building Department is working harder to continue to provide excellent service, while keeping up with the number of requests from residents.



# BUILDING DEPARTMENT

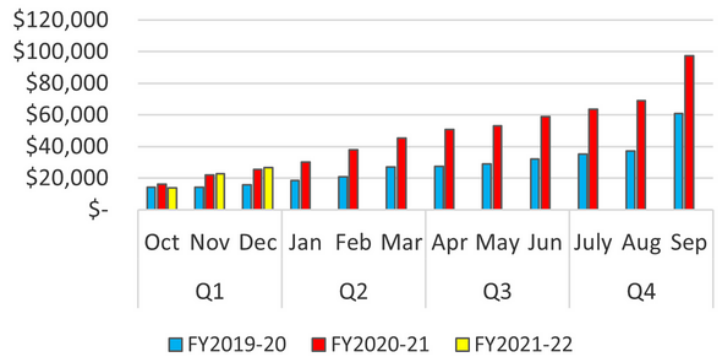
## Cumulative Number of Business Tax Receipts (BTRs)

All Miami Lakes businesses are required to renew their business tax receipt on an annual basis. This first quarter of FY2022, there were a total of 309 BTRs renewals. Renewals are due by September 30th each year.



## Cumulative Number of BTRs Fee's Collected

Over the first quarter of FY2022, there were \$26,775 received in BTR fees. The total BTR's fees throughout this fiscal year FY2021 has reached \$26,775.



# TRANSPORTATION DEPARTMENT



Transportation Planning in Miami Lakes is adapting quickly to the 21st-century challenges and opportunities.

Our main goal is to provide and assure, through all new construction projects, a multimodal approach that offers equitable and sustainable access to all residents, commuters, and services.

We are working to increase transportation choices and accessibility throughout the Town by planning and securing funds for pedestrian and bicycle improvements, public transportation, and ADA infrastructure.

Guided by the Town's Transportation Master Plan, Strategic Plan "Imagine Miami Lakes 2025", and the Trip Commuter Reduction Program, the Transportation Planning Department supports strengthening the foundation, enhancing the value, and improving the quality and sustainability of all neighborhoods to continue to:

*Growing Beautifully!!*



## TRANSIT

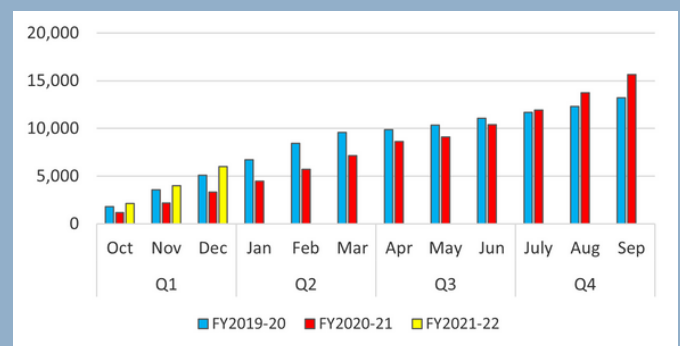
In FY2018, the Town switched to On-Demand transportation providers and contracted with Freebee to provide the service. The new service has allowed the Town to enhance the previous on-demand service by operating two 5 passenger vehicles and one 10 passenger van with ADA accessibility providing more flexibility to our riders.

Currently, the Miami Lakes Freebee Public Transit Service hours of operation are from Mondays through Friday from 9:00 a.m. to 7:30 pm, on Saturdays (2-cars) from 1:30 p.m. to 7:30 pm, and on Sundays (1-car) from 10:00 a.m. to 2:00 p.m.

In the first quarter of FY2022, the Town was able to provide 5,987 rides and saw an increase in on-demand ridership by 80% compared to FY2021 first quarter. Following CDC guidelines and County measures, we are working to keep increasing the number of people using our transportation system.

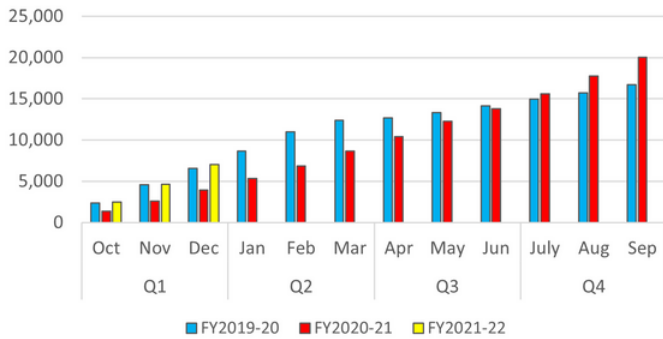
## RIDERSHIP

The Town tracks ridership for the Freebee in the Lakes based on number of passengers per month. In April of FY 2019, the Town switched transportation services from the Moover Circulator Service to Freebee in the Lakes On-demand Transportation in an effort to provide more direct and reliable service transportation services. This fiscal year FY2022, there have been 5,987 riders from Freebee service in total.

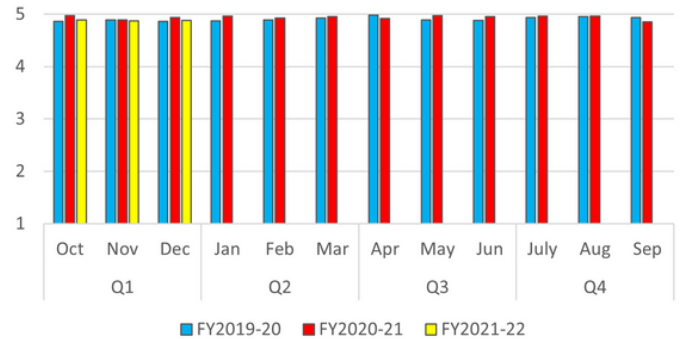


# TRANSPORTATION DEPARTMENT

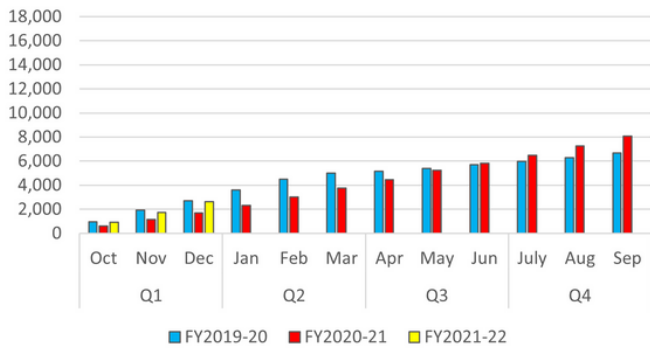
**Cumulative Number of Passengers**



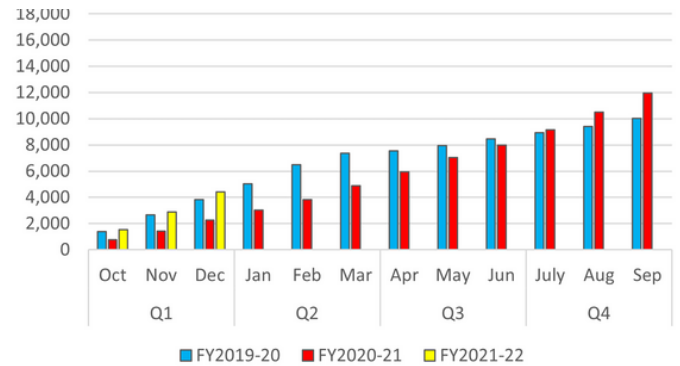
**Monthly Driver Rating: 1 to 5 (best)**

