



Photo by: Hesly Trujillo

FY2020 ANNUAL PERFORMANCE REPORT

**** COVID-19 ****

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 fiscal year and the status of all major areas of responsibility. This report covers the period from October 1, 2019, through September 30, 2020.

This annual report represents the successful result of joint efforts of our elected officials, diligent staff, and every one of our residents and volunteers who participate in the process. I am proud that our Town maintained its core services while facing the challenges of dealing with a global pandemic.

Miami Lakes is in excellent financial and operational condition and has accomplished many achievements over the last year. Some of the most distinguished accomplishments in FY2019-20 are summarized herein.



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

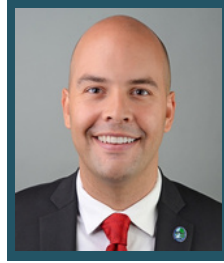
Miami Lakes is widely recognized as a welcoming community with extraordinary beauty where state of the art planning concepts creates vibrant hubs that are safe and friendly to all ages and mobility options which inspire the Town to continue:

"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.

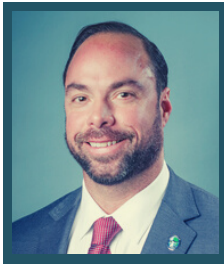
ELECTED AND APPOINTED OFFICIALS 2019-NOVEMBER 2020



Mayor
Manny Cid



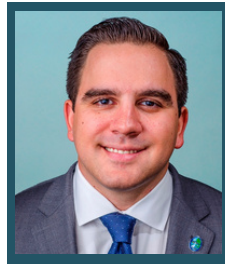
Vice Mayor
Nelson Rodriguez



Council Member
Carlos A. Alvarez



Council Member
Luis E. Collazo



Council Member
Josh Dieguez



Council Member
Jeffrey Rodriguez



Council Member
Marilyn Ruano



Town Attorney
Raul Gastesi, Esq.

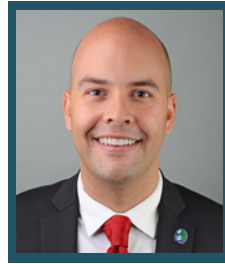


Town Manager
Edward Pidermann



Town Clerk
Gina Inguanzo

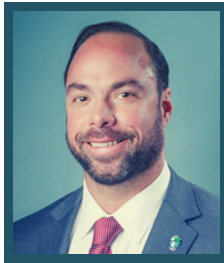
ELECTED AND APPOINTED OFFICIALS AS OF NOVEMBER 2020



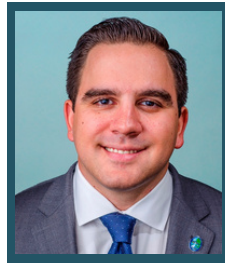
Mayor
Manny Cid



Vice Mayor
Luis E. Collazo



Council Member
Carlos A. Alvarez



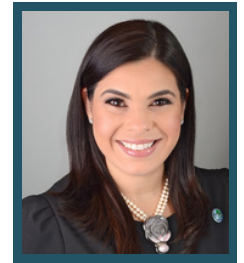
Council Member
Josh Dieguez



Council Member
Tony Fernandez



Council Member
Jeffrey Rodriguez



Council Member
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 Council Members. As defined in the Town's Charter, the Mayor shall preside at meetings of the Council and be a voting member of the Council and 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

Grants:

The Grants Office works in partnership with the Town's departments to research, compose, and submit federal, state, local, and foundation funding opportunities to support the goals of the 2025 Strategic Plan.

Due to the COVID-19 pandemic and the State's fiscal response to the coronavirus, the Town did not receive legislative appropriations in FY2020. Nevertheless, the Grants Office joined forces with Departments to submit the Coronavirus Aid, Relief, and Economic Security (CARES) Act package and capitalized on securing the Florida Department of Law Enforcement (FDLE) Coronavirus Emergency Supplemental Funds (CESF) for awards in FY2021.

