



# FY2019 ANNUAL PERFORMANCE REPORT

## PRESENTED BY

*Edward Pidermann*  
*Town Manager*

## TOWN OF MIAMI LAKES

*6601 Main Street, Miami Lakes, Fl 33014*  
*305.364.6100*



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# TOWN MANAGER'S MESSAGE

*-Edward Pidermann*



“As required by the Town Charter, it is my responsibility to prepare an annual report to be made available to the Town’s residents outlining the accomplishments over the last year and the status of all major areas of responsibility. This report covers the period from October 1, 2018 to September 30, 2019.

Although I am presenting this report, the success over the last year is the result of the joint efforts of our elected officials, our diligent staff, and every one of our residents or volunteers who participates in any fashion for the benefit of the Town. As you will see throughout this report, Miami Lakes is in excellent financial and operational condition, and has accomplished many achievements over the last year.”

Some of the most important accomplishments in FY2018-19 are summarized next.



# HIGHLIGHTS



## 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

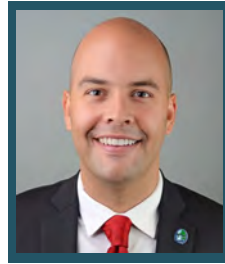
Miami Lakes is widely recognized as a welcoming community with extraordinary beauty where state of the art planning concepts creates vibrant hubs that are safe and friendly to all ages and mobility options which inspire the Town to continue:

*"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.

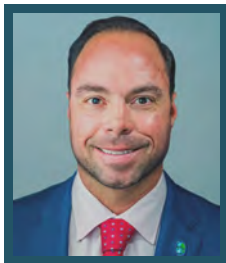
# ELECTED AND APPOINTED OFFICIALS FY2018-19



Mayor  
Manny Cid



Vice Mayor  
Nelson Rodriguez



Councilman  
Carlos A. Alvarez



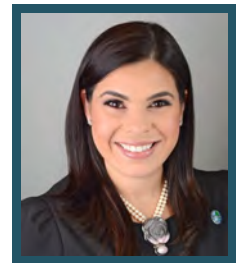
Councilman  
Luis Collazo



Councilman  
Josh Dieguez



Councilman  
Jeffrey Rodriguez



Councilwoman  
Marilyn Ruano



Town Attorney  
Raul Gastesi, Esq.



Town Manager  
Edward Pidermann



Town Clerk  
Gina Inguanzo



# FORM OF GOVERNMENT



The Town Council is vested with all legislative powers of the Town. The Council consists of the Mayor and six residential Councilmembers. As defined in the Town's Charter, the Mayor shall preside at meetings of the Council and be a voting member of the Council & is elected at-large for a four-year term.

The Town of Miami Lakes has adopted, through the Charter, a "Council-Manager" form of government.

Pursuant to the Town Charter, the Council legislative duties include the following:

Adopt or amend an administrative regulation or establish, alter or abolish any Town office, department, board or agency

Establish a rule or regulation, the violation of which carries a penalty

Levy taxes or appropriate funds

Set services or user charges for municipal services or grant administrative authority to set such charges

Authorize the borrowing of money

Convey or lease or authorize by administrative action the conveyance or lease of any lands of the Town

Mend or repeal any ordinance previously adopted

Adopt Annual Budget

## ADMINISTRATION

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### **Grants:**

The Grants Office secured over **\$2.187 million** in FY2019 (totaling more than \$12.2 million over the last three fiscal years).