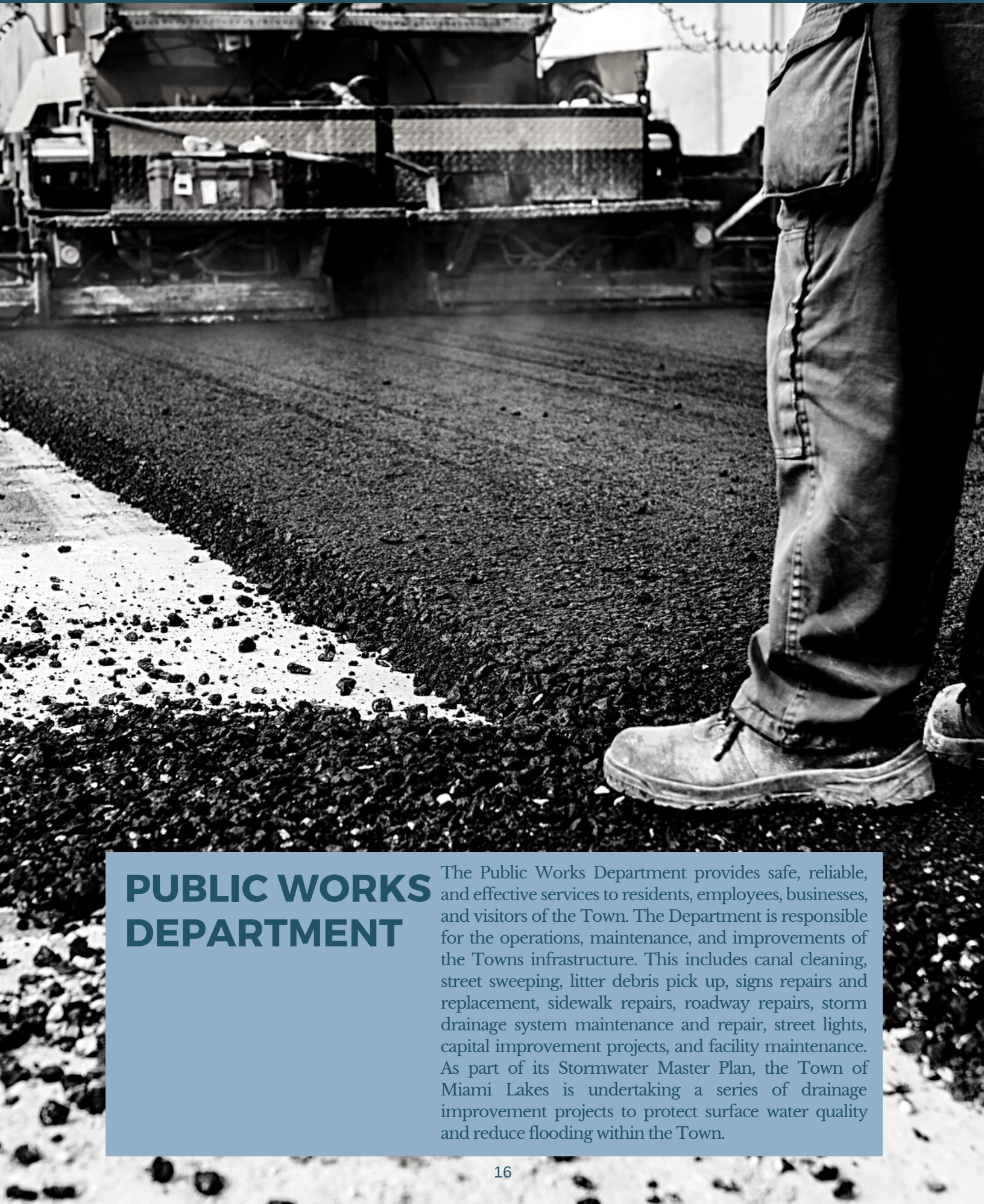


**Cumulative Men Driven**



**Cumulative Women Driven**





## **PUBLIC WORKS DEPARTMENT**

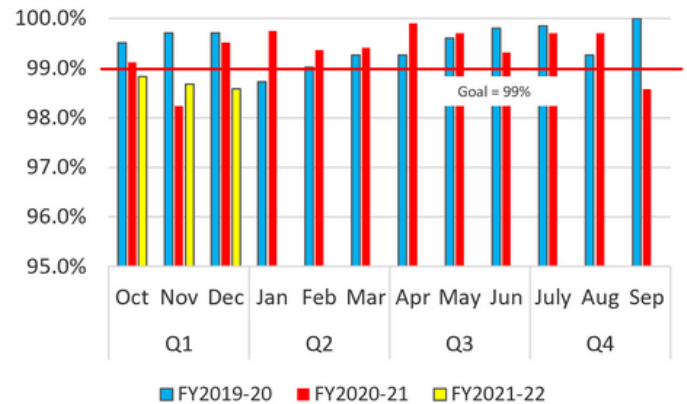
The Public Works Department provides safe, reliable, and effective services to residents, employees, businesses, and visitors of the Town. The Department is responsible for the operations, maintenance, and improvements of the Town's infrastructure. This includes canal cleaning, street sweeping, litter debris pick up, signs repairs and replacement, sidewalk repairs, roadway repairs, storm drainage system maintenance and repair, street lights, capital improvement projects, and facility maintenance. As part of its Stormwater Master Plan, the Town of Miami Lakes is undertaking a series of drainage improvement projects to protect surface water quality and reduce flooding within the Town.



# PUBLIC WORKS

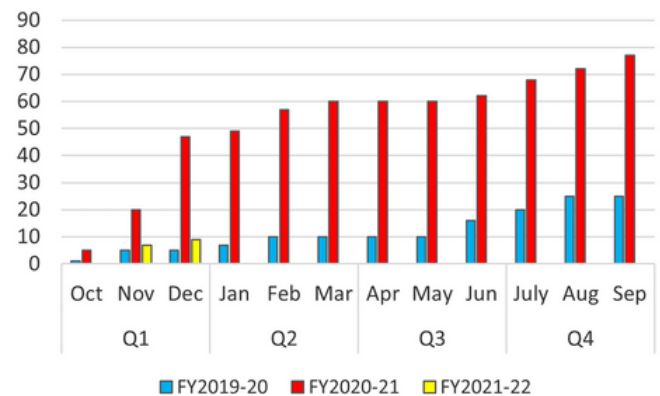
## Percentage of Street Lights Working

There are currently 2,047 street lights in Miami Lakes of which 915 belong to the Town. Over the first quarter of FY2022, the Town maintained the percentage of streetlights working at an average of 98.7%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.



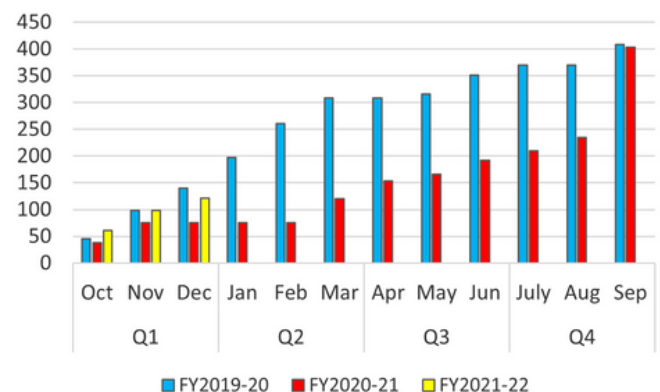
## Cumulative Number of Potholes/Sinkholes Repaired

The total number of potholes/sinkholes repaired as of the first of FY2022 was 9.



## Cumulative Number of Catch Basins/Manholes Cleaned

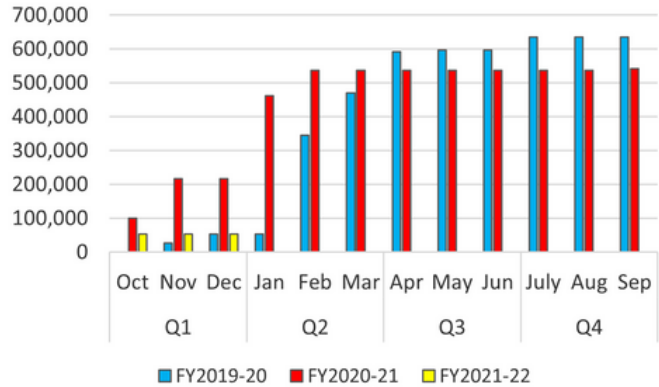
The total number of catch basins and manholes cleaned as of the first quarter of FY2022 was 121, averaging approximately 40 manholes cleaned per month. In addition, 6,728 linear feet of pipes have been desilted this fiscal year to improve stormwater flow. The Town's drainage system consists of catch 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 App (Miami Lakes Connect) and website.



