

TOWN OF MIAMI LAKES



6601 Main Street, Miami Lakes, Fl 33014
305.364.6100

QUARTERLY PERFORMANCE REPORT



Q3FY2022

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 third (3rd) Quarter Performance Report for Fiscal Year 2021-2022. This report provides a narrative for each performance measure from April to June 2022.

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.

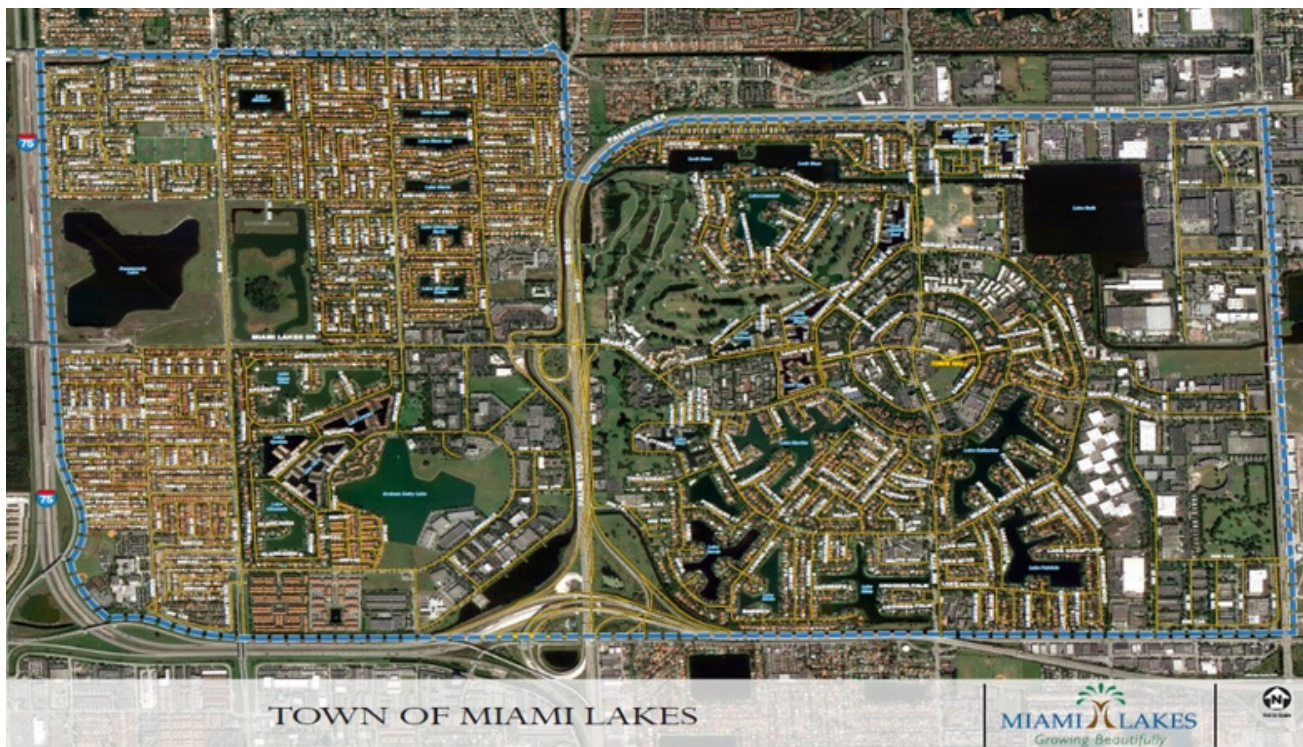
Our goals for this fiscal year include:

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 reached 33,462 in the 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

3RD QUARTERLY REPORT

Morris Charts

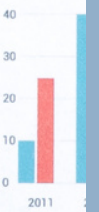
Line Chart



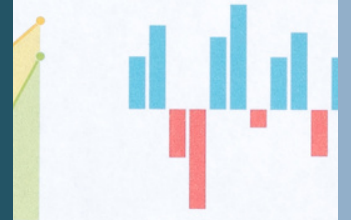
Area Chart



Bar Chart



Bar Chart



50%



PUBLIC SAFETY: POLICE DEPARTMENT



RANKED #2
Miami-Dade County

Safest Cities 2022 Report by:

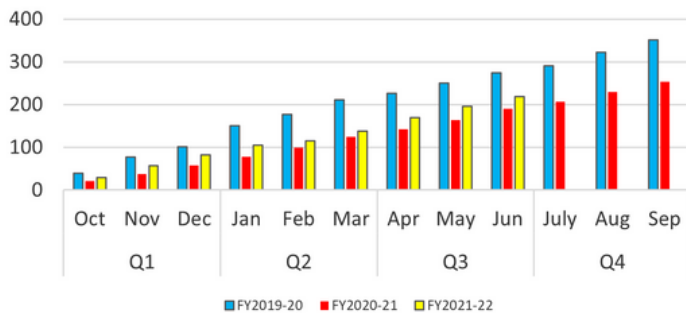


RANKED #28
State of Florida

Cumulative Number of Targeted Crimes

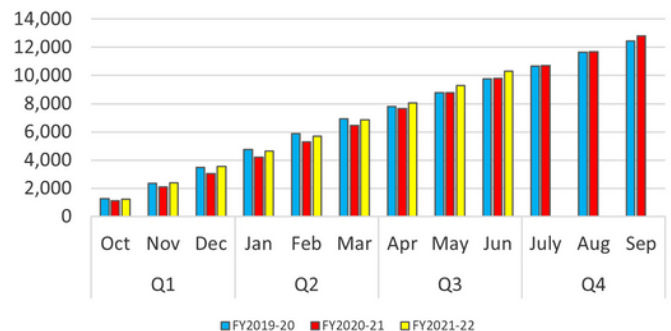
Targeted crimes are crimes singled out to be tracked and targeted with police manpower.

From April to June the number of targeted crimes was 81 (32 in April, 26 in May, and 23 in June).



Cumulative Number of Police Calls for Service

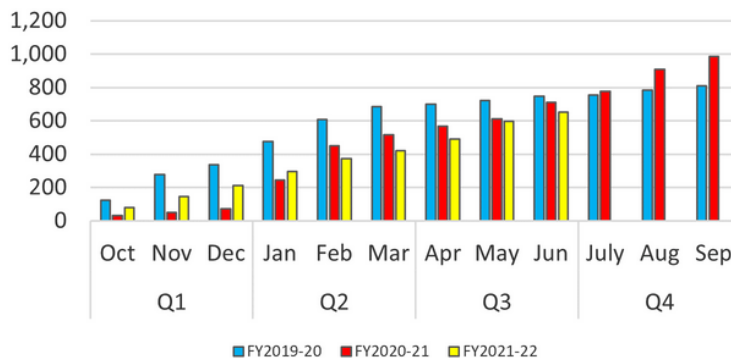
The number of police calls for service has ranged from a monthly low of 1,000 in June to a high of 1,233 in May, an average of 1,142 calls per month and a total of 3,425 police calls for service from April through June. Our police department strives to attend to every phone call received to ensure that each resident is assisted.



PUBLIC SAFETY: POLICE

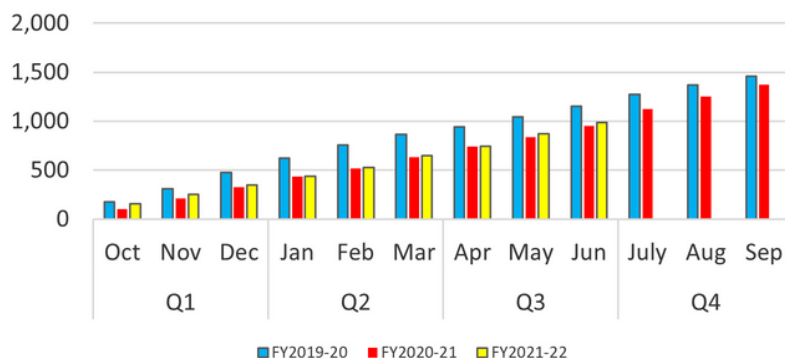
Cumulative Number of Police Citations

The police department issued a total of 230 citations in the third 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.