### Main awards:

- Miami Lakes Fairway Drive Bike Lanes and Crosswalk Improvement Project – Awarded \$900,000 (FDOT)
- Miami Lakes Canal Bank Stabilization Phase II Project – Awarded \$1,000,000 (DEP - Florida Department of Environmental Protection)
- Safe Routes to School Program for Bob Graham Education Center Pedestrian Improvements – Awarded \$241,143 (FDOT)
- Mary Collins Community Center Opening Doors to Parks Project – Awarded \$2,500 (Miami Dade Age-Friendly Initiative)
- Miami Lakes FreeBee Public Transit Service Expansion Project – Awarded \$171,730 (FDOT)
- Miami Lakes West Lake Reforestation Phase 3 Project – Awarded \$36,089 (Miami-Dade County Neat Streets Miami)

## ADMINISTRATION

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### Technology and Innovation (SP2I Office)

The Technology and Innovation Office is responsible for providing leadership, coordination, and management of the Town-wide strategic initiatives, programs and projects. The SP2I Office focuses on both the Town's long-term future and pressing technology needs such as cybersecurity, ADA digital compliance, citizen relationship management, and other topics aimed to improve the effectiveness and efficiency of processes and services.

#### Highlights:

- Developed a state-of-the-art GIS-based portal, “**Imagine Miami lakes 2025**”, to showcase the Town's projects and strategic priority plans in one centralized location (the site has received more than 10,000 views and it was highlighted by the MDC Office of Resilience newsletter in 2019).
- Improved the Town's data backup, anti-spam, anti-phishing, and anti-virus capacity and protection. Kicked-off **Cybersecurity 101 Training** (100% employee participation).
- Deployed an enhanced Citizen Relationship Management (CRM) platform: **MiamiLakesConnect**. The new platform is the fastest and easiest way for residents to submit requests to the Town.
- Successfully participated and collaborated with the City of Miami on a cross-functional and multi-jurisdictional training program to solve problems or identify opportunities of improvement. An application of such techniques, resulted in **direct savings** of \$6K/year for the Town by converting analog fax lines into eFax (digital fax lines) which offer higher quality and additional features at better cost.



ACCOMPLISHMENTS

## ADMINISTRATION

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### Office of the Clerk

- Deployed live public comments (one of the first municipalities in the nation to offer this feature). Citizens are able to interface with a real live audience and participate on Town Hall Meetings from the comfort of their home or preferred place with an Internet connection.
- Moving forward in FY2019, all workshops, in addition to Special Calls Meetings, Planning & Zoning and Regular Council Meetings are livestreamed (including a live-closed caption component).

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### Legal

- Assisted Town with Police contract negotiations
- Trademarked and protected Town of Miami Lakes brand
- Settled Sober Home matter
- Initiated litigation on NW 170th and NW 154th street bridges