# PUBLIC WORKS

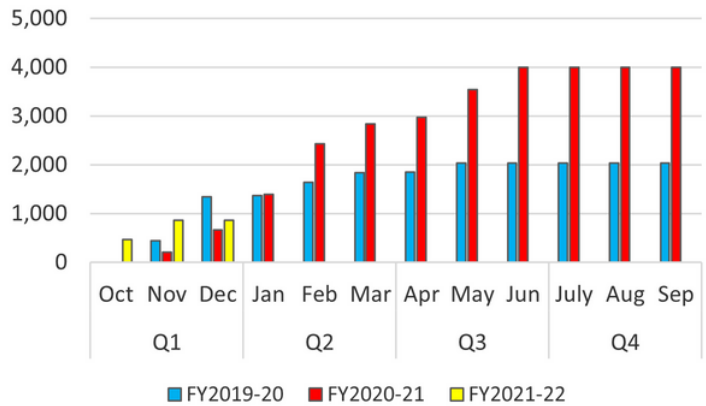
## Cumulative Number of Sidewalk Square Footage Pressure Cleaned

The total square footage number of sidewalks pressure cleaned as of the first quarter of FY2022 was 54,145 sq. ft., which include the Town’s main corridors, parks, and school areas. Sidewalks are routinely inspected and scheduled for pressure cleaning services on an as-needed basis.



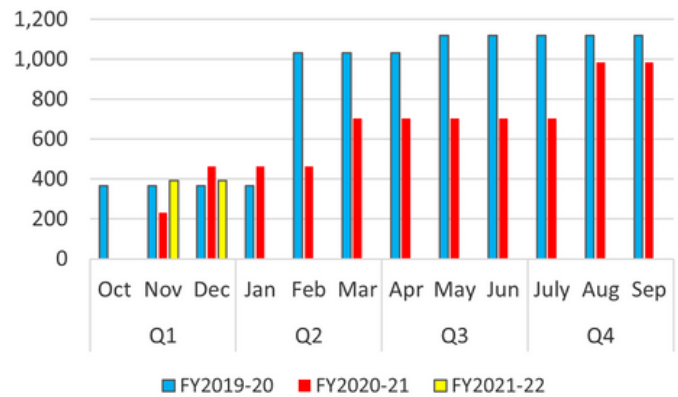
## Cumulative Number of Sidewalk Square Yardage Replaced

The total square yardage number of sidewalks replaced as of the first quarter of FY2022 was 864 sq. yds. (7,776 sq. ft.), which include the Town’s main corridors, parks, and school areas.



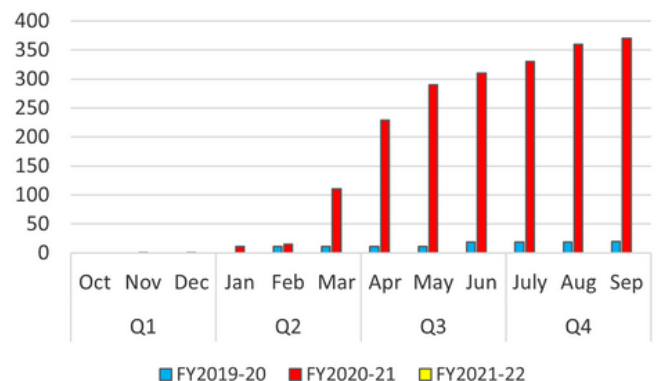
## Cumulative Number of Sidewalk Flags Grinded

The total number of sidewalks grinded as of the first quarter of FY2022 was 392 flags, which include the Town’s main corridors, parks, and school areas.

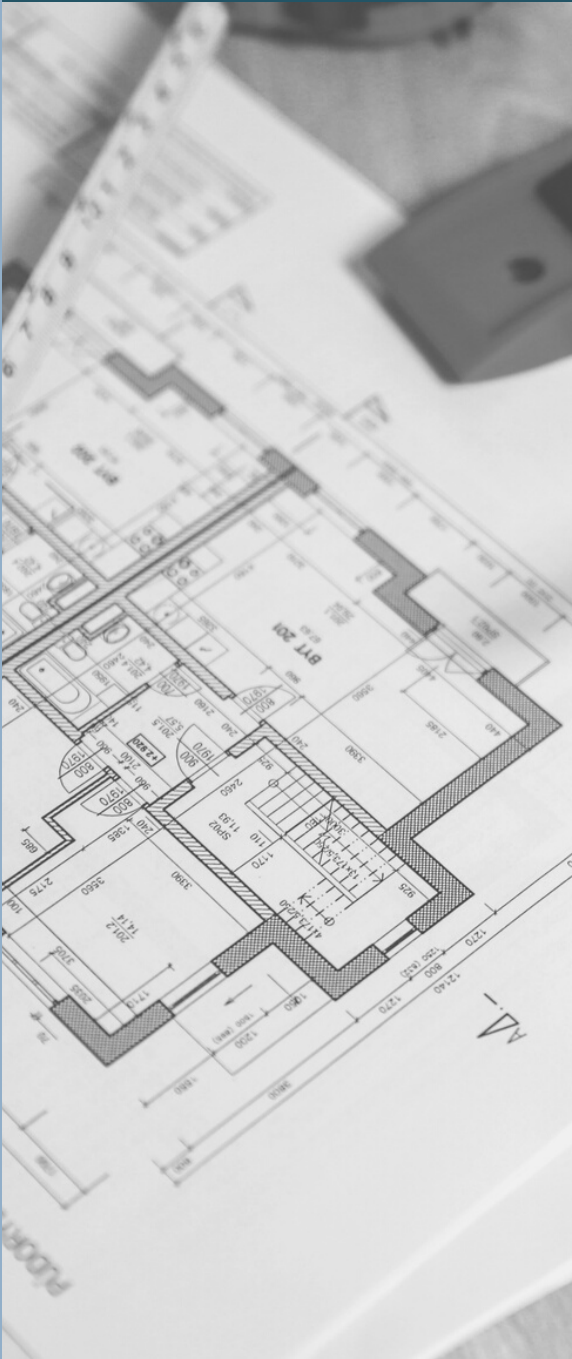


## Cumulative Number of Street Signs Repaired

The graph depicts the number of street signs that have been repaired in the Town over the fiscal year. No sign has been repaired as of the first quarter of FY2022. Street Signs are repaired when damaged or fading.



# CODE COMPLIANCE DEPARTMENT



Our mission is to educate the residents and business owners of the Town of Miami Lakes on local code regulations and ordinances, to assist residents and business owners in achieving compliance, and help to preserve the aesthetics, health, safety and welfare of the Town which makes this community one of the preferred and safest communities to live, work and play.

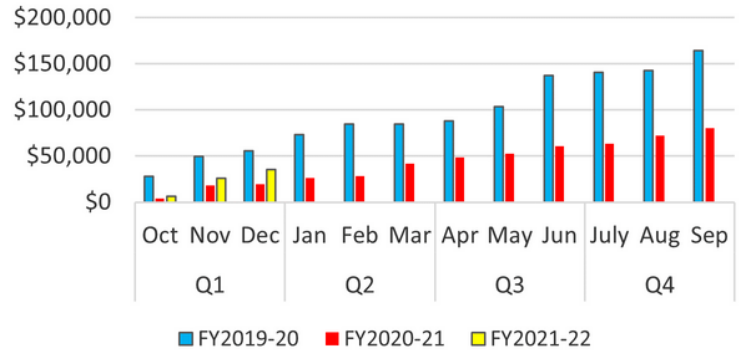
The Code Compliance team is responsible for assuring that all commercial, industrial and residential properties comply with the Town's Code, to ensure that the quality of life and property values continue to rise and the community continues "growing beautifully."