In FY2020, cumulative grant awards surpassed \$1.23 million.

Grants secured in FY2020 include:

- \$1,000,000 - The Florida Department of Transportation (FDOT) and the MD Transportation Planning Organization (TPO) to enhance transportation and mobility options through the Miami Lakes Park West Bicycle and Pedestrian Improvements Project
- \$171,730 - The Florida Department of Transportation (FDOT) Service Development Program to expand the Miami Lakes Freebee Public Service Project
- \$33,275 - The Miami-Dade County Neat Streets Miami Street Tree Matching Grant Program to assist in funding the West Lake Reforestation Phase 4
- \$25,000 - from The Miami Foundation to create innovative art and mobility projects through the Miami Lakes MiGlo Walking and Biking Trail
- \$5,000 value - from the Home Depot NW Store to support Jerry's Squad Hurricane Preparedness Assistance Program

ADMINISTRATION

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:

- Seamlessly deployed the Virtual Town Hall Protocol (remote ready plan) where departments and staff were provided with virtually ready and secured equipment so inquires and calls from residents and visitors continued without interruptions during the Town Hall limited access phase due to Covid-19.
- Successfully hosted and streamed on multiple channels +180 hours of official virtual Town meetings (e.g.: Town Hall and Committee Meetings), including access to public via remote public comments.
- Provided assistance to and shared best practices with several cities and organizations during the pandemic (including MD-County and major cities) regarding the use and deployment of virtual Town Halls.
- Improved the Town's data backup, anti-spam, anti-phishing, and anti-virus protection. Trained all employees in **Cybersecurity** (101 Training).
- Deployed a computerized visitor check-in system and an internal emergency paging platform to enhanced the Town Hall, staff and visitors safety.
- Assisted Finance department with the implementation of the Transparent Miami Lakes app (financial opened access platform- Socrata)
- Provided on-demand training to staff, committee members, and residents in general in the use of cloud platforms for video and audio conferencing.