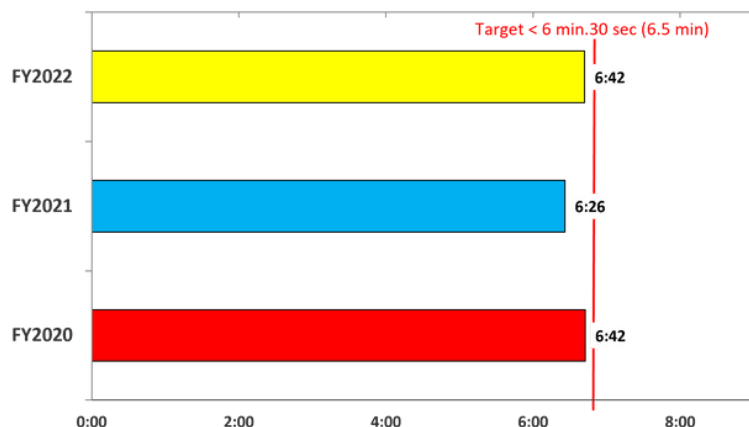
Cumulative Number of Police False Alarms

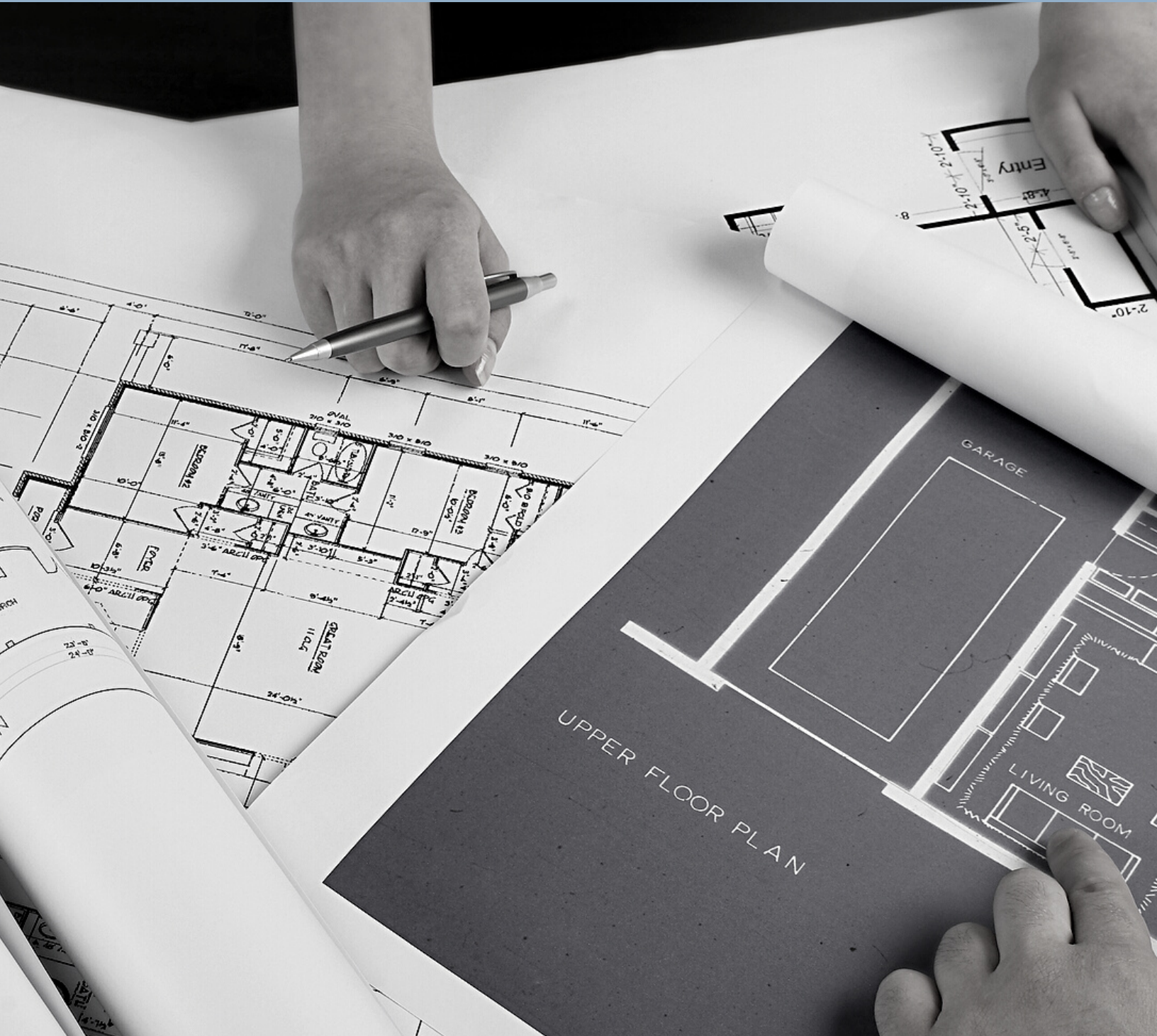
Since the implementation of the false alarm monitoring system, there has been a consistent number of police false alarms reported. At the end of the third quarter, a total of 985 false alarms had been reported in FY2022. By reducing the number of false alarms reported, the Police Department is able to effectively place their focus on other emergency situations.



Average Police Response Time

The average police response time for the third quarter of FY2022 is 6.42 minutes (6m25s). 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

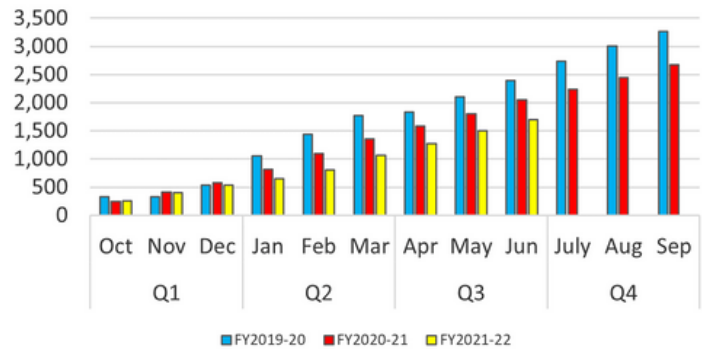
The Building Department provides customer-friendly services including review, processing, issuance and inspection of building permits and assurance that construction in the Town complies with the provisions of all applicable codes. The Building Department has continued to work on enhancing services overall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

BUILDING DEPARTMENT

Cumulative Number of Building Permits Issued

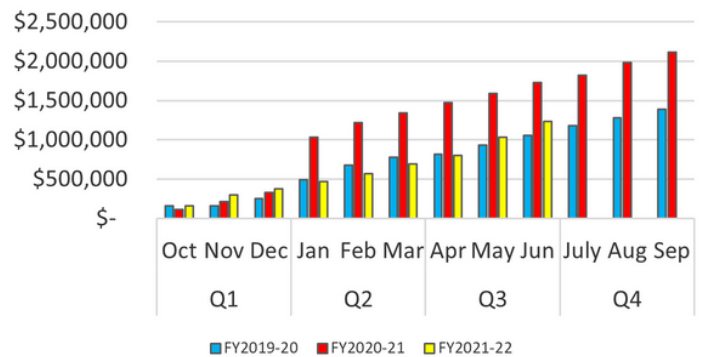
The number of building permits issued throughout this fiscal year FY2022 has reached 1,703.

Throughout the third quarter, 642 permits were issued, in comparison to 696 in FY2021's third quarter and 627 in FY2020's third quarter.



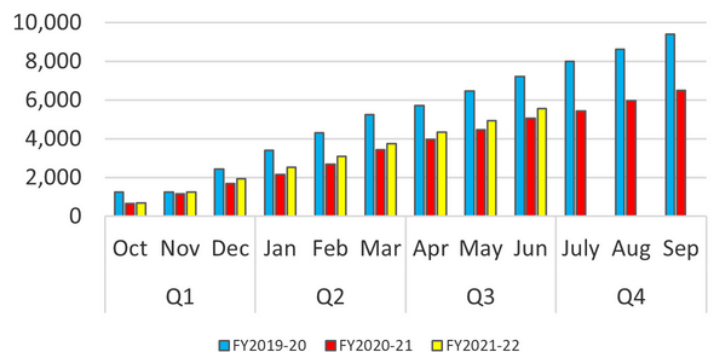
Cumulative Number of Building Fees Collected

Throughout this fiscal year FY2022, \$1,235,365 were collected in building fees. Compared to the previous fiscal years, this amount is lower than FY2021's and higher than FY2020's collected in building fees.



Cumulative Number of Building Inspections

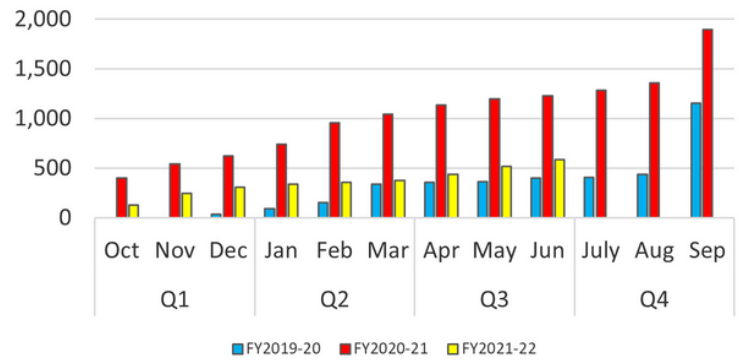
There have been a total of 5,558 inspections conducted this fiscal year FY2022. The Building Department is working harder to continue to provide excellent service, while keeping up with the number of requests from residents.



BUILDING DEPARTMENT

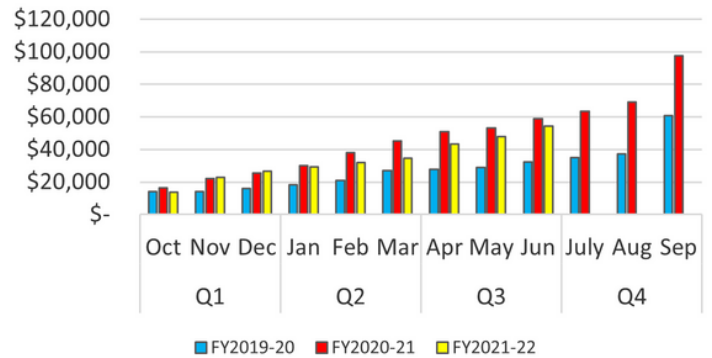
Cumulative Number of Business Tax Receipts (BTRs)

All Miami Lakes businesses are required to renew their business tax receipt on an annual basis. This third quarter of FY2022, there were a total of 206 BTRs renewals. Renewals are due by September 30th each year.