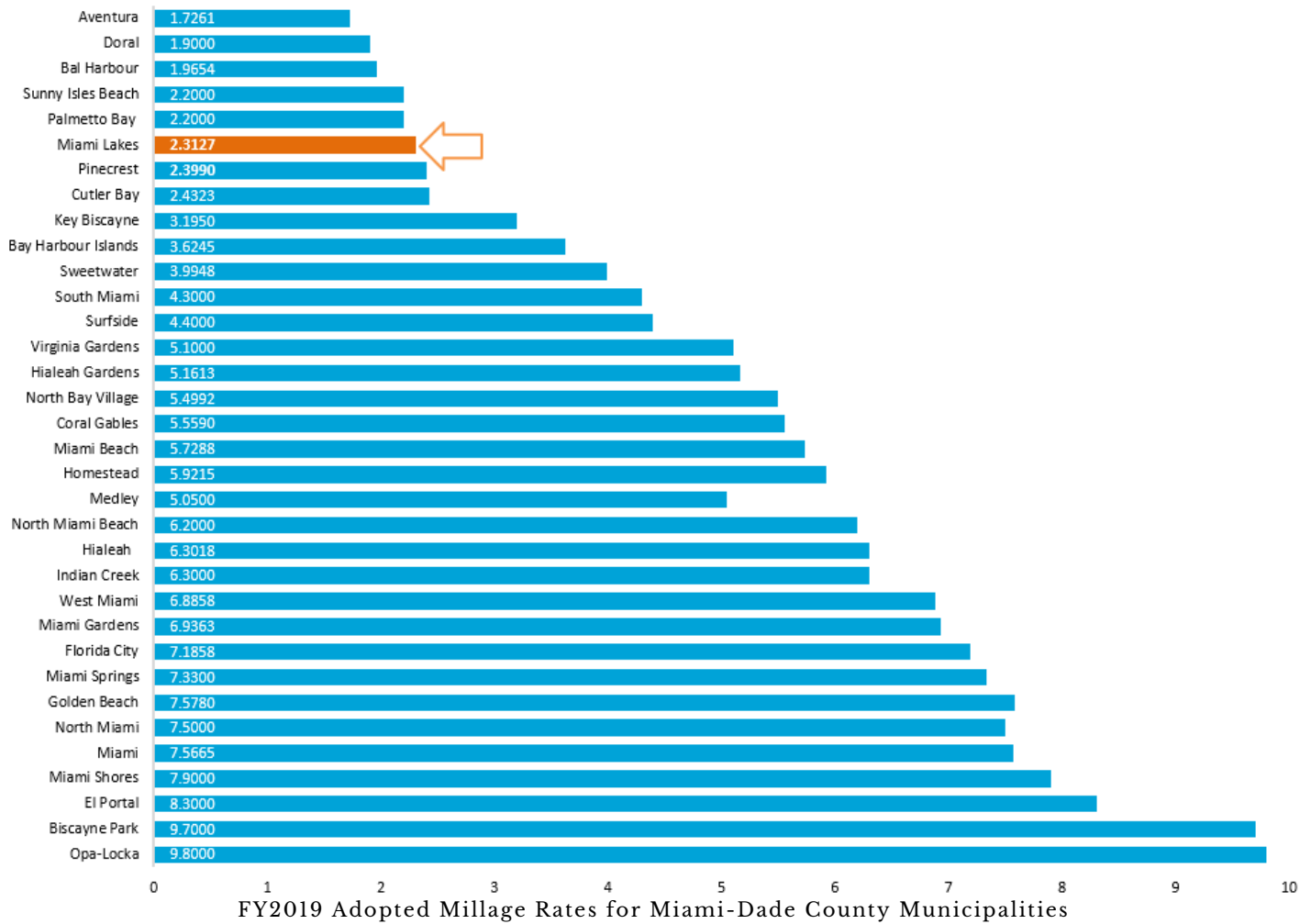
*a year's overview*

## FINANCIAL HIGHLIGHTS

The Town of Miami Lakes is in excellent financial condition. The Town's conservative financial management approach has allowed our municipality to maintain an AA+ Fitch rating and an Aa2 moody rating. The Finance Department has embraced technology in enhancing government transparency by providing more frequent key financial data on the Town's website, including monthly check registers and budget-to-actual reports. In addition, to further accelerate and advance our long term transparency vision through the data sharing and analytical capabilities, a Tyler Technologies cloud based transparency module is scheduled to be released in FY2020 (maximizing the full potential of our installed Tyler/MUNIS product solutions).

The Town of Miami Lakes' uses independent contractors to consecutively maintain one of the lowest millage rates in the County, without sacrificing levels of services. The Town's low tax rate (2.3127) ranks 6th lowest when compared to all municipalities in Miami-Dade County in the millage rate they impose on property values (which is the main source of funding for local governments.) The town received the "Excellence in Financial Reporting Award" from the Government Financial Officers Association (GFOA).

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.