ACCOMPLISHMENTS

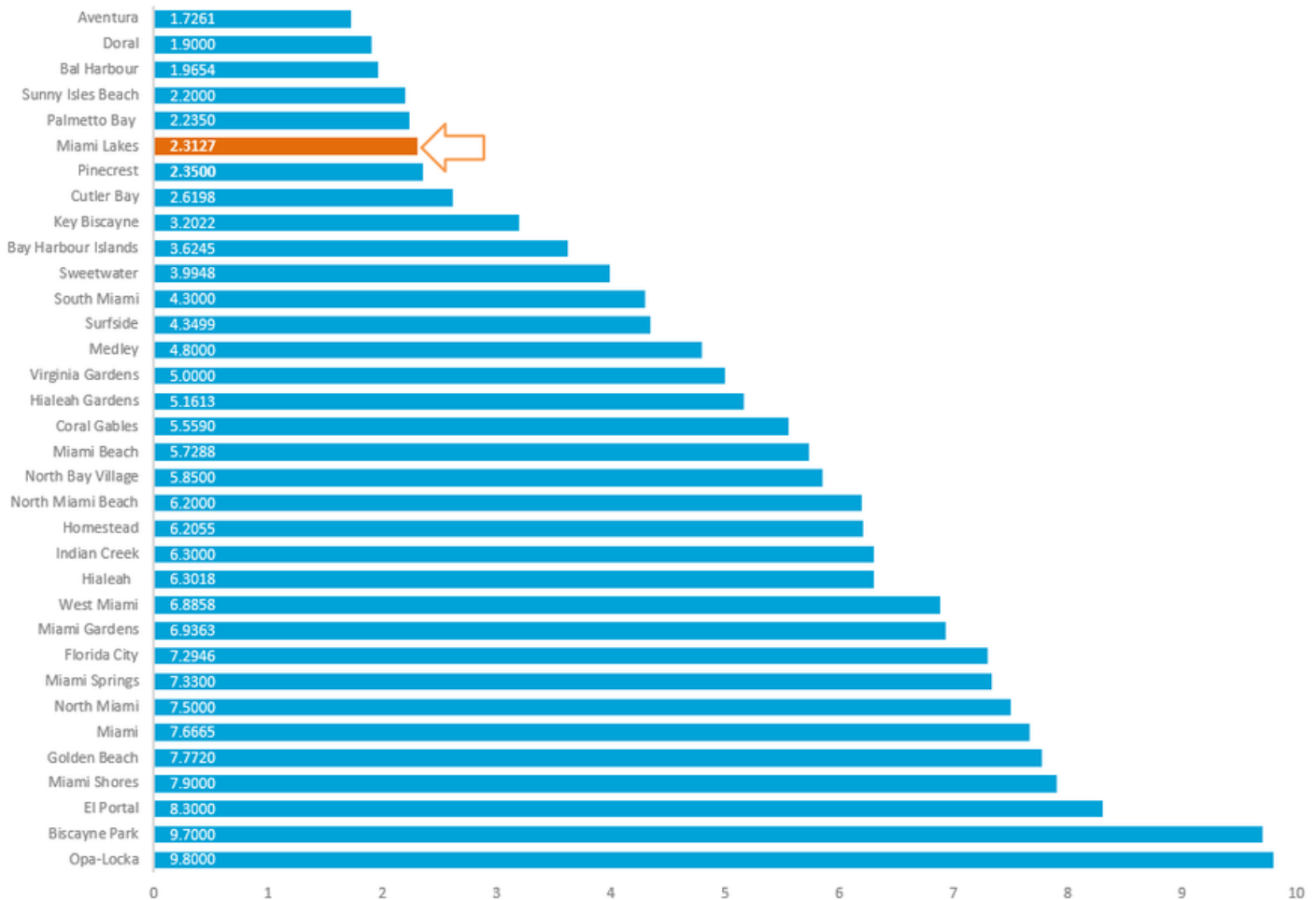
a year's overview

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 www.TransparentMiamiLakes.com was 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.



FY2020 Adopted Millage Rates for Miami-Dade County Municipalities

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 FY18-19 audit without findings, which led to the Certificate of Achievement for Excellence in Financial Reporting
- Close out of Hurricane Irma with FEMA/FDEM with a reimbursement rate of 98.85% net of cost share
- Increased investment income by 16% or \$31,000 from prior year
- Complied with Prompt Payment Act FL Status paying 99.3% of our invoices on-time

ISSUED
1,873
BUILDING
PERMITS

ADDED OPTION
FOR CUSTOMERS
TO MEET WITH
STAFF VIA ZOOM

DEVELOPED ONE-STOP
SHOP FOR CU AND BTR
PROCESS WITH
ELECTRONIC AND
CONCURRENT
SUBMITTALS TO
MIAMI DADE
COUNTY

PERFORMED
14,139
BUILDING
INSPECTIONS

ISSUED 121
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 through proactive and responsive activities, including media relations, publications, special events, and website content management. Examples of these measures include:

Communications:

Media Relations: The Communications Office is the one-stop-shop for media inquiries, coordinating interviews, providing information about town issues, programs, services, and events, and overseeing logistics for news conferences. Our public information officer serves as the connector between the media and the Town of Miami Lakes in providing responsive communication.

Monthly Newsletter: The Town of Miami Lakes launched its monthly newsletter in May of 2017. The purpose of this publication is to enhance communications with our residents. The monthly newsletter has an audience of more than 10,000 subscribers.

COMMUNICATION AND TRANSPARENCY



Social Media: 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 as well as NextDoor, YouTube, and LinkedIn. The Town benefits from Verified Status on Facebook and Instagram with 8,583 and 12,689 followers respectively, Twitter currently has 3,523 followers. In FY2020, the Town reached 7.7 million impressions in just the last quarter.