The Code Compliance's mission is to create an "Education First Process" for our residents. One of the Departments objectives is to emphasize closer coordination with the Police Department which will ensure that residents continue to enjoy a safe and beautiful environment.

# CODE COMPLIANCE

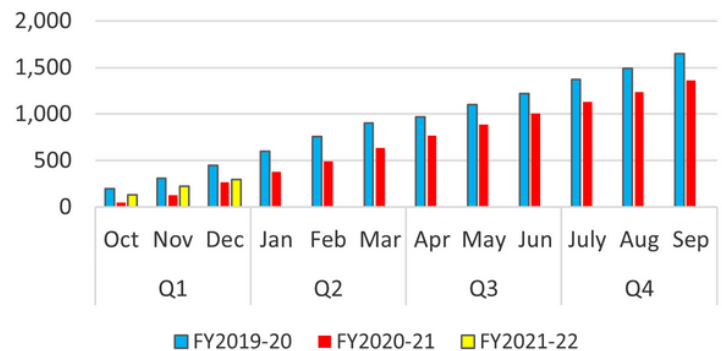
## Total Code Fines Collected

A total of \$35,408 in fines has been collected this fiscal year FY2022. Revenue is primarily driven by requests to satisfy liens and comply with citations.



## Cumulative Number of Code Cases Opened

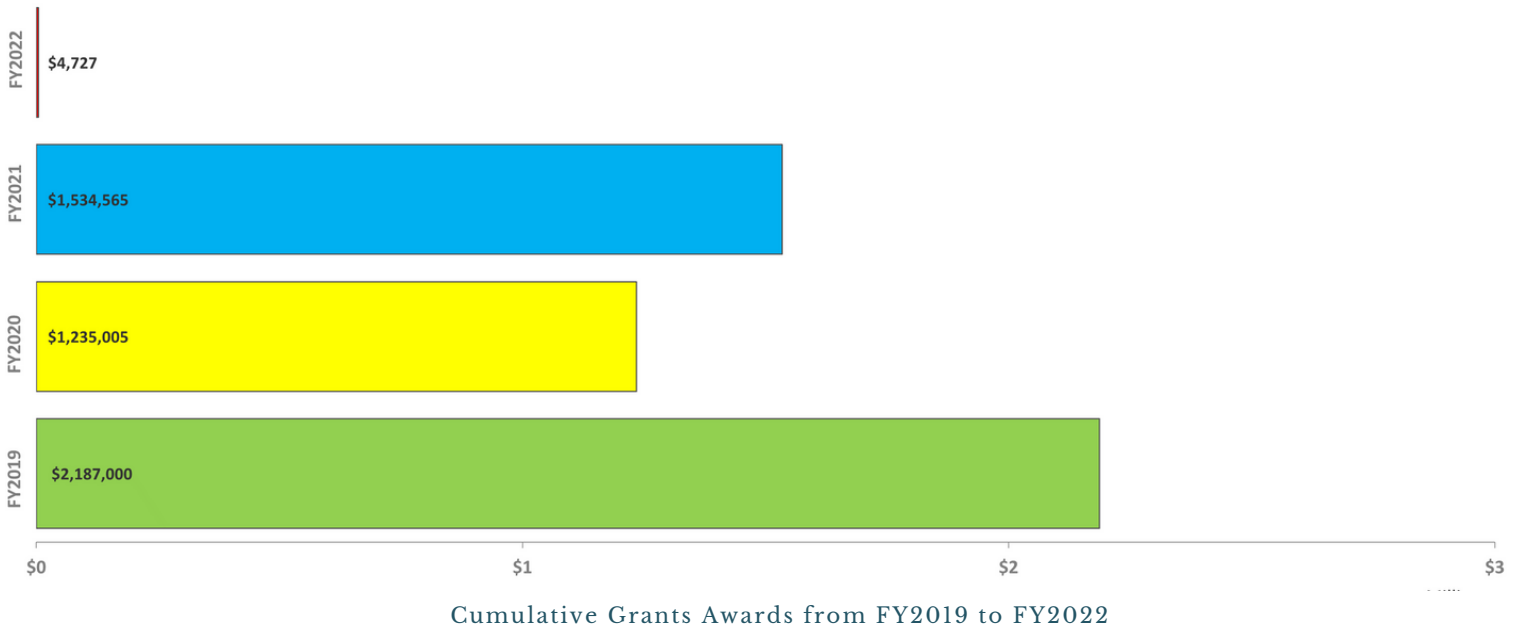
The Code Compliance Department has maintained its level of proactive monitoring and notification. The total number of code cases opened as of the first quarter of FY2022 was 297. Code cases are opened on an as-needed basis and are not opened to meet a quota, therefore no goal can be set with this measure.





## GRANTS OFFICE

The Grants Office works in partnership with Departments and Offices to research, compose, edit, and submit Federal, State, Local, and Foundation funding opportunities to support the goals and objectives of the 2025 Strategic Plan.



### GRANTS APPLICATIONS - 1ST QUARTER FY2022

- Miami Lakes NW 164th Terrace and NW 163rd Terrace Drainage Improvements Project \$667,000
- Miami Lakes NW 162nd Street and NW 79th Avenue Drainage Improvements Project \$726,000
- Miami Lakes Canal Bank Stabilization Phase III Project \$1,000,000
- Miami Lakes NW 154th Street Extension of the Palmetto Expressway South Bound Left Turn Lanes Roadway Improvements Project \$400,000
- Miami Lakes NW 59th Avenue Roadway Extension and Redevelopment Project \$2,000,000
- Miami Lakes Senior Support and Elderly Activities Community Center \$500,000

### GRANTS AWARDS - 1ST QUARTER FY2022

Office of Criminal Justice Edward Byrne Memorial Justice Assistance Grant Direct (JAGD) for the Miami Lakes Law Enforcement Traffic Equipment \$4,727

# PARKS AND RECREATION



Photo by: Joey Alvarez

***The Town of Miami Lakes is only the 3rd Sterling Tree City recognized in Miami -Dade County and the 26th in the State of Florida.***

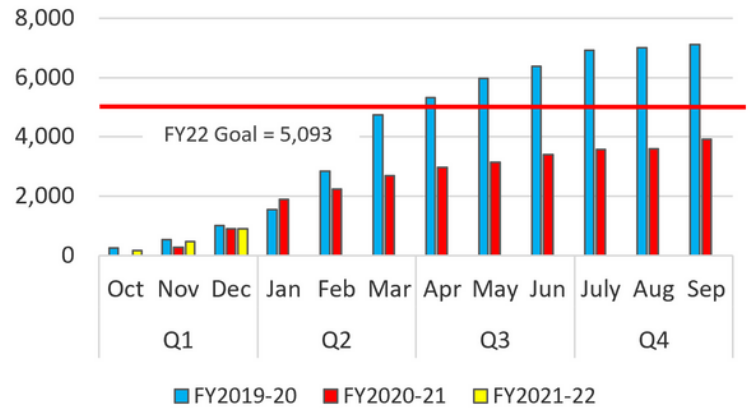
The Parks and Recreation department oversees the operation and maintenance of the Town's 101 parks, rights-of-way, median green spaces, six lakefront beaches and its urban tree canopy. The parks are open seven days a week and feature a variety of amenities for residents of every age and lifestyle including: lighted sports fields, basketball courts, tennis courts, jogging trails, exercise stations, tot lots, shaded playgrounds, passive areas and covered pavilions/picnic tables.