## FINANCIAL HIGHLIGHTS

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

## ACCOMPLISHMENTS

- Successfully completed our FY17 18 audit without findings, which led to the Certificate of Achievement for Excellence in Financial Reporting
- Maintained AA+ Fitch Rating and Aa2 Moody Rating
- Completed all reporting to FEMA related to hurricane Irma. FEMA obligated 100% of our \$4.6 million claim.
- Investment FY2019 yielded \$244,000 in interest income

ISSUED  
4,373  
BUILDING  
PERMITS

ATTENDED  
12,000  
WALK INS

COLLECTED  
OVER \$2.3 M  
IN BUILDING  
FEES

PERFORMED  
11,240  
BUILDING  
INSPECTIONS

ISSUED 138  
CERTIFICATES  
OF  
OCCUPANCY

## 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.

# COMMUNICATION AND TRANSPARENCY



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 measures include:

### **Communications:**

- *Expanded Social Media Presence:* Social media is one of the tools used to support the Town's communication efforts. The Town of Miami Lakes has multiple social media accounts to help inform and engage residents including Twitter, Instagram, and Facebook which are the most commonly used social media platforms.
- To further enhance community engagement, the Town is also using other social media tools such as NextDoor, YouTube, and LinkedIn. The Town now benefits from Verified Status on Facebook and Instagram with 7,987 and 9,346 followers respectively, Twitter currently has 3,230 followers.



# COMMUNICATION AND TRANSPARENCY



- *Monthly eNewsletter:* In order to expand our digital reach outside of social media, the Town publishes a monthly online newsletter with an audience of 8,000 subscribers and a 30% average click through rate. The eNewsletter was first published in May 2017.
- *Media Relations:* The Town of Miami Lakes submits an average of 30 press releases to the Miami Laker in order to reach residents and businesses that are not digitally active. The Miami Laker is circulated to 16,000 homes and almost 200 businesses.
- *Live and Recorded Videos:* Over 50 videos have been produced to announce breaking news and promote community events with a very good response from the online community.

In summary, social media following and engagement has grown by 107% in FY2019, reaching 8.3 million impressions in just the last quarter.

# COMMUNICATION AND TRANSPARENCY



## Citizen Response:

- *MiamiLakesConnect.com* (and mobile App) allows citizens to immediately report service requests via a mobile app or web portal. The Town received over 1,300 service requests from October 2018 – September 2019.
- *Facebook Messenger and Instagram Direct Messenger* have become an additional method to engage with citizens. In FY 2018-19 the Communications Department has responded to over 300 messages on Facebook Messenger and 400 on Instagram Direct Messenger.

## Website:

The mobile friendly I Heart Miami Lakes website [www.iheartmiamilakes.com](http://www.iheartmiamilakes.com) has seen an 87% increase in visitors. Having a mobile friendly website is a critical part of the online experience as smart phones and tablet devices are exceeding desktop traffic. The Town of Miami Lakes is committed to facilitating the accessibility and usability of its website [www.miamilakes-fl.gov](http://www.miamilakes-fl.gov) for people with disabilities.

## Committees and Special Events:

The Communications and Community Affairs Department provides support to the ten council-appointed volunteer committees and boards. Through these committees and boards, the Town hosts over one-hundred and fifty (150) special events per year with a total of about 41,000 attendees. Local businesses have the opportunity to position themselves in front of Town residents by way of sponsorship to events and programs. This past year the Town received over \$90,000 in sponsorship dollars (paid and in-kind donations).



ACCOMPLISHMENTS

## ECONOMIC DEVELOPMENT

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The Town's current and long-term planning efforts are primarily focused on economic development and redevelopment.

To assist and promote the continued viability and occupancy of the Town's commercial and industrial areas the Town's Administration, Planning, Zoning, Building and Economic Development staff coordinate regularly with local realtors, business owners, developers and property owners to assist in the streamlining of regulatory processes to remove barriers or impediments to quality development or redevelopment in accordance with the Town's requirements. These types of activities are essential to encourage and assist new business owners and perspective developers to choose Miami Lakes as their home.