Videos: Over 50 videos have been produced to announce breaking news and promote community events with a very good response from the online community. The Town's YouTube Channel received over 15,000 views and has 322 subscribers.

Crisis Communications: Developed the COVID-19 web dashboard, providing daily updates on the virus and resources available to the community. The miamilakes-fl.gov/coronavirus webpage received over 25,000 visitors since its inception in March 2020. AlertMiamiLakes quickly broadcasts its subscribers about critical situations like severe weather and crisis communications. Over 600 residents have opted to receive the notifications.

Citizen Response:

MiamiLakesConnect.com (and mobile App) allows citizens to report service requests via a mobile app or web portal. The Town received over 1,106 service requests from October 2019 – September 2020.

Facebook Messenger and Instagram Direct Messenger have become an additional method to engage with citizens. In FY 2019-20 the Communications Department has responded to over 700 messages on Facebook Messenger and 2,000 on Instagram Direct Messenger.

COMMUNICATION AND TRANSPARENCY



Website:

The mobile-friendly www.iheartmiamilakes.com has seen a 5.33% increase new in visitors. Having a mobile-friendly website is a critical part of the online experience as smartphones 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 for people with disabilities.

Committees and Special Events:

The Communications and Community Affairs Department provides support to the eleven council-appointed volunteer committees and boards. Due to COVID-19 the Town of Miami Lakes and Miami Dade County imposed restrictions to events and gatherings limiting our ability to host events in the traditional model. The department modified signature events such as the Easter Egg Hunt, Paint a Picture for Mom, Fourth of July, and Veterans Day Parade in order to comply with emergency orders, CDC guidelines, and minimize the risk of spreading the virus.

Accolades:

All-America City Finalist, National Civic League
Social Media Adverting Campaign, Florida Festival & Events Association
Green Program, Florida Festival & Events Association
Freebee Restaurant Delivery Video, Outstanding Showcase, Florida Municipal Communicators Association

ECONOMIC DEVELOPMENT

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.

ECONOMIC DEVELOPMENT

Highlights

Hosted a series of Business Webinars in partnership with BankUnited and Florida International University

Hosted the Miami-Dade County Mayoral Debate

Hosted the Florida State Representatives and Town Council Candidates Debate

Partnered with BankUnited, Florida International University, Miami-Dade College, Miami Lakes Bar Association, Greater Miami Chamber of Commerce, Ana G. Mendez

Developed Economic Resources & Information webpage on Town's main website

Launched the Shop Miami Lakes campaign with new website (miamilakesbiz.com) and Instagram account (@ShopMiamiLakes)

Relaunched the Business Newsletter to highlight economic development programs, sales and discounts to residents, and provided targeted information to businesses related to COVID-19

Launched LocalIntel, the business tool that allows businesses and entrepreneurs access to market research

ECONOMIC REVITALIZATION

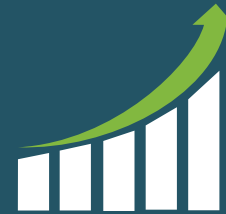


Photo by: Daniella Trujillo

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

Obtained Certificate of Occupancy:

- Town Center
 - Building #1: 7 Story Parking Garage and 7 story, 282-unit apartments totaling 290,000 SF
 - 19 new 3 story Town Houses totaling 54,000 SF
 - 36 new units Garden Style apartment addition at Crescent House Complex totaling 38,000 SF

Under Construction:

- Satori, Lennar, 82 new permits issued, 15 unit still pending completion and CO
- Satori Cert. of Occupancy Issued 65
- Elevate Church, 16,000 Sq. Ft.
- Lucida, 108 Unit apartments
- Loch Ness, 4 Single Family Homes
- Alari – 3 story commercial building

Other Projects: Pharma Lab build-out @ Sabal Square; Smoke Box Restaurant @ Park Center Shops; Sushi Sake Restaurant @ Cypress Village; Energizer build-out @ Crescent Pointe; Reviewing plans for: Kislak Building and new Miami Lakes Auto Mall Parking garage.