# 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 FY2022. 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.

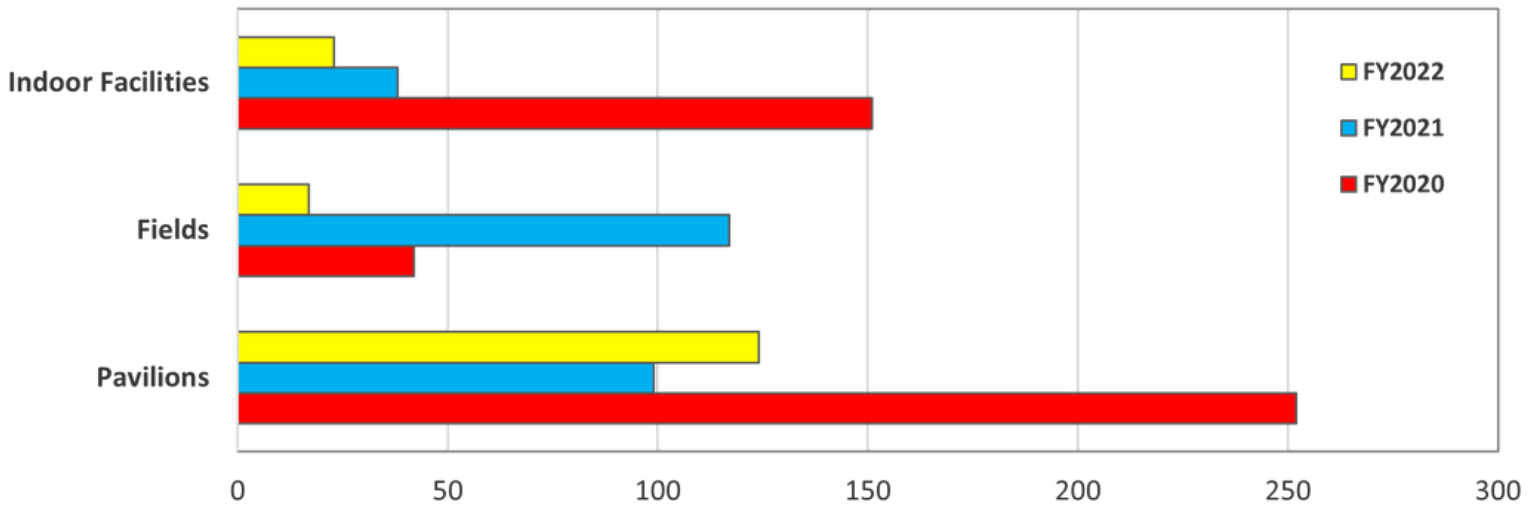
As of the first quarter of FY2022, the Parks & Open Spaces Department has trimmed 898 trees in total.



## Number of Facility Rentals per Month

On the first quarter of FY2022 there were 17 fields rentals, 124 pavilion rentals, and 23 indoor facility rentals.

Cumulative Facility Rentals





# COMMUNICATIONS AND COMMUNITY AFFAIRS



The Department of Communications and Community Affairs directs and supports the Town's communications efforts to Miami Lakes residents through proactive and responsive activities, including media relations, publications, special events, and website content management.

Examples of these efforts and measures include:

#### **Communications:**

- *Expand Social Media Presence*
- *Monthly eNewsletter*
- *Media Relations*
- *Live and Recorded Videos*

#### **Citizen Response:**

- *MiamiLakesConnect.com (and mobile App)*
- *Facebook & Instagram Messenger*

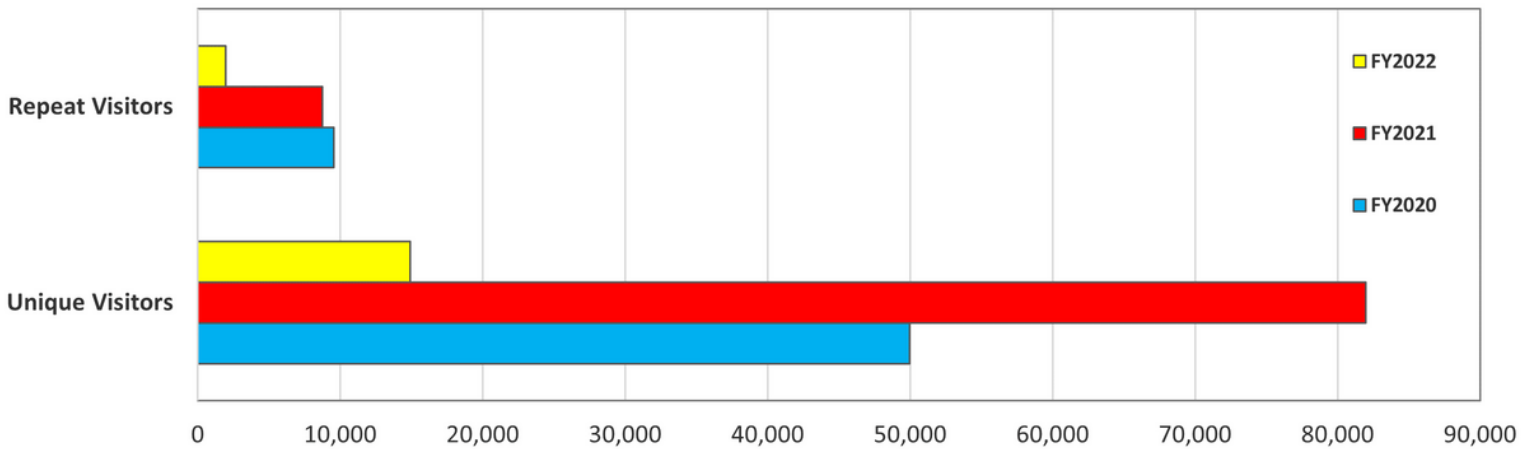
#### **Website**

#### **Committees and Special Events**

# WEBSITE

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 FY2022, website views reached 16,876 users on the Town's main page ([www.miamilakes.fl.gov](http://www.miamilakes.fl.gov)) and 1,669 users on the Town's I Heart Miami Lakes page ([www.iheartmiamilakes.com](http://www.iheartmiamilakes.com)). The decrease in visitors, particularly Repeated Visitors, on the Town's main page is likely due to the unresponsive nature of the website to mobile devices and the vast increase in social media followers. To address the decline in web traffic, the Town is leveraging its social media reach and integrating widgets from its reservations system (Eventbrite) to provide the resident the opportunity to register for events and activities directly from the Town's website calendar. The new web integration tool would allow residents to remain on the Town's website throughout the transaction. This tool will be incorporated into future digital and traditional marketing campaigns to drive and maintain visitors on the Town's webpages.

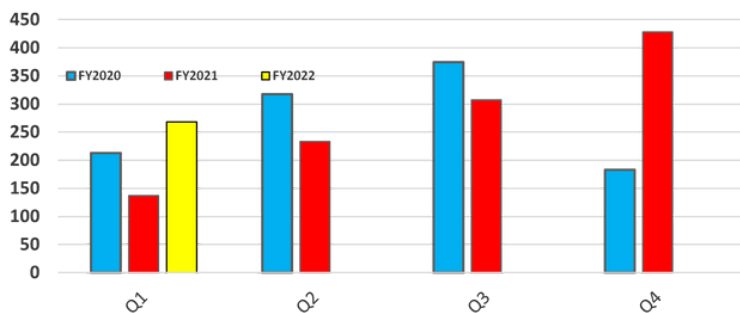
www.MiamiLakes-fl.gov



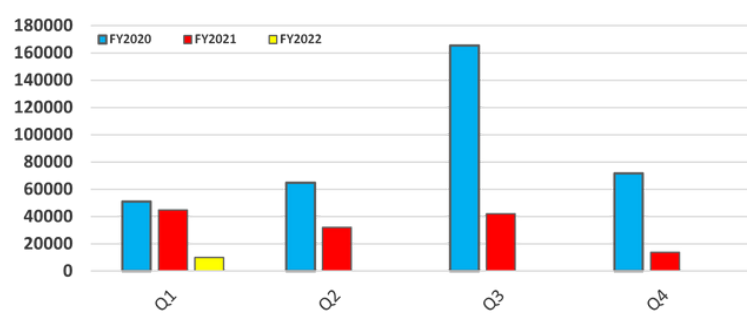
## Live Website (webcast) and Facebook Page Organic Viewers: Council Meetings

In an effort to achieve better communication, transparency, and public participation, in FY2019 the Town introduced live streaming of the Town Council meetings on the Town's Facebook page in addition to streaming via the Town's website (webcast). This first quarter of FY2022, the total number of individuals who viewed the Council Meetings via the Town's website between the hours of 5:00 PM to 10:00 PM on the days of the Council meeting was 268, and via Facebook Page 10,050 organic views.