Cumulative Number of BTRs Fee's Collected

Over the third quarter of FY2022, there were \$19,833 received in BTR fees. The total BTR's fees throughout this fiscal year FY2021 has reached \$54,402.



TRANSPORTATION DEPARTMENT



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

Our main goal is to provide a variety of multimodal mobility options that offer reliable, affordable, equitable, and sustainable access to all residents, commuters, and services.

We are working to increase mobility 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 Department of Transportation and Planning strengthens the foundation, enhances the value, and improves the quality of life and sustainability of all the Town's neighborhoods to continue to :

Growing Beautifully!!



TRANSIT

In FY2018, the Town switched to On-Demand transportation providers and contracted with Freebee to provide service. The program has been so welcome by the community that it has grown to include two five-passenger vehicles, as well as two 10-passenger vans with ADA accessibility.

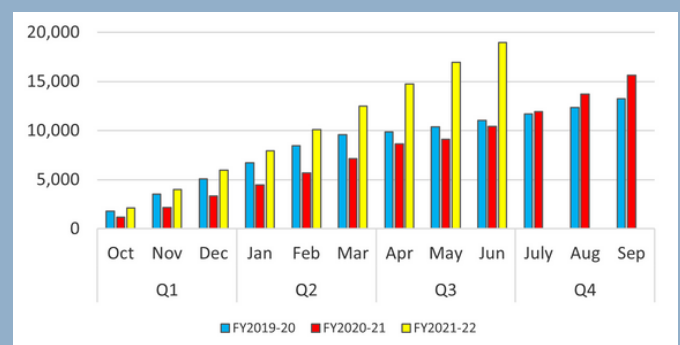
On January 2022, the program further expanded to provide peak-hour park-and-ride service to the Palmetto Metrorail Station every 20 minutes, starting at 6:00 AM and 4:00 PM providing commuting flexibility to both residents and businesses.

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, Saturdays from 1:30 p.m. to 7:30 pm, and Sundays from 10:00 a.m. to 2:00 p.m.

In the third quarter of FY2022, the Town was able to provide 6,499 rides and saw an increase in on-demand ridership by 98% compared to FY2021 third quarter. Following CDC guidelines and County measures, we are working to keep increasing the number of people using our transportation system.

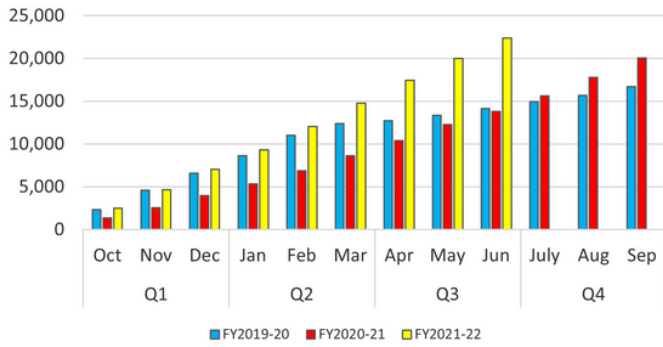
RIDERSHIP

The Town tracks ridership for the Freebee in the Lakes based on number of passengers per month. This fiscal year FY2022, there have been 18,976 riders from Freebee service in total.

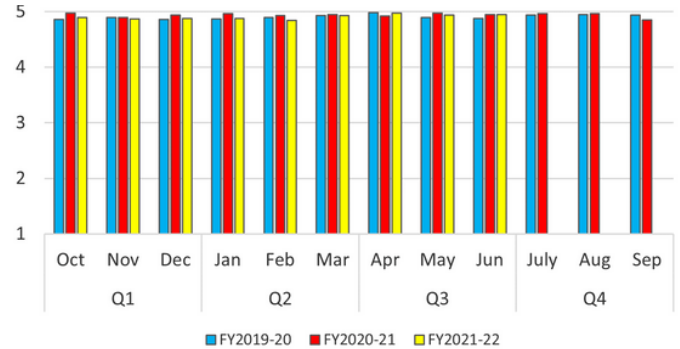


TRANSPORTATION DEPARTMENT - FREEBEE

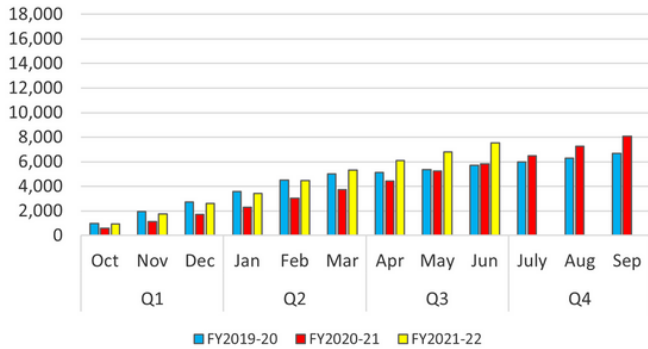
Cumulative Number of Passengers



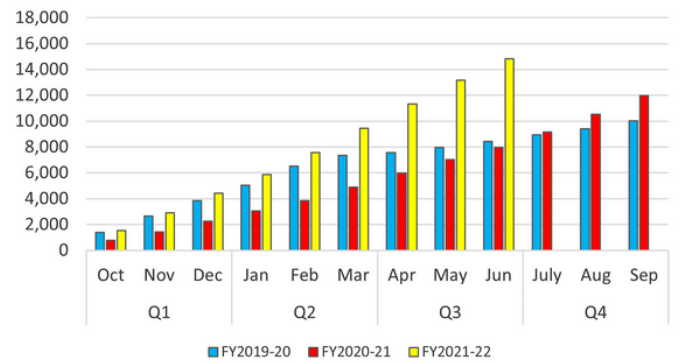
Monthly Driver Rating: 1 to 5 (best)