PARKS AND RECREATION

Tree City USA

GROWTH AWARD

For 11 straight years

Certified

BETTER CITIES FOR PETS™

For 2nd year in a row

Photo by: Edwin Hernandez

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: Marissa Gonzalez

PARKS AND RECREATION: HIGHLIGHTS

- Recipient of the Tree City USA award for 13th consecutive year and recipient of the Tree City USA Growth Award for 11 straight years. The 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 217 new Florida #1 grade shade trees to the Town’s Tree Canopy and trimmed a total of 7,159 Town trees
- Completed landscape enhancements in the Butterfly Garden at Royal Oaks Park
- Completion of Phase#1 of the NW 154th Bridge Park "Jakey Duque Park" and NW 170th street trail Extension Greenway



Photo by: Anais Valdes

PARKS AND RECREATION: HIGHLIGHTS

- Installation of LPR system in two (2) Security Guard Gate Districts that capture license plate in real time and run them against police database to alert of any major concerns or infractions associated with the vehicle.
- 1 of 33 communities in the State to be recognized as a 2019 Healthy Community Champion for our efforts to promote health in all policies that empowered people to increase their physical activity, improve nutrition and overall health
- Recipient of the Sunsational Award by Florida Festival & Events (FFEA) at the 2020 Virtual Conference for the Code Explores program which received 3rd place out of 500 submissions in the Green Program Category. For the past 26 years, the FFAE has celebrated members' achievements in event marketing, services and innovation through the Sunsational Awards.
- 2,495 individuals participated in our "Virtual" Programs offered on Zoom during March thru July. This included Yoga, Ballet, Spanish, Fitness Challenges and Dance options.



PARKS AND RECREATION: HIGHLIGHTS

- Named a Certified City for the 2nd year in a row 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.
- Partnered with the Youth Activities Task Force and 6 Easter Bunnies to deliver candy-filled eggs to over 700 young residents which provided some sense of normalcy while our Town was taking self-quarantine measures at home.
- Over 800 registered participants for the Miami Lakes United Soccer program for Fall and Spring (including Spring extension) season combined. Several of their travel teams were ranked top 100 in Florida, as per the GOTSOCER.com ranking system this past year.
- Over 600 registered participants for the Flag Football Fall and Spring season combined. Two (2) travel teams (12U & 14U) made it to the Battle of Miami Tournament last Fall. 12U was awarded the 2nd place trophy and 14U won 1st place and was ranked 4th in the Nation.