ACCOMPLISHMENTS

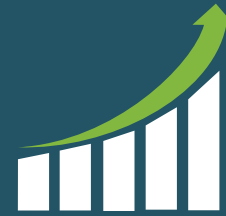
## ECONOMIC DEVELOPMENT

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### Highlights

- Hosted over 150 events, including the inaugural Sponsorship Appreciation Breakfast .
- Hosted the first ever Culinary Bike Tour, a collaboration between the Cultural affairs, Economic Development and the Neighborhood Improvement Committees together with the Miami Dade County Bike305 Initiative. Almost 200 attendees enjoyed samples from different restaurants and cafes in town.
- Mayor and Town Council welcomed over 20 new businesses with a ribbon cutting ceremony and live-streaming on the Town's Facebook page.
- Awarded Best of Miami Lakes Business Award supporting Small Business Saturday to over 20 local businesses.

# ECONOMIC REVITALIZATION



The following are new industrial, commercial, institutional and residential projected developments that have either been recently finished, are under construction or are awaiting permits.

- 6600 Main St, 6 Buildings with 397 units and commercial space, under construction.
  - Bldg #2 obtained a CO and has 60 Units
  - Bldg #3 & #4 and has 16 Units
  - Bldg #6 obtained a CO and has 36 Units

#### **Obtained Certificate of Occupancy:**

- Crescent Point 35,000 Sq. Ft., of commercial space
- Building 54B Warehouse on Commerce Way, 24,000 Sq. Ft.
- Building 64 Warehouse on Commerce Way, 39,000 Sq. Ft.
- Building 65 Warehouse on Commerce Way, 37,000 Sq. Ft.

#### **Under Construction:**

- Satori, Lennar, 109 Single Family Homes & 82 Townhomes pending.
- Satori Cert. of Occupancy Issued 39
- Elevate Church, 16,000 Sq. Ft.
- Lucida, 108 Unit apartments
- Loch Ness, 4 Single Family Homes
- Alari – 3 story commercial building