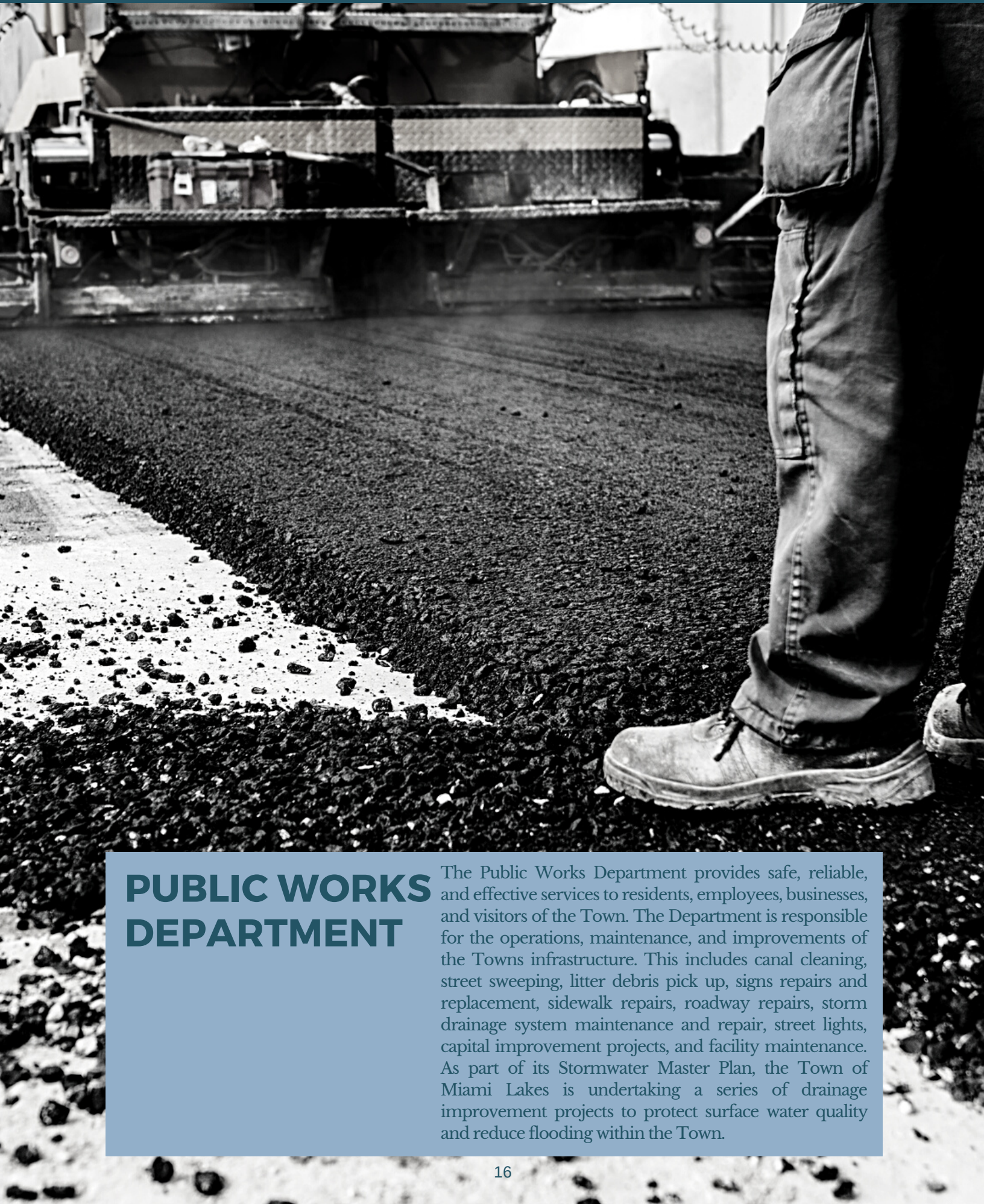


Cumulative Men Driven



Cumulative Women Driven





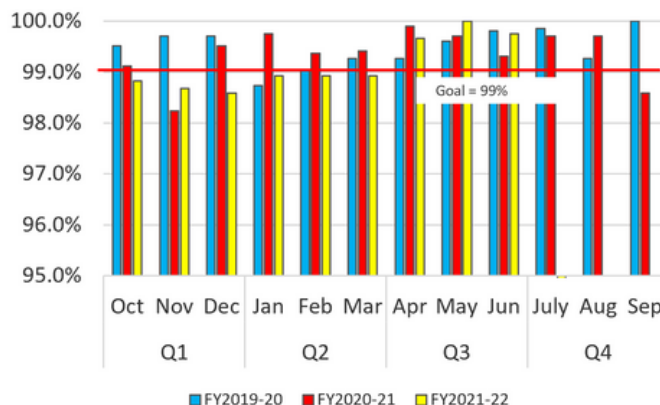
PUBLIC WORKS DEPARTMENT

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

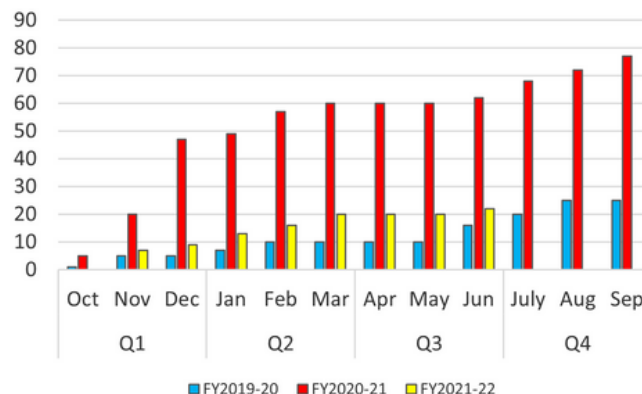
Percentage of Street Lights Working

There are currently 2,047 street lights in Miami Lakes of which 915 belong to the Town. Over the third quarter of FY2022, 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.



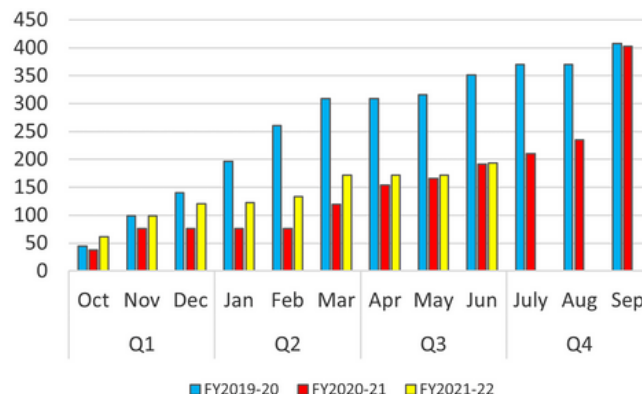
Cumulative Number of Potholes/Sinkholes Repaired

The total number of potholes/sinkholes repaired as of the third of FY2022 was 22.



Cumulative Number of Catch Basins/Manholes Cleaned

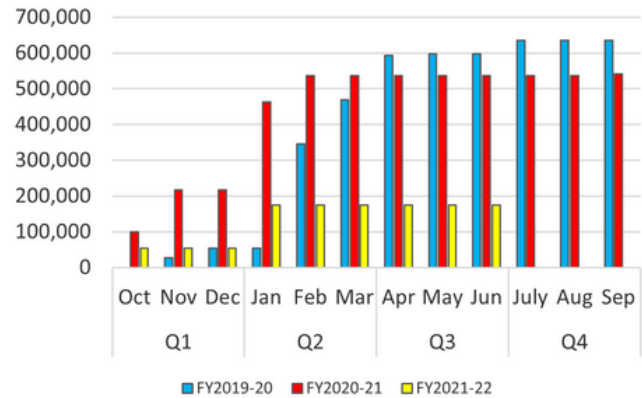
The total number of catch basins and manholes cleaned as of the third quarter of FY2022 was 194, averaging approximately 22 manholes cleaned per month. In addition, 10,688 linear feet of pipes have been desilted this fiscal year to improve stormwater flow. The Town's drainage system consists of catch 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

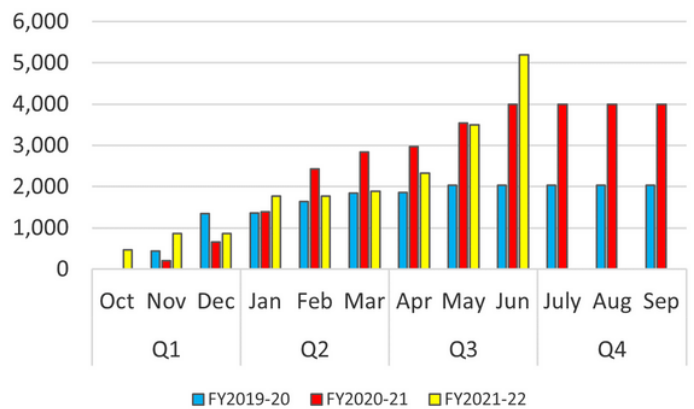
Cumulative Number of Sidewalk Square Footage Pressure Cleaned

The total square footage number of sidewalks pressure cleaned as of the third quarter of FY2022 was 174,145 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.



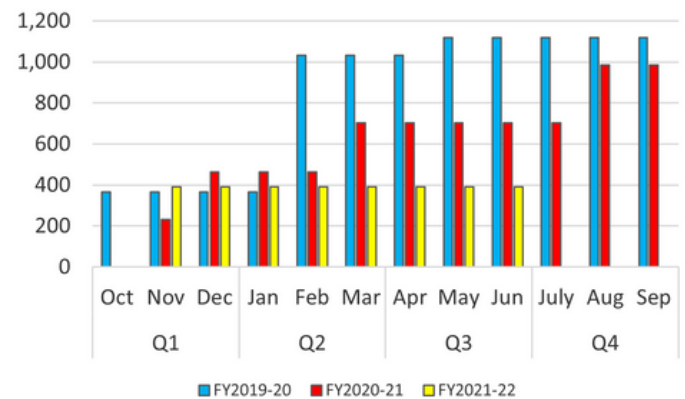
Cumulative Number of Sidewalk Square Yardage Replaced

The total square yardage number of sidewalks replaced as of the third quarter of FY2022 was 5,201 sq. yds. (46,809 sq. ft.), which include the Town’s main corridors, parks, and school areas.



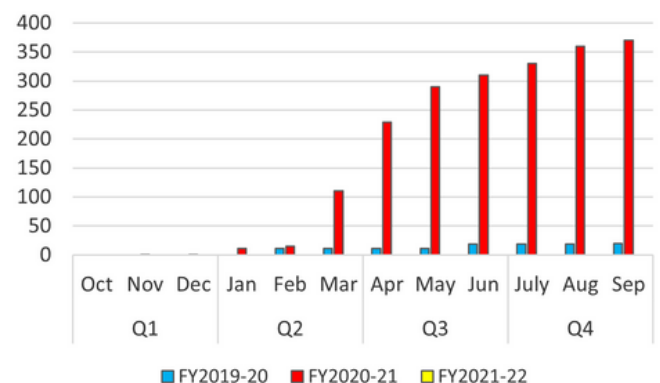
Cumulative Number of Sidewalk Flags Grinded

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

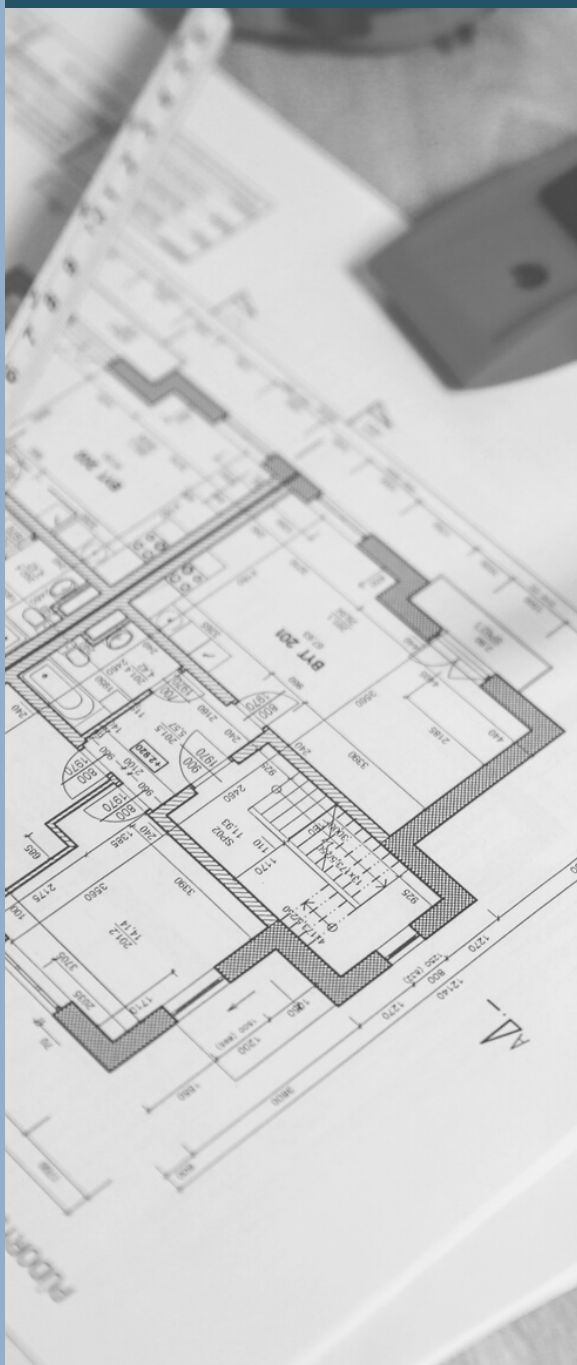


Cumulative Number of Street Signs Repaired

The graph depicts the number of street signs that have been repaired in the Town over the fiscal year. One (1) street sign has been repaired as of the third 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.