PLANNING OFFICE

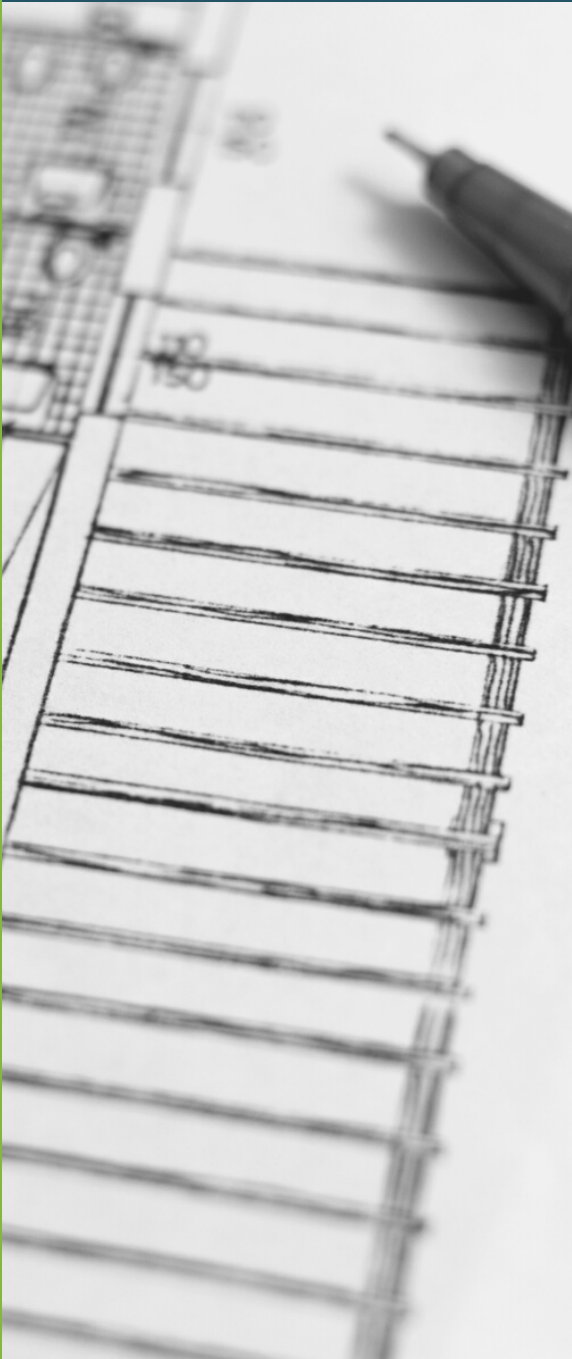


Planning is responsible for preparing plans and regulatory tools to provide for the growth and enhancement of Miami Lakes, as well as gathering, updating, and analyzing demographic, environmental, transportation, and infrastructure data needed by other Town departments. Planning processes include both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

Workshops and Ordinances:

- Two (2) business friendly ordinances that improve Town processes, as well as clarity and ease of use of Town Code.
- Three (3) ordinances tailoring existing residential regulations to better fit particular conditions and allow for increased safety, and possibilities for residential properties.
- Three (3) ordinances modernizing the Land Development Code to allow for novel materials and construction methods.

PLANNING OFFICE



Workshops and Ordinances:

- Seven (7) Public Hearing and Administrative applications: four welcoming new businesses and industries to the Town and an additional three assisting existing businesses to grow into a new phase and remain open.
- Eight (8) Public Hearing variances
- Procured maps, evaluation, and graphics needed for grant and project applications (e.g.: Local Intel Implementation, Safe Routes to School Grant request, TAP-Transportation Alternatives Program Grans request).

PUBLIC SAFETY: POLICE



RANKED #3
Miami-Dade County

Safest Cities 2019 Report by:



RANKED TOP 40
State of Florida

In FY2020, the Town of Miami Lakes reached the lowest crime rate in the history of the Town

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 one of the best in Miami-Dade County average response time of 6.5 minutes.



Targeted Crimes and Clearances -7 (BD)

PUBLIC SAFETY: COVID-19



This year, the coronavirus pandemic triggered a wave of concerns and needs by our Town residents. The Town of Miami Lakes Police Section, in conjunction with Town staff, participated safely and without any injuries in the following details:

FOOD
DISTRIBUTION
SITES

EMERGENCY
DETAIL AT
LOCAL
BUSINESSES
AND PARKS

TESTING SITES

DEMONSTRATIONS
& RALLIES

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 the fiscal year 2020, MDFR responded to 3,189 emergency calls received from the Town of Miami Lakes.

TABLE I
MDFR Responses to the Town of Miami Lakes
Fiscal 2020 and 2019

Call Type	FY2020	MDFR* Average Response Time	FY2019	MDFR* Average Response Time
Life Threatening	1,494	7:00	1,640	7:03
Non-Life Threatening*	706	7:50	787	8:00
Structure & Other Fires	455	7:32	407	7:02
Other Miscellaneous*	534	7:34	526	7:22
Total	3,189		3,360	

*Expedited response using lights and sirens is only used when responding to Life Threatening and Structure Fire incidents. Response times are represented in minutes and seconds.