Town's Website (webcast): Council Meetings Views



Facebook Live Organic Views: Council Meetings



# DIGITAL MARKETING PRESENCE

The Town has vastly increased its social media/digital presence and will continue to do so. A detailed social media strategy was presented by the Communication and Community Affairs team in August 2020 at the council meeting as a Manager's report that discusses the social media plans in depth. The Communications and Community Affairs department has expanded the current cross channel Digital Marketing effort to ensure residents stay up to date with all events, meetings, and information relating the Town. Throughout this report it is pertinent that we keep in mind key changes within the digital marketing space such as the new rebranding and transition of Facebook to Meta. A change of this nature has led to numerous discrepancies within our reports as their API technologies have changed their methods of releasing content, in addition to the engagements of said content. Below are the Data Metrics from Q1 (October-December) of 2022 showing a 1.8% total follower increase from Town Social media platforms including Facebook, Instagram, LinkedIn, YouTube, and Twitter provided by our social media.

## Performance Summary

View your key profile performance metrics from the reporting period.

Impressions ⓘ

1,157,760 ↘2.5%

Engagements ⓘ

28,314 ↘7.7%

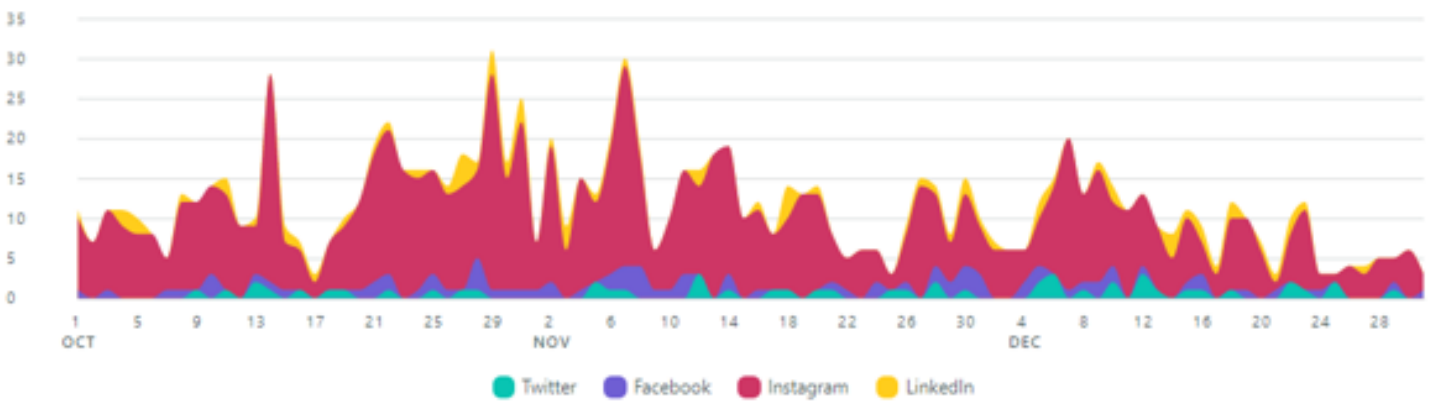
Post Link Clicks ⓘ

907 ↘35.2%

## Audience Growth

See how your audience grew during the reporting period.

Audience Gained, by Day

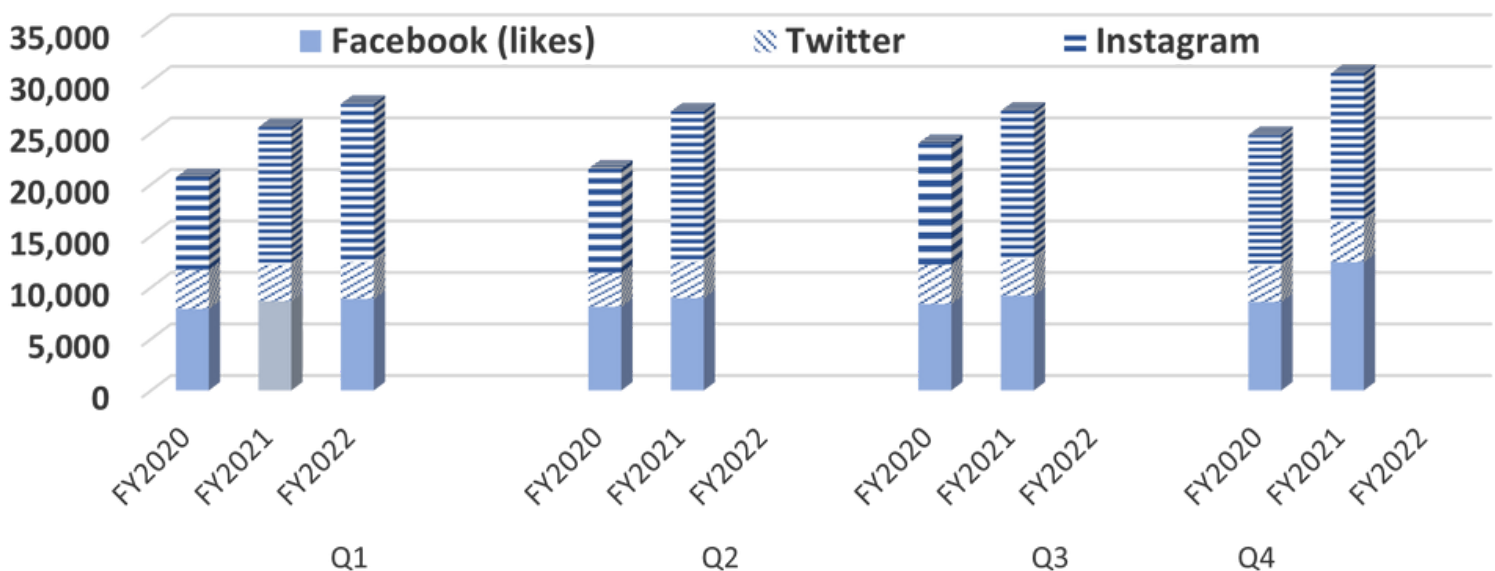


## DIGITAL MARKETING PRESENCE

**Facebook:** As of the first Quarter FY2022, the Town has reached 12,985 engagements on Facebook while aggressively monitoring metrics such as engagement, reach, impressions, and follower growth while incorporating an innovative feature known as Facebook stories reaching 285,937 impressions to while covering/promoting Town events, workshops, or meetings. Our Facebook account reached 8,869 link clicks to drive traffic to our Town’s website/Eventbrite. In an effort to achieve better communication, transparency, and public participation, the Town is promoting our live coverage of Council meetings via Facebook as well as our website which as a whole have created 10,050 organic viewers during this Quarter. In addition, we have increased our organic marketing reach. In comparison to last quarter (69% of our video views were organically sourced) during this quarter our organic views percentage has increased to 100% - meaning that 100% of the viewers that reached our videos were attracted to our content through natural, authentic and unpaid marketing tactics (0% paid views).

**Instagram:** As of the first Quarter FY2022, the Town has reached 15,323 followers (3.3% increase from the fourth quarter) on Instagram while aggressively monitoring metrics such as engagement, reach, impressions, and follower growth while incorporating a new and innovative feature know as Instagram stories reaching over 156,613 users to better cover/promote Town events, workshops and meetings. Our Instagram account reached 835,996 impressions, achieving 14, 246 engagements. Our Instagram account grew compared to Q4 FY2021 data up by 3.3% in total followers, up by 5.9% in total impressions (835,996), and down by 3.5% in total engagements (14,247). In this quarter, the Town’s Published Stories have increased by 155.2% (490).