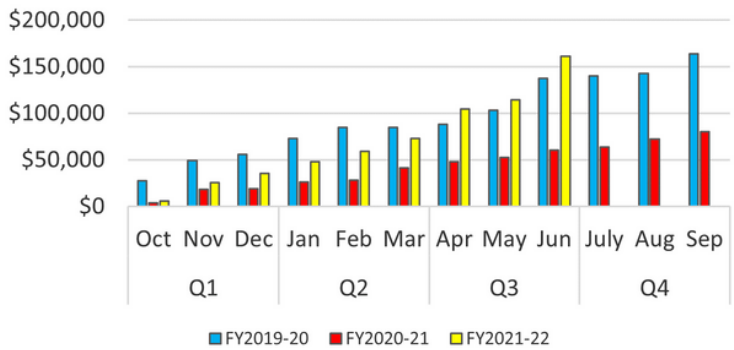
The Code Compliance team is responsible for assuring that all commercial, industrial and residential properties comply with the Town's Code, to ensure that the quality of life and property values continue to rise and the community continues "growing beautifully."

The Code Compliance's mission is to create an "Education First Process" for our residents. One of the Department's 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

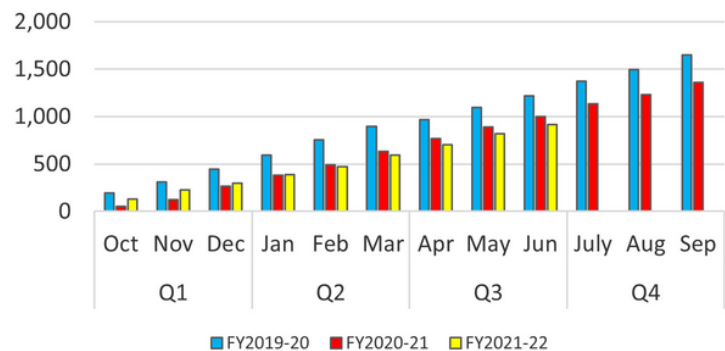
Total Code Fines Collected

A total of \$161,191 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

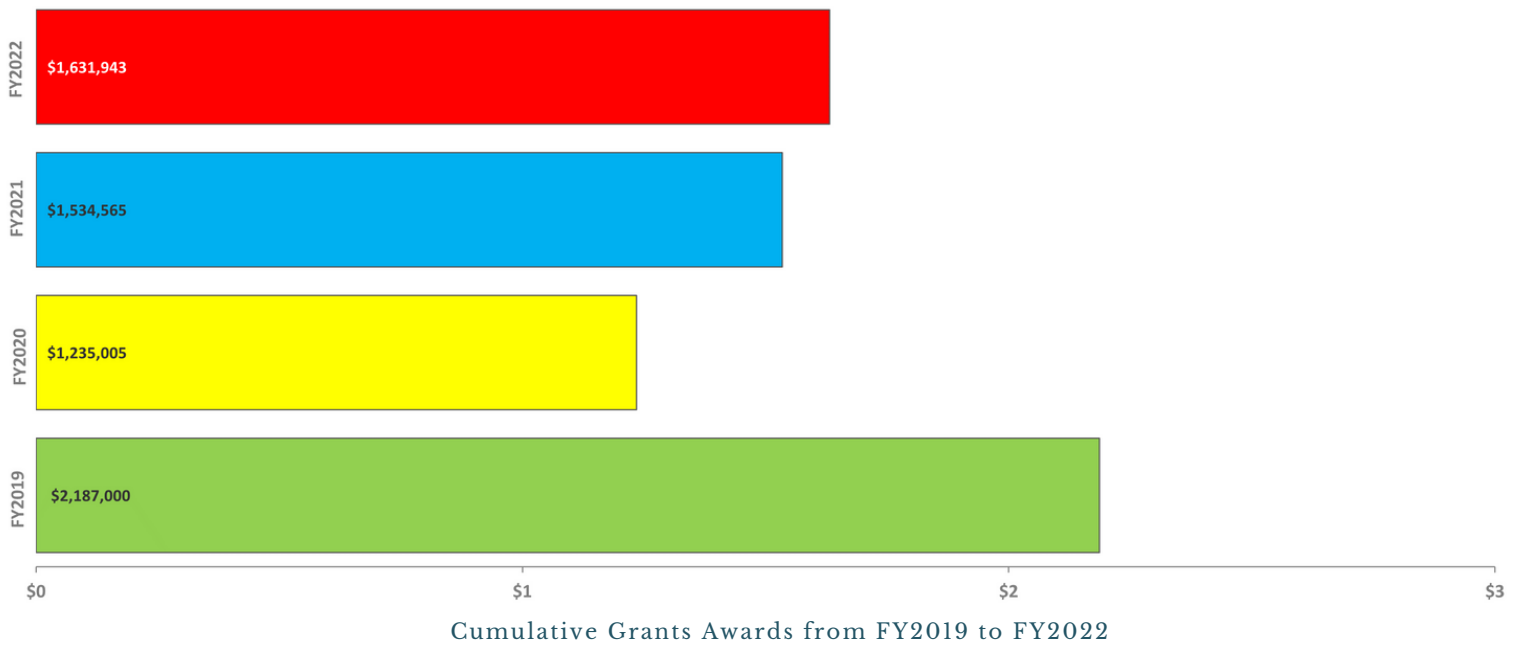
The Code Compliance Department has maintained its level of proactive monitoring and notification. The total number of code cases opened as of the third quarter of FY2022 was 919. Code cases are opened on an as-needed basis and are not opened to meet a quota, therefore no goal can be set with this measure.





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 - 3RD QUARTER FY2022

- Florida Department of Transportation (FDOT) Public Transit Service Development Program Grant for the Miami Lakes Freebee Public Transit Service Improvements Project - \$203,500
- Florida Department of Economic Opportunity (DEO) Fiscal Year 2022-2023 Community Planning Technical Assistance Grant for the Town of Miami Lakes Comprehensive Stormwater Master Plan Update No. 4 - \$75,000
- FY2022-2023 Resilient Florida Planning Grant Application for the Town of Miami Lakes Vulnerability Assessment Study/Adaptation Plan - \$220,000
- PetSafe Bark for Your Park Grant for the K-9 Cove Renov. Project - \$5,000
- T-Mobile Hometown Grant Program for the Miami Lakes Veteran's Park Community Project - \$50,000
- FY2023 FL House of Representatives Local Support Grant Request for the Miami Lakes NW 59th Avenue Roadway Extension and Redevelopment Project - \$3,000,000
- FY2023 FL House of Representatives Local Support Grant Request for the Royal Oaks 3rd and 4th Addition Drainage Improvements Project - \$912,410

GRANTS AWARDS - 3RD QUARTER FY2022

- Scotts® Field Refurbishment Program for the Miami Lakes Optimist Park Field Makeover Grant Award Package (pitcher's mound, home plate, batter's boxes, and new bases and anchors) - \$50,000 value in refurbishment
- Florida Department of Transportation (FDOT) Service Development Grant Program for the Miami Lakes Freebee Public Transit Service Expansion Project to expand our existing Freebee services to include new routes, expanded hours, and connections to the Palmetto Metrorail Station regional transit (3rd consecutive year) - \$171,730
- Office of Criminal Justice Edward Byrne Memorial Justice Assistance Grant—County-wide (JAGC) for the Miami Lakes Law Enforcement Police Emergency Lights - \$3,486
- Miami Lakes Canal Bank Stabilization Phase III Project - \$1,000,000
- Lowe's Hometowns Grant Program for the Miami Lakes Pocket Park (P55) Project - \$2,000 Gift Card
- Miami Lakes NW 154th Street Extension of the Palmetto Expressway South Bound Left Turn Lanes Roadway Improvements Project - \$400,000

PARKS AND RECREATION



Photo by: Joey Alvarez

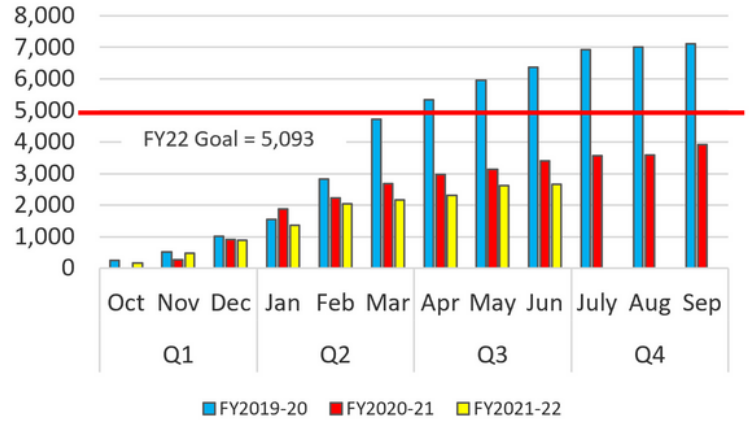
The Town of Miami Lakes is only the 3rd Sterling Tree City recognized in Miami -Dade County and the 26th in the State of Florida.