TABLE II
MDFR Stations/Units responding into the Town of Miami Lakes
Fiscal 2020 and 2019

Responses Provided By:	FY2020		FY2019	
	Incidents	%	Incidents	%
Station 64 - Miami Lakes West	1,664	52%	1,397	42%
Station 01 - Miami Lakes	1,130	35%	1,653	49%
Other Stations	395	13%	310	9%
Total	3,189	100%	3,360	100%

The Town of Miami Lakes is primarily served by MDFR's Miami Lakes Station 01 and Miami Lakes West Station 64 which provided approximately 90% of the responses during Fiscal 2020 and 2019.

PUBLIC SAFETY: FIRE



TABLE III
MDFR Stations within Four Miles of the Town of Miami Lakes
Fiscal 2020-2019

Name	Miles to Town of Miami Lakes	Apparatus	Staffing
Station 64 - Miami Lakes West <i>15325 NW 77 Court</i>	0.00	70' ALS Platform -1	2FF/PARA
			2FF/EMT
		Rescue -1	3FF/PARA
		Battalion Chief -1	1FF/PARA
Station 01 - Miami Lakes <i>16699 NW 67 Avenue</i>	0.00	ALS Engine -1	2FF/PARA
			2FF/EMT
		Rescue -1	3FF/PARA
Station 44 - Palm Spring North <i>700 NW 186 Street</i>	0.94	ALS Engine -1	2FF/PARA
			2FF/EMT
		Rescue -1	3FF/PARA
Station 28 - Hialeah Garndes <i>8790 NW 103 Street</i>	1.99	Rescue ALS (HazTox) -1	3FF/PARA
Station 26 - Opa-Locka <i>3190 NW 119 Street</i>	2.89	100' ALS Platform -1	2FF/PARA
			2FF/EMT
		Rescue -1	3FF/PARA
Station 46 - Medley <i>10200 NW 116 Way</i>	3.20	78' ALS Ladder (TRT) - 1	2FF/PARA
			2FF/EMT
Station 51 - Honey Hill <i>4775 NW 199 Street</i>	3.15	ALS Engine -1	2FF/PARA
			2FF/EMT
		Rescue -1	3FF/PARA
Station 54 - Bunche Park <i>15250 NW 27 Avenue</i>	3.91	ALS Engine -1	2FF/PARA
			2FF/EMT
		Rescue -1	3FF/PARA

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

COMPLETED
STORM
WATER RATE
STUDY

COMPLETED
RESURFACING
OF MONTROSE
ROAD (NW 82ND
AVE.)

REMOVED
278 TONS OF
SEDIMENTS
FROM
STORM
SEWER PIPES
AND CATCH
BASINS

COMPLETED
NW 67TH
AVENUE
WIDENING
PROJECT

COMPLETED
CANAL BANK
STABILIZATION
PHASE II
PROJECT

COMPLETED
NW 60TH AV
BICYCLE AND
PEDESTRIAN
IMPROVEMENTS
PROJECT

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.

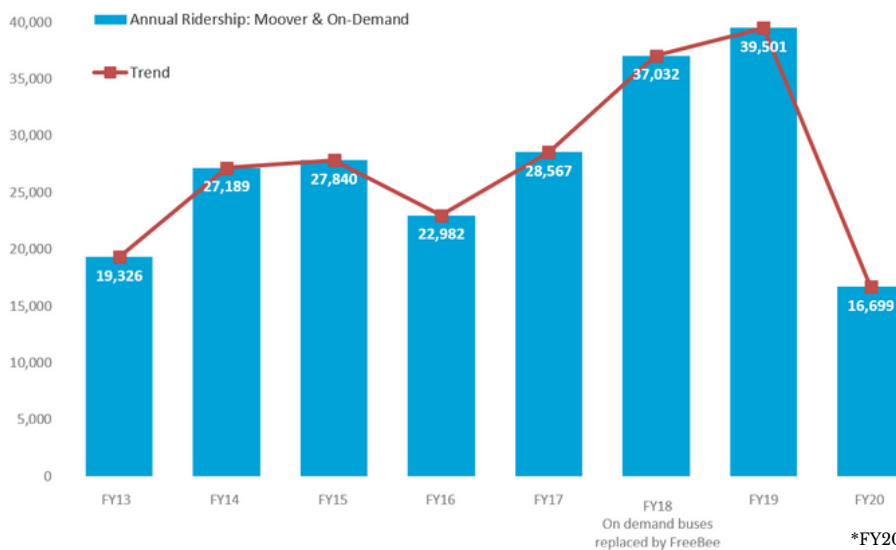
TRANSPORTATION



In 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.