**New Restaurants** have opened their doors: Bolay, Sergio's Cuban, Salata, 107 Taste, and Jersey Mike's.

# PARKS AND RECREATION

*Tree City USA*

## **GROWTH AWARD**

*For 10 straight years*

*Grant Award*

## **NEAT STREET**

*Miami-Dade County*

Photo by: Jae Kim

***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.

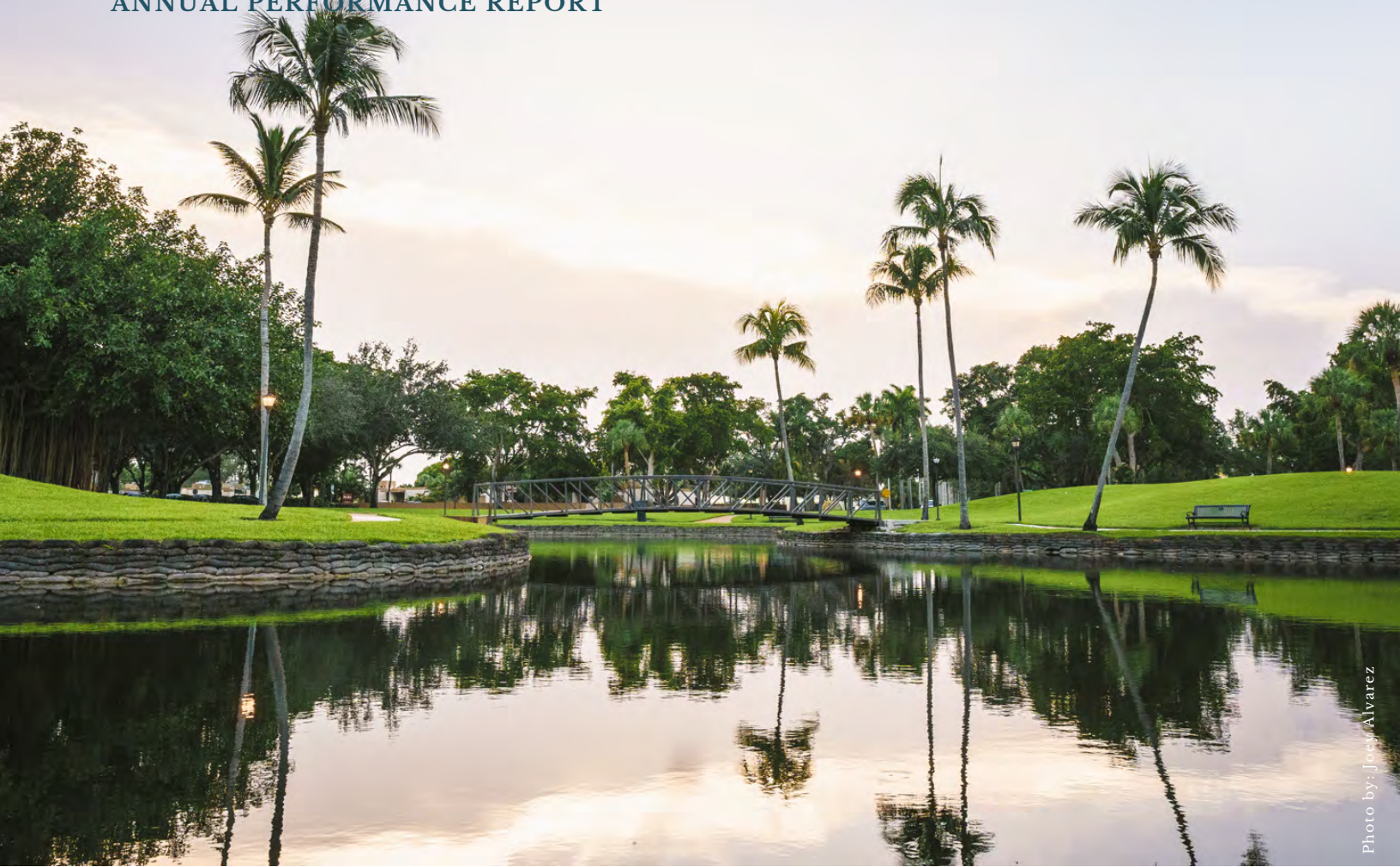


Photo by: Joey Alvarez

## PARKS AND RECREATION: HIGHLIGHTS

- Recipient of the Neat Streets Grant Award from Miami-Dade County which assisted in funding the West Lakes Reforestation Project Phase 3 creating beautiful green corridors with the installation of 114 shade trees.
- Recipient of the Tree City USA award for 12th consecutive year and recipient of the Tree City USA Growth Award for 10 straight years. This now makes Town of Miami Lakes a “Sterling City” which is awarded by the Arbor Day Foundation recognizing communities for their higher levels of tree care, highlighting innovative programs and projects as well as increased commitment of resources for urban forestry (Miami Lakes is only the 3rd “Sterling City” in Miami-Dade County and 26th “Sterling City” in the State).
- Added 222 new shade trees to the Town’s Tree Canopy
- Installation of New Park Benches and Receptacles in 25 pocket parks around Town (Phase 1) and, installation of New Park Rule Signs at 28 pocket parks around Town (Phase 2)



## PARKS AND RECREATION: HIGHLIGHTS

- Completed redevelopment of the vacant parcel in the SW corner at Royal Oaks Park for passive community use named in honor of Breanna Vergara (Bre's Courtyard)
- Partnership with the Health Council of South Florida adding community discussions on issues for older adults
- Completion of the LED sports field lighting retrofit project at Royal Oaks Park with 90% funding coming from a State Grant
- Completion of the Picnic Park West playground improvement project: adding 2 new Expression swings, new shade structures over swing area, resurfacing playground safety surface, 5 new benches, and a Free Little Library
- Commencement of the 154 Linear Bridge Park—Phase 1 Design