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

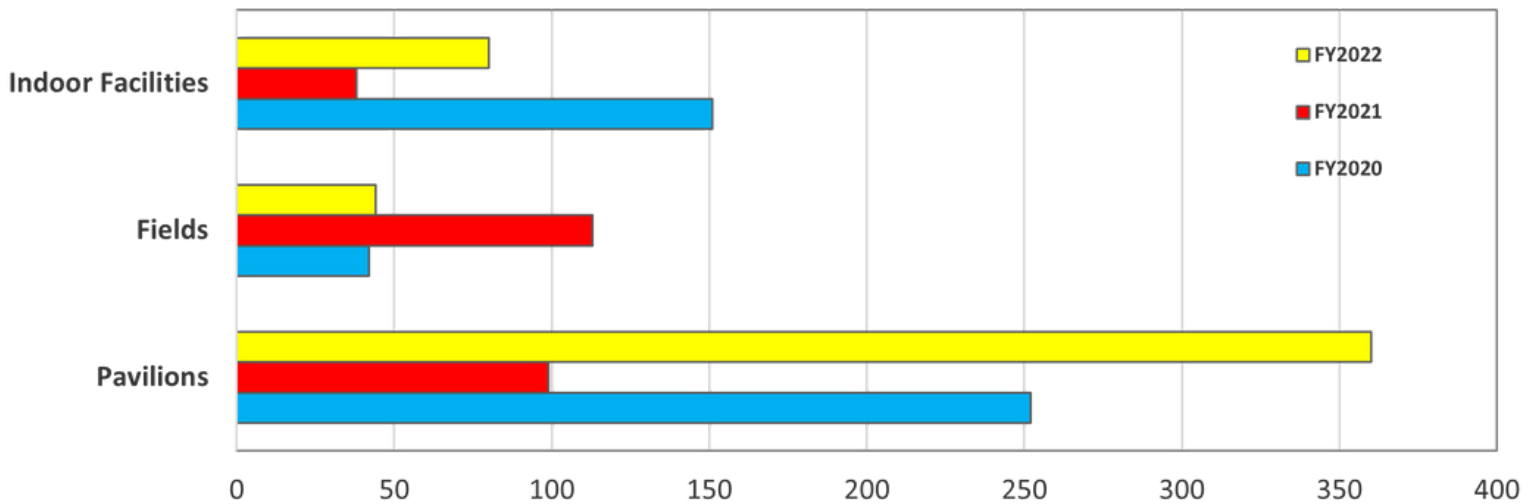
The Parks & Open Spaces Department set a goal of 5,093 trees to be trimmed this fiscal year FY2022. The Town has a total of 17,832 trees, and all trees are trimmed following a tree trimming maintenance schedule which specifies designated areas to be trimmed and when they will be trimmed. As of the third quarter of FY2022, the Parks & Open Spaces Department has trimmed 2,670 trees in total.



Number of Facility Rentals per Month

On the third quarter of FY2022 there were 10 fields rentals, 123 pavilion rentals, and 30 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*

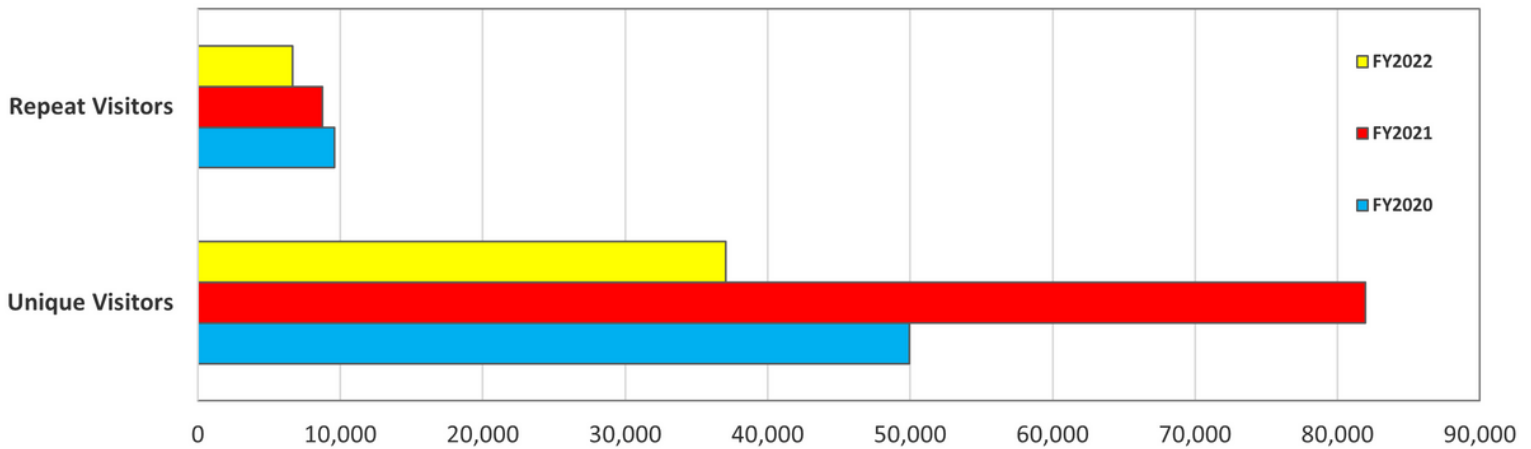
Website

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 third quarter of FY2022, website views reached 14,697 users on the Town’s main page (www.miamilakes-fl.gov) and 3,109 users on the Town’s I Heart Miami Lakes page (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.

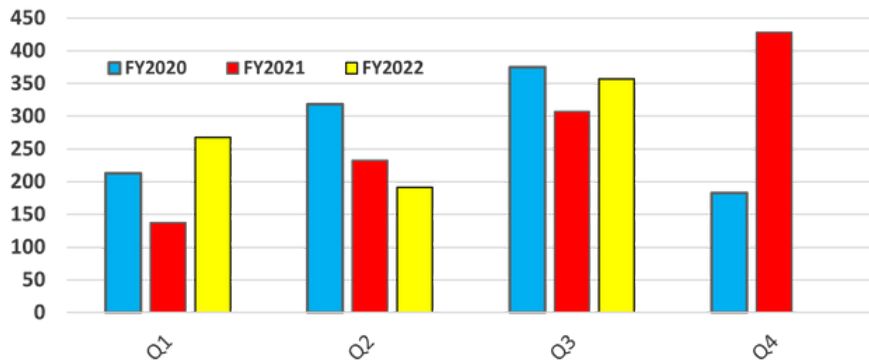
www.MiamiLakes-fl.gov



Live Website (webcast): Council Meetings

This third 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 357.

Town's Website (webcast): Council Meetings Views



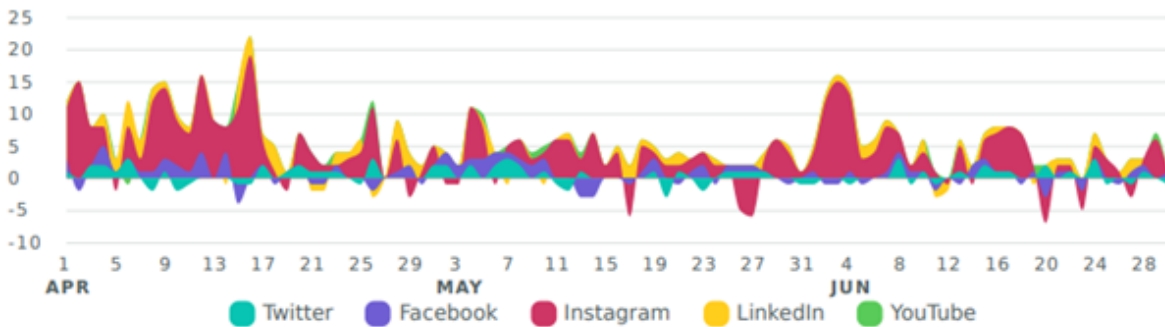
DIGITAL MARKETING PRESENCE

Continuing to increase and optimize the Town's social media and digital presence is a high priority. Residents are kept informed about town meetings, news, events, meetings and other pertinent information through a cross-channel digital marketing campaign launched in 2018 through Sprout Social's social media management platform.

Below are the data matrices from Q3 (April-June) of FY2022 showing a 1% cumulative total follower increase from all social media platforms including Facebook, Instagram, LinkedIn, YouTube and Twitter. Our digital marketing efforts reached over 1 million impressions, achieved 23.9 thousand engagements, and resulting in 2,499 link clicks to drive traffic to our Town's website.