In FY2020*, the Town was able to provide 16,699 rides and saw a decrease in on-demand ridership by 42% compared to FY2019. The current pandemic situation has influenced ridership all over the US. There was no exception in the Town of Miami Lakes. We faced a drastic decrease in the number of riders from month to month. Following CDC guidelines and County measures, we are working to keep increasing the number of people using our transportation system.

Miami Lakes Ridership: On- demand Services



*FY2020 impacted by the COVID pandemic

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

AWARDED \$1MM
FOR MIAMI
LAKES PARK
WEST BICYCLE
AND
PEDESTRIAN
IMPROVEMENTS

COMPLETED NW
60TH AVENUE
INFRASTRUCTURE
PROJECT

COMPLETED
WINDMILL
GATE ROAD
IMPROVEMENT
PROJECT

TRANSPORTATION: HIGHLIGHTS

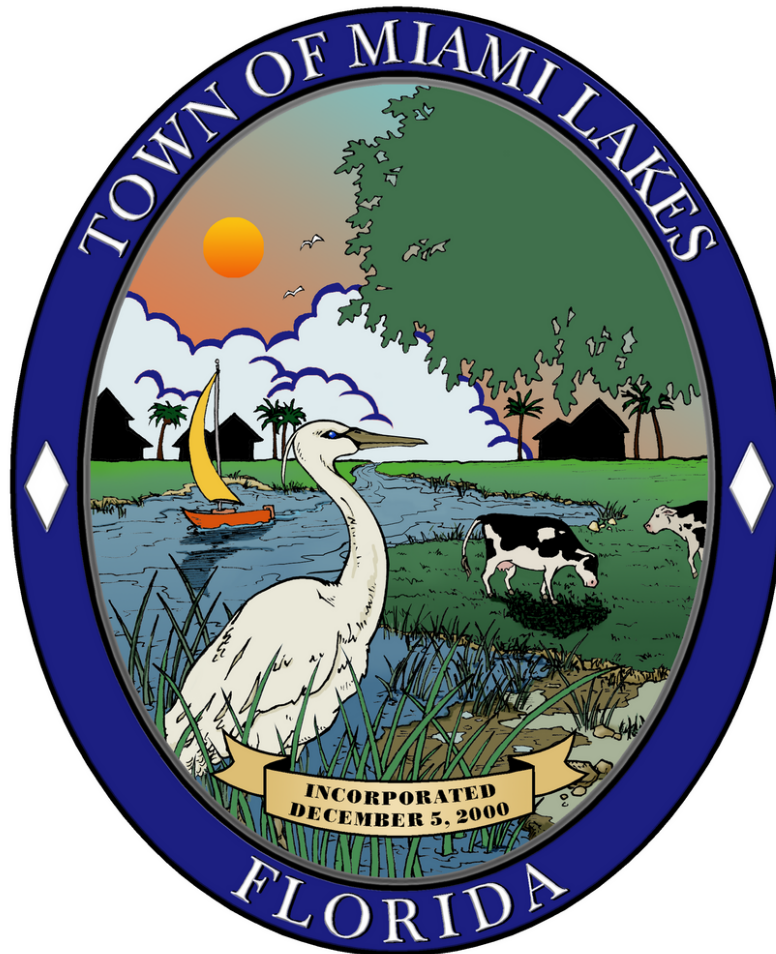
THANK YOU



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"