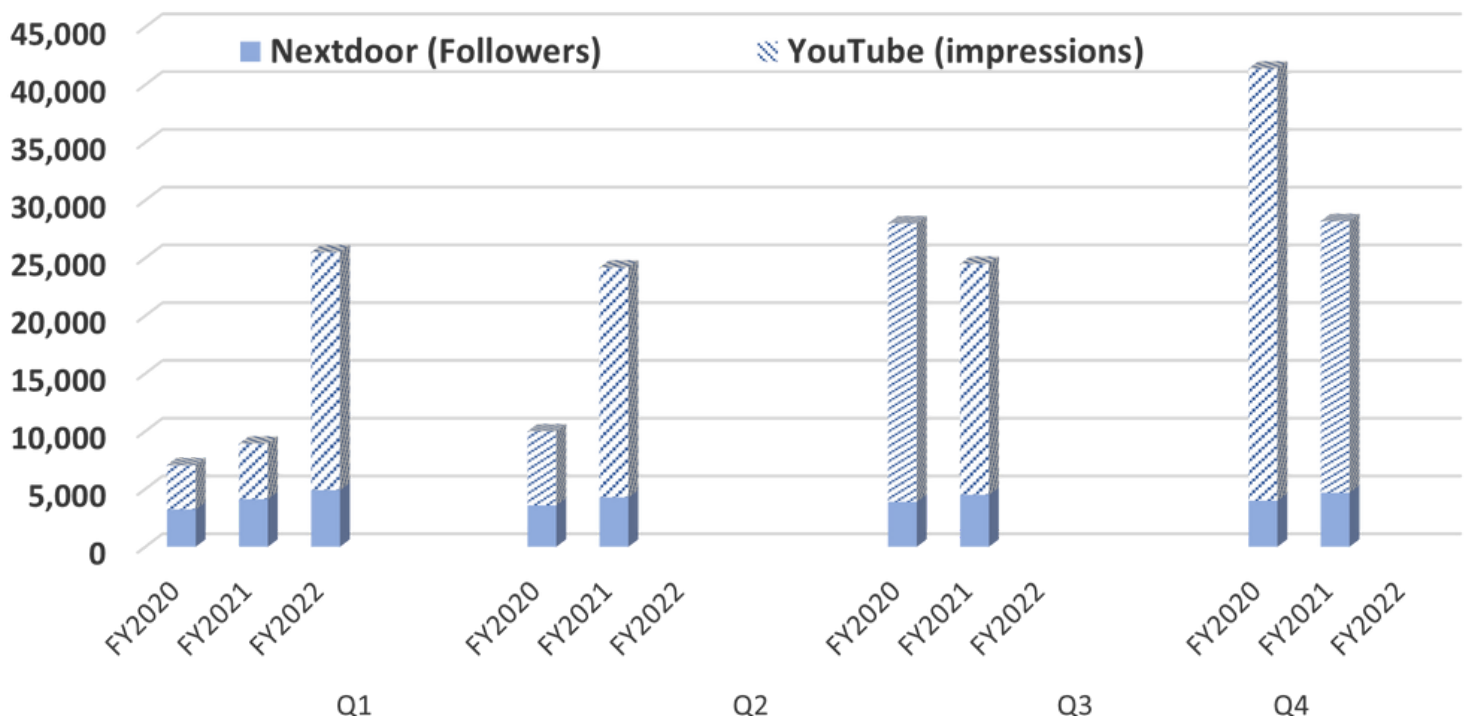
**Twitter:** As of the first Quarter FY2022, the Town has reached 3,614 followers (0.6% increase) on Twitter while aggressively monitoring metrics such as engagement, reach, impressions and follower growth while incorporating an innovative feature such as featured post of Town public works projects, parks/recreation, Planning/Zoning, and building department updates in an effort to keep all town residents as updated as possible with all day-to-day activities. Our Twitter account reached 18,494 impressions, achieving 278 engagements, and resulting in 33 link clicks to drive traffic to our Town’s website. Our Twitter account grew compared to Q4 FY2021 data by 0.6% in total followers. In this quarter, the Town’s Twitter Replies have increased by 10%.



## DIGITAL MARKETING PRESENCE

**Nextdoor:** As of the first Quarter FY2022, the Town has continued the incorporated use of a Neighborhood based social media site called Nextdoor which is the world’s largest social network for the neighborhood. Nextdoor enables truly local conversations that empower neighbors to build stronger and safer communities. The Town has accumulated 4,900 members and reached 62 new members, in an effort to raise awareness for resident about Town events, workshops and meetings.

**YouTube:** As of the first Quarter FY2022, the Town has reached 628 unique account viewers on YouTube while aggressively monitoring metrics such as engagement, reach, impressions, and user growth to better promote Town events, workshops, or meetings in an effort to keep all town residents as updated as possible with all day-to-day activities. Our YouTube account reached 20.6 thousand impressions, achieving 1.7 thousand views, and resulting in 3.4% click through rate. Our YouTube account grew compared to Q4 FY2021 data grew by 0.47% in total subscribers.



# DIGITAL MARKETING PRESENCE

**LinkedIn:** As of the first Quarter FY2022, the Town has amplified the use of LinkedIn which is the world’s largest professional social network site mainly used for professional networking, including employers posting jobs and job seekers posting their CVs. The Town has been able to recruit members from all over the United States in an effort to raise awareness to Town sponsorship opportunities, potential partnerships, employment opportunities and new hires. Our LinkedIn account reached 17,333 impressions, achieving 805 engagements, and resulting in 340 link clicks to drive traffic to our Town’s website/Eventbrite. Our LinkedIn account grew compared to Q4 FY2021 data by 0.2% in total followers (16,235).

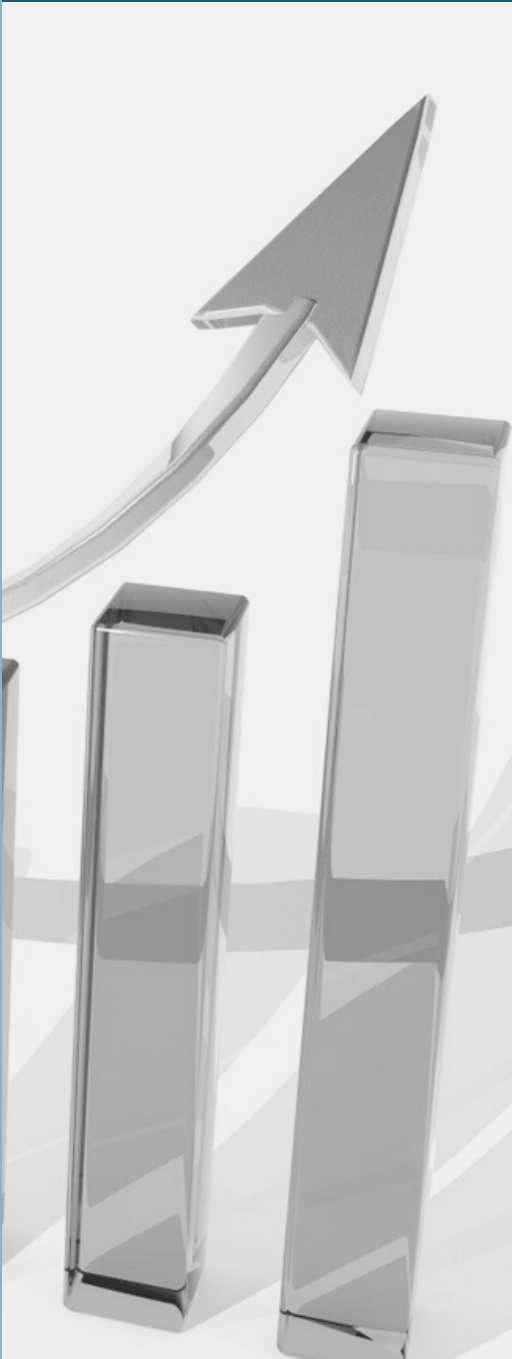
## Audience Growth

See how your audience grew during the reporting period.