Audience Growth

Net Audience Growth, by Day



Audience Metrics	Totals	% Change
Total Audience	45,308	↗ 1%
Total Net Audience Growth	442	↘ 19.3%
Twitter Net Follower Growth	34	↘ 27.7%
Facebook Net Page Likes	29	↗ 383.3%
Instagram Net Follower Growth	310	↘ 24.4%
LinkedIn Net Follower Growth	64	↘ 7.2%
YouTube Net Subscriber Growth	5	↘ 68.8%

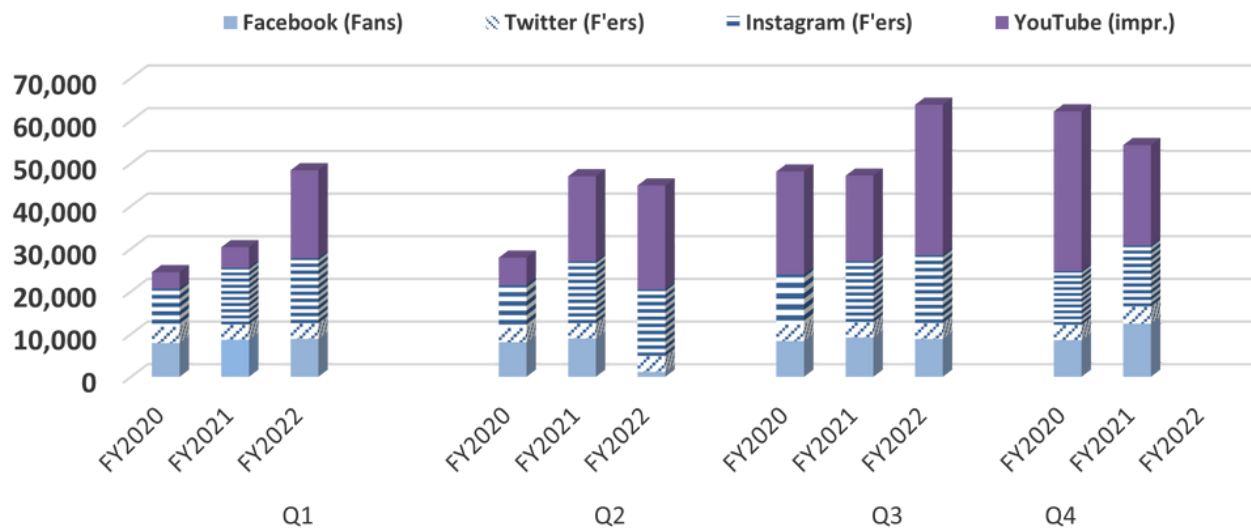
DIGITAL MARKETING PRESENCE

Facebook: By the end of Q3 FY2022, the Town had reached 13,456 engagements on Facebook and were up 81% in Post Link Clicks to the town’s website. Out of the 8,851 followers, women between 35 and 44 make up 69.9% and have a greater chance of viewing our content and visiting our page.

Instagram: Instagram, with 17,282 followers, ranks as the town's top performer among all social media platforms. In Q3 of FY2022 gained and additional 342 followers. Women between 35 and 44 represent 53.9% of total followers, and they have a greater chance of viewing our content. Instagram stories, ephemeral content available for 24 hours, have proven to be an effective way to reach our followers with a total of 86,000 impressions.

Twitter: There has been an upward trend with Twitter's performance this quarter, with a 391% increase in impressions and a 17% increase in engagements. During Q4, we will examine the timing of our Tweets to ensure that we are posting when people are highly active. This will enable us to have better visibility and while maintaining visual elements to increase Twitter's engagement.

YouTube: As of the third quarter FY2022, the Town has reached 790 unique account viewers on YouTube. YouTube serves as an alternative to the Town's website for the public to view live-streamed Council and Committee meetings. During this quarter, YouTube's account reached 24.3 thousand impressions, achieving 1.9 thousand views, and resulting in a 3.6% click through rate. The number of live-streamed meetings makes up 51% of all videos viewed, while 54% are viewed on a mobile device.



Facebook Fans: Users who "likes" the Town of Miami Lakes' page and are able to get updates from the Town's administrator through status updates, link posts, and event invitation

Twitter Followers (F'ers): People who receive the Town of Miami Lakes' Tweets

Instagram Followers (F'ers): Users who follow the Town of Miami Lakes' account and are able to see, like, and comment on any media the Town posts


YouTube Impressions: Number of times the Town of Miami Lakes' thumbnail was seen by a viewer

DIGITAL MARKETING PRESENCE

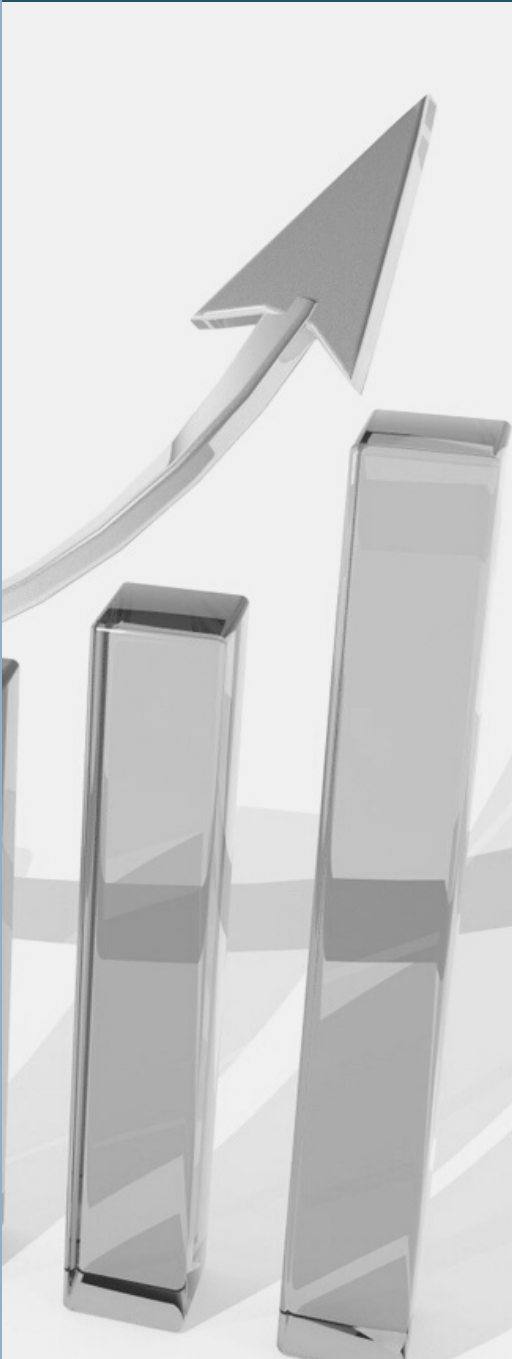
LinkedIn: As of the third Quarter FY2022, the Town has amplified the use of LinkedIn which is the world’s largest professional social network site mainly used for professional networking, including employers posting jobs and job seekers posting their CVs. The Town has been able to recruit members from 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 5,610 impressions, achieving 553 engagements, and resulting in 393 link clicks to drive traffic to our Town’s website.

Pages

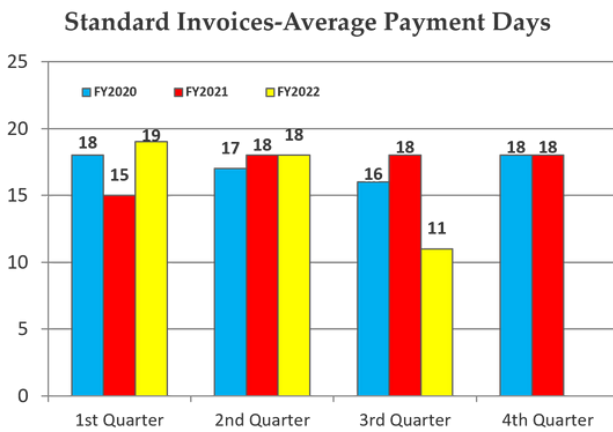
Review your aggregate page metrics from the reporting period.