## PARKS AND RECREATION: HIGHLIGHTS

- Named a Certified City in the BETTER CITIES FOR PETS™ program. The BETTER CITIES FOR PETS™ program helps cities be pet-friendly so more people can enjoy the benefits of a life with pets. It was created by Mars Petcare and includes a playbook for cities, an assessment tool, a city certification program, and free online resources.
- Recipient of the Miami-Dade Age-Friendly 2019 Mini Grant for installation of an ADA access door at Mary Collins Community Center
- Introduced 5 new pilot youth programs and 2 new pilot adult programs with participation increasing by approximately 160 attendees
- EKG screenings administered to 157 youth athletic participants through the Miami Lakes Optimist Club and Nicklaus Children's Hospital. To date, 5 EKG screenings have come back abnormal potentially saving these lives from sudden cardiac arrest or other related issues
- Approximately 400 participants for one season of Flag football placing this program as one of the top in South Florida. Three (3) teams from the Travel program placed top 3 in their age division at the Flag Football Summer National Tournament in Canton, Ohio

# PLANNING DEPARTMENT



Planning is responsible for preparing plans and regulatory tools to provide for the growth and enhancement of Miami Lakes, as well as gathering, updating, and analyzing demographic, environmental, transportation, and infrastructure data needed by other Town departments. Planning processes both administrative and public hearing zoning applications, including rezoning, conditional uses, variances, site plans, and plats. Finally, the department is responsible for maintaining the Town's geographic information system (GIS).

#### Workshops and Ordinances:

- Amending the Land Development Code to provide regulatory support to the Town's "Beautification Master Plan" and "Tree Management Plan"
- Amending Land Development Code to reduce Variance Fees for single family and Townhome applicants
- Amending the Land Development Code to allow corner properties on RU-1Z Districts to have a patio slab within a required street side yard

# PLANNING DEPARTMENT



## Workshops and Ordinances:

- Amending Land Development Code (LDC) regarding parking of Commercial vehicles in Town's rights-of-way
- Amending the LDC to exclude hemp derived products and commercial and industrial activities related to hemp derived products from the objective of the Town's ban of cannabis dispensaries, medical marijuana treatment facilities and testing laboratories
- Amending LDC to adequately provide for community homes in residential districts
- Amending the LDC to allow for Standing Metal Seam roofs on Single Family Districts
- Amending the LDC requiring that specific business uses within the town boundaries post Human trafficking public awareness signs in full view of employees
- Workshops, Ordinances and Resolutions necessary in order for the Town to achieve Solsmart Bronze Designation and prepare the way for Gold Designation
- Assisted federal agencies with data preparation for 2020 Census

# PUBLIC SAFETY: POLICE



**RANKED #3**  
*Miami-Dade County*

Safest Cities 2019 Report by:



**RANKED #11**  
*State of Florida*

*In 2019, the Town of Miami Lakes reached the lowest crime rate in the last 10 years*

The Town of Miami Lakes Police services are delivered by the Miami Dade Police Department via an Inter local Agreement. The Town contract is contingent of 49 Police personnel. The Town continues to be one of the safest places to live in the State, having an average response time of 6.5 minutes.



# PUBLIC SAFETY: FIRE

MDFR is considered one of the most elite Fire Rescue departments in the country and is recognized around the world for its exemplary service.

During calendar years 2019 and 2018, MDFR responded to 6,726 emergency calls received from the Town of Miami Lakes.

**TABLE I**  
MDFR Responses to the Town of Miami Lakes  
Fiscal 2019-2018

Call Type	FY2019	MDFR* Average Response Time	FY2018	MDFR* Average Response Time
Life Threatening	1,640	7:17	1,710	7:03
Non-Life Threatening*	787	7:53	708	8:00
Structure & Other Fires	407	7:51	440	7:02
Other Miscellaneous*	526	10:09	508	7:22
<b>Total</b>	<b>3,360</b>		<b>3,366</b>	

\*Expedited response using lights and sirens is only used when responding to Life Threatening and Structure Fire incidents

**TABLE II**  
MDFR Stations/Units responding into the Town of Miami Lakes  
Fiscal 2019-2018

Responses Provided By:	FY2019		FY2018	
	Incidents	%	Incidents	%
Station 01 - Miami Lakes	1,397	42%	1,486	44%
Station 64 - Miami Lakes West	1,653	49%	1,515	45%
Other Stations	310	9%	198	11%
<b>Total</b>	<b>3,360</b>	<b>100%</b>	<b>3,199</b>	<b>100%</b>

\*Expedited response using lights and sirens is only used when responding to Life Threatening and Structure Fire incidents

The Town of Miami Lakes is primarily served by MDFR's Miami Lakes Station 1 and Miami Lakes West Station 64 which provided approximately 90% of the responses during Fiscal 2019 and 2018.