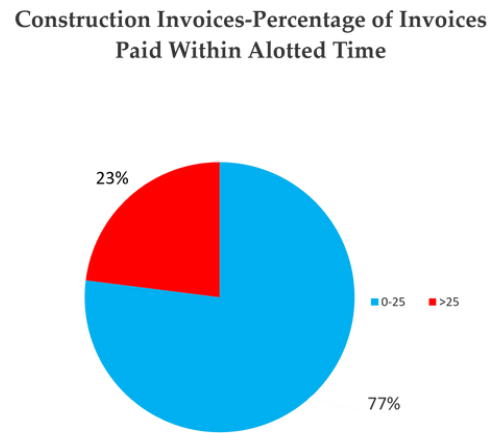
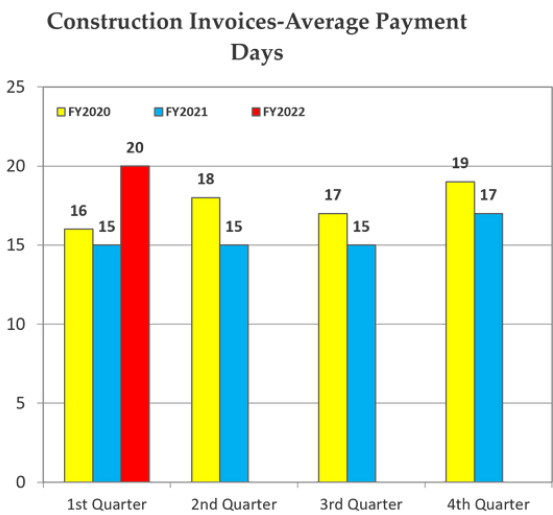
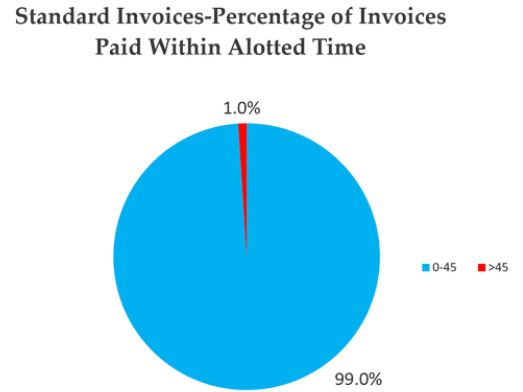
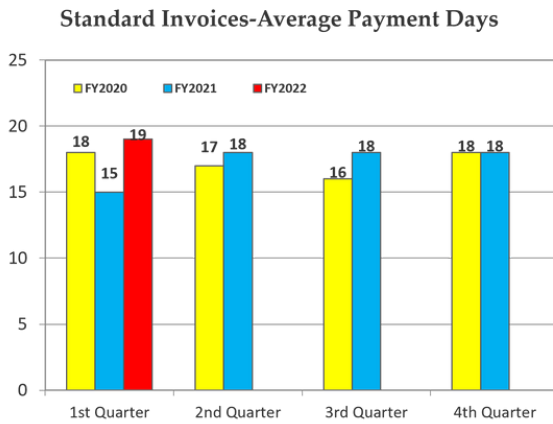
Net Follower Growth Breakdown, by Day



# FINANCE AND ACCOUNTING



The Finance Department records and reports the financial transactions of the Town in accordance with Generally Accepted Accounting Principles applicable to governmental entities. This includes activities such as the preparation of financial statements and other reports, cash management, revenue collection, disbursements, payroll, audit coordination and risk management, as well as providing assistance with the preparation and monitoring of the annual budget.



## FINANCE DEPARTMENT

The Town’s Finance Department provides support on financial and fiscal matters and strives toward the accomplishment of its goals which include the following:

- Maintain proper accountability over the Town’s financial resources
- Prepare accurate and timely financial reports on the Town’s financial condition
- Ensure proper implementation of financial and accounting practices for the effective and efficient use of the Town’s financial resources

## 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 time frame. 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, this first quarter of FY2022, the Town has kept the number of days until payment below statutory requirements and has processed over 77% and 99% of construction and standard invoices respectively within that time frame.



# OFFICE OF THE CLERK



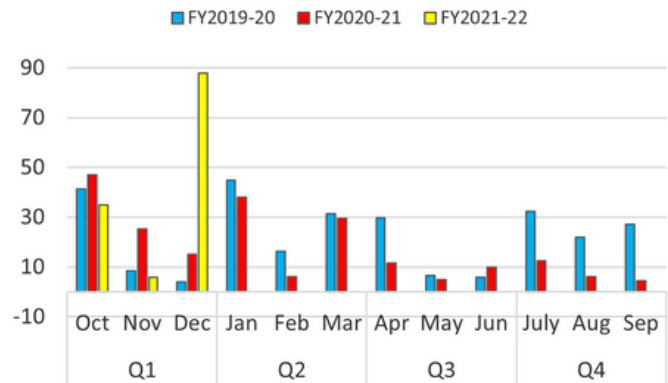
Pursuant to the Town Charter, the Town Clerk shall give notice of all Council meetings to its members and the public, and shall keep minutes of the Council's proceedings. The Town Clerk is responsible for keeping and distributing the official Town Record.

In accordance with Florida's Government in the Sunshine Laws, the Town of Miami Lakes municipal records shall be transparent and open for inspection from anyone.

# OFFICE OF THE CLERK

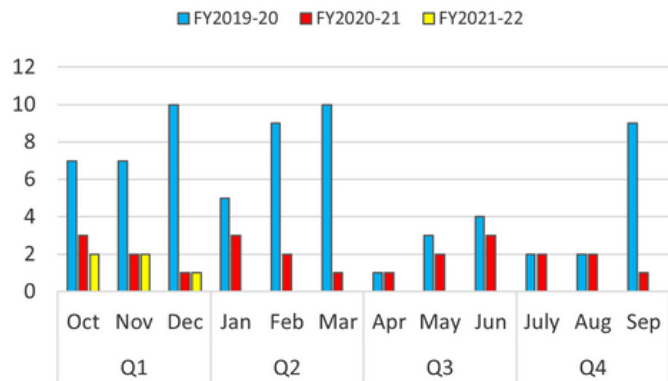
## Turnaround Time for Public Records Requests

This first quarter of FY2022, the average turnaround time for public records request was 43 days. This measure tracks the time it takes to complete a public records request, starting on the day the request was made, lead time from feedback and/or follow up questions or comments by requestor, and ending with the date the request has been closed.



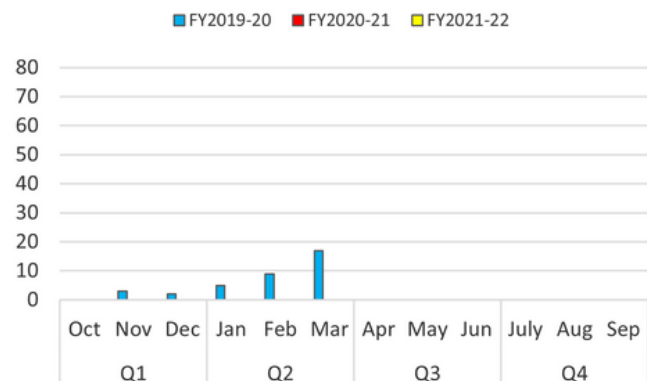
## Turnaround Time for Regular Lien Letters

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 of FY2022, there average turnaround time for standard lien letters was 2 days.



## Turnaround Time for Expedited Lien Letters

This measure tracks the average number of days it takes to complete expedited lien letter requests. This first quarter of FY2022, expedited line letters turnaround time was not tracked as tracking system is under maintenance.



# THANK YOU



As part of our mission, the Town strives to be a friendly, peaceful, safe and beautiful place where residents and business leaders take pride in where they work and play.

We believe that this Q1-FY2022 report provides educational and statistical evidence that the Town is performing at a high level. Also, the Town Council and staff are consistently working to maintain those standards and enhance the quality of life for residents.

We look forward to continuing to provide quality services to the community we serve in this fiscal year.

*"Growing Beautifully"*



Questions, comments or suggestions about this report?

Please contact our Strategic Planning, Performance & Innovation Office (SP2I) at:  
ImagineMiamiLakes2025@MiamiLakes-fl.Gov; P- 305.512.7139





Photo by: Timothy Oei

*... "growing beautifully"*