

FY2022

Annual Performance

report



Presented by:
Edward Piderm
Town Manager



TABLE OF CONTENTS

3	TOWN MANAGER'S MESSAGE
4	FY2021-22 HIGHLIGHTS
5	OVERVIEW
8	ELECTED OFFICIALS AND FORM OF GOVERNMENT
10	ADMINISTRATION
12	FINANCIAL OVERVIEW
14	BUILDING AND ZONING
15	COMMUNICATION AND TRANSPARENCY
17	PARKS AND RECREATION
21	PUBLIC SAFETY
26	PUBLIC WORKS
27	TRANSPORTATION
29	ENDING REMARKS

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, 2021, through September 30, 2022.


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 FY2021-22 are summarized herein.





- 


Transportation:
 -Expanded Freebee service including hours of operation and service to the Metrorail station -Secured funds for: Miami Lakes Green 2.0 (NW 146 ST) Greenway Project + Miami Lakes Fairway Dr Bike Lanes and Crosswalk Improvements Project
- 

Infrastructure:
 -Sixteen (16) stormwater projects being design of which two are currently under construction (Bond Program)
 -Eleven (11) stormwater projects have been funded of which ten are in design and one has been constructed (American Rescue Plan)
- 

Communications:
 -Launched Special Needs Registry Program -Given the Davey Award for Black History Month Virtual Art
 -Increased by more than 8,000 followers across social media outlets -Sold over 20,000 tickets on Eventbrite to Town events
- 

Parks:
 -Redeveloped SW vacant parcel at Royal Oaks Park for passive community use -Deployed new recreation and reservation system -Added new portable dugouts shelter to teams on Pinto fields -Completed 170th park
- 

Innovation:
 -Installed new dedicated fiber Internet service at Town Hall (5x increased bandwidth at same cost)
 -Updated strategic plan for the next 5 years (FY2020-FY20225) -Deployed: Public Works Assets Management + Taxpayer Receipt +2020 Townwide Survey
- 

Finance/Grants:
 -Added a Sundry Checking account in the Munis ERP system and issued 375 checks for the "Senior Citizen Relief Program" -Received the GFOA Excellent in Financial Reporting certificate -Issued a general and liability insurance RFP and secured a contract saving over 100k per year -Obtained over \$1.6M in grants in FY2022
- 

Safety:
 -Conducted tactical training in schools and engaging in an active shooter exercise in key areas of the town -Provided emergency response times under 8 minutes -Provided high visibility traffic control in areas of traffic concerns and at all local schools

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 31,935 as of 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 2025

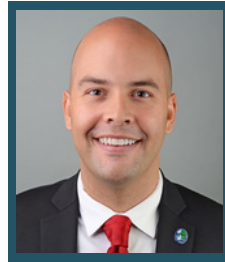
Miami Lakes is widely recognized as a welcoming community with extraordinary beauty where state of the art planning concepts creates vibrant hubs that are safe and friendly to all ages and mobility options which inspire the Town to continue:

"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 FY2021 - 2022



Mayor
Manny Cid



Vice Mayor
Jeffrey Rodriguez



Council Member
Carlos A. Alvarez



Council Member
Luis E. Collazo



Council Member
Josh Dieguez



Council Member
Tony Fernandez



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.

In FY2022, cumulative grant awards surpassed \$1.63 million.

Grants awarded in FY2022 include:

- \$1,000,000 – Miami Lakes Canal Bank Stabilization Phase III Project
- \$400,000 – Miami Lakes NW 154th Street Extension of the Palmetto Expressway South Bound Left Turn Lanes Roadway Improvements Project
- \$171,730 – 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)
- \$50,000 – Scotts® Field and Major League Baseball (MLB) Refurbishment Program for the Miami Lakes Optimist Park two (2) Tee-Ball Fields Fully Refurbished
- \$4,727 – Office of Criminal Justice Edward Byrne Memorial Justice Assistance Grant – Direct (JAGD) for the Miami Lakes Law Enforcement Traffic Equipment
- \$3,486 – Office of Criminal Justice Edward Byrne Memorial Justice Assistance Grant – County-wide (JAGC) for the Miami Lakes Law Enforcement Police Emergency Lights

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, connectivity, digital compliance, virtualization, citizen relationship management, and other topics aimed to improve the effectiveness and efficiency of processes and services.

Highlights:

- Negotiated and managed the installation of a new Dedicated Fiber Internet Service at Town Hall (increased bandwidth from 20 Mbps to 100 Mbps - 5x folds) with minimal/no impact on cost level to the Town
- Upgraded all Committee Meetings from a voice-recording capability to a live-streamed production service using current technological capabilities, fully ADA compliance, at no cost to the Town
- Successfully directed all aspects of the strategic plan Imagine Miami Lakes 20205 Town-wide 5-years review (offsite retreat)
- Improved the Town's data backup, anti-spam, anti-phishing, and anti-virus protection. Trained all employees in Cybersecurity
- Implemented the Taxpayer Receipt Module (web based) platform which provides residents with an estimate of the taxes paid to the Town
- Successfully managed all aspects of the 2020 Town-wide Community Survey, which provided data support to key initiatives such as: stormwater bond, transportation projects, infrastructure improvement program among other areas)



ACCOMPLISHMENTS