# PUBLIC SAFETY: FIRE



**TABLE III**  
MDFR Stations within Four Miles of the Town of Miami Lakes  
Fiscal 2019-2018

Name	Miles to Town of Miami Lakes	Apparatus	Staffing	
Station 64 - Miami Lakes West	0.00	70' ALS Platform - 1	2FF/PARA	
15325 NW 77 Court			2FF/EMT	
			Rescue -1	3FF/PARA
			Battalion Chief -1	1FF/PARA
Station 01 - Miami Lakes	0.00	ALS Engine -1	2FF/PARA	
16699 NW 67 Avenue			2FF/EMT	
			Rescue -1	3FF/PARA
Station 44 - Palm Spring North	0.94	ALS Engine -1	2FF/PARA	
700 NW 186 Street			2FF/EMT	
			Rescue -1	3FF/PARA
Station 28 - Hialeah Garndes	1.99	Rescue ALS (HazRTox) -1	3FF/PARA	
8790 NW 103 Street				
Station 26 - Opa-Locka	2.89	100' ALS Platform 1	2FF/PARA	
3190 NW 119 Street			2FF/EMT	
			Rescue -1	3FF/PARA
Station 46 - Medley	3.15	78' ALS Ladder (TRT) - 1	2FF/PARA	
10200 NW 116 Way			2FF/EMT	
Station 51 - Honey Hill	3.15	ALS Engine -1	2FF/PARA	
4775 NW 199 Street			2FF/EMT	
			Rescue -1	3FF/PARA
Station 54 - Bunche Park	3.91	ALS Engine -1	2FF/PARA	
15250 NW 27 Avenue			2FF/EMT	
			Rescue -1	3FF/PARA

Notes: FF/PARA = Firefighters Paramedic, FF/EMT = Firefighter Emergency Medical Technician

COMPLETED  
LAKE  
QUALITY  
ASSESSMENT  
STUDY

ADOPTED  
NEW PUBLIC  
WORKS FEE  
SCHEDULE

REPLACED  
OVER 4,125  
LINEAR FEET  
OF  
SIDEWALKS

DEPLOYED AN  
ASSET  
MANAGEMENT  
SYSTEM

COMPLETED  
STORMWATER  
MASTER PLAN  
UPDATE #3

COMPLETED  
DRAINAGE  
SYSTEM REPAIRS  
ON COMMERCE  
WAY AND NW  
82ND

## 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.

# TRANSPORTATION



In FY 2018 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.

In FY 2019 the Town was able to provide 23,306 rides and saw an **increase in on-demand ridership by 140%** compared to last year. The Freebee program has been able to reduce the number of vehicles on the road minimizing gridlock, link the Town’s public transportation systems, and provide a convenient way for people to travel around Town.



Miami Lakes Ridership - Moover & FreeBee On-demand Services



COMPLETED  
MIAMI  
LAKEWAY  
SOUTH MILLING  
& RESURFACING  
PROJECT.

COMPLETED  
WINDMILL  
GATE ROAD  
IMPROVEMENT  
PROJECT

AWARDED  
\$171K (FDOT)  
FOR  
FREEBEE  
EXPANSION  
PROJECT

COMPLETED  
AND ADOPTED  
THE TOWN'S  
SMART  
MOBILITY  
PLAN

**TRANSPORTATION: HIGHLIGHTS**

# 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 year's 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 the new 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"*