Page	Followers	Net Follower Growth	Published Posts	Impressions	Engagements	Post Clicks (All)	Engagement Rate (per Impression)
Reporting Period Apr 1, 2022 - Jun 30, 2022	16,320 ↗0.3%	64 ↘7.2%	17 ↗30.8%	5,610 ↗28.4%	553 ↗88.7%	393 ↗128.5%	9.9% ↗47%
Compare to Dec 31, 2021 - Mar 31, 2022	16,276	69	13	4,368	293	172	6.7%
 Town of Miami Lakes, Florida	16,320	64	17	5,610	553	393	9.9%

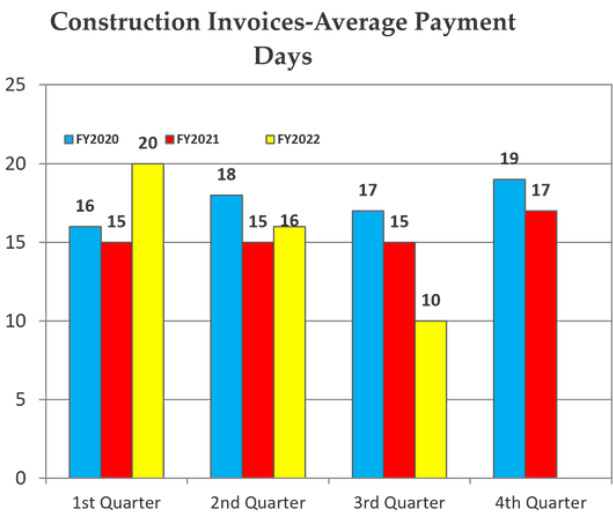
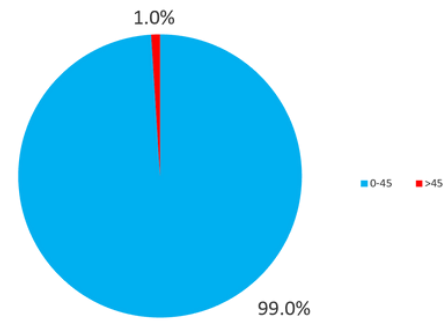
FINANCE AND ACCOUNTING



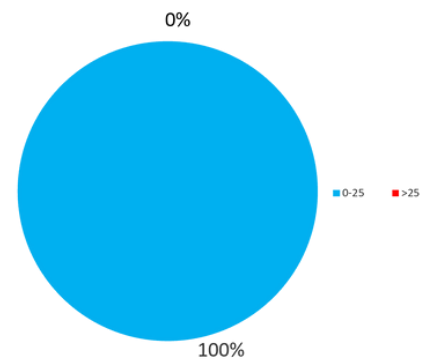
The Finance Department records and reports the financial transactions of the Town in accordance with Generally Accepted Accounting Principles applicable to governmental entities. This includes activities such as the preparation of financial statements and other reports, cash management, revenue collection,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



Standard Invoices-Percentage of Invoices Paid Within Alotted Time



Construction Invoices-Percentage of Invoices Paid Within Alotted Time



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 third quarter of FY2022, the Town has kept the number of days until payment below statutory requirements and has processed over 100% and 99% of construction and standard invoices respectively within that time frame.

OFFICE OF THE CLERK



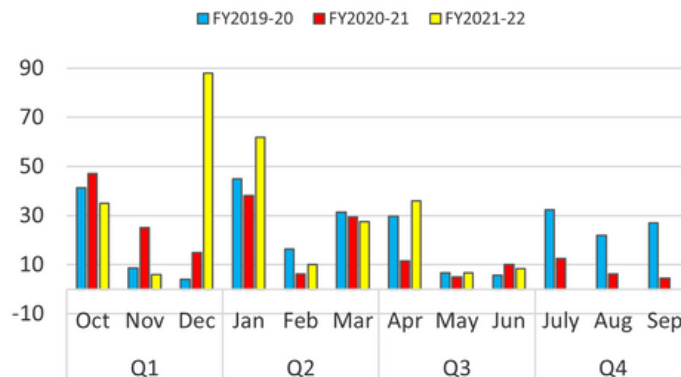
Pursuant to the Town Charter, the Town Clerk shall give notice of all Council meetings to its members and the public, and shall keep minutes of the Council's proceedings. The Town Clerk is responsible for keeping and distributing the official Town Record.

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

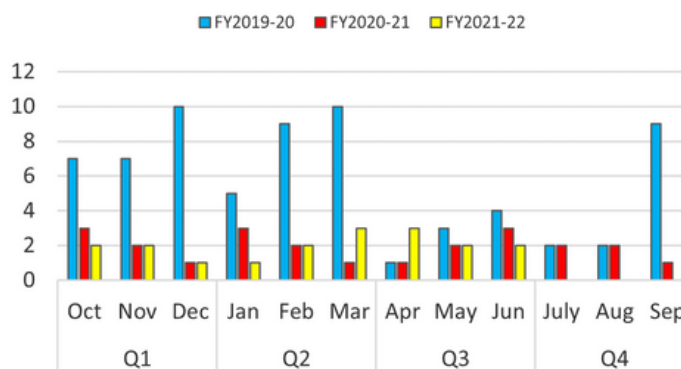
Turnaround Time for Public Records Requests

This third quarter of FY2022, the average turnaround time for public records request was 17 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.



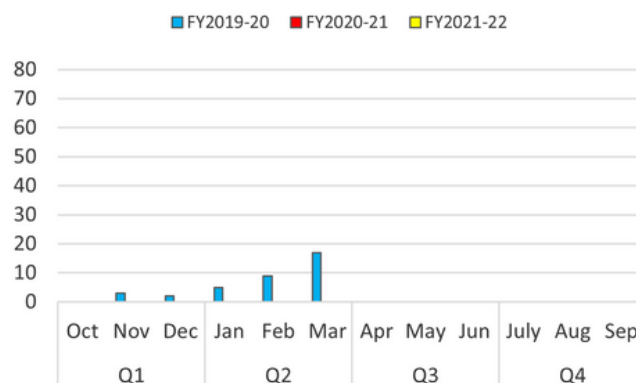
Turnaround Time for Regular Lien Letters

The turnaround time for lien letters is a new measure that was added to the performance reporting as of July of 2017. This measures 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 third quarter of FY2022, there average turnaround time for standard lien letters was 2.3 days.



Turnaround Time for Expedited Lien Letters

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



THANK YOU

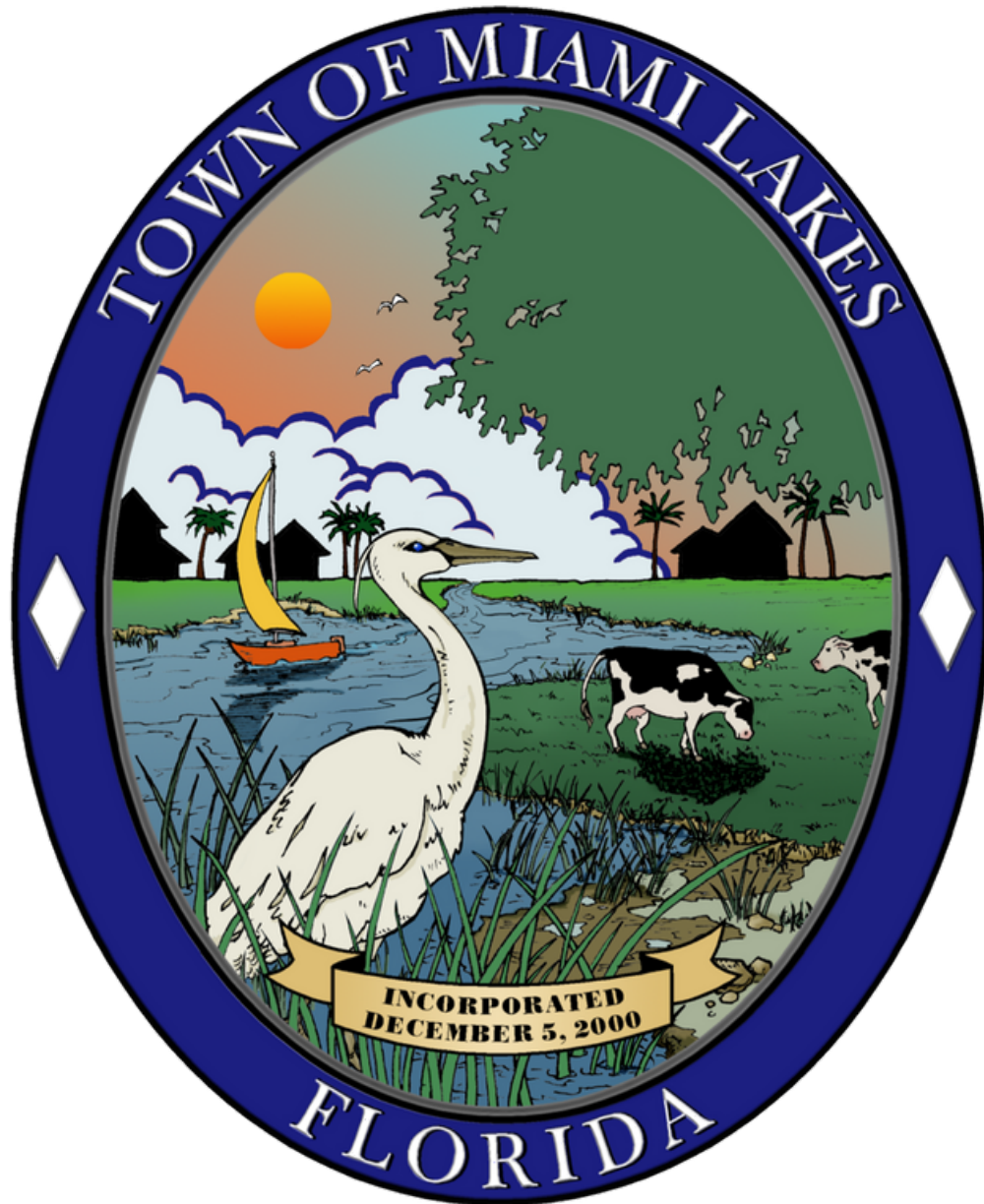


As part of our mission, the Town strives to be a friendly, peaceful, safe and beautiful place where residents and business leaders take pride in where they work and play.

We believe that this Q3-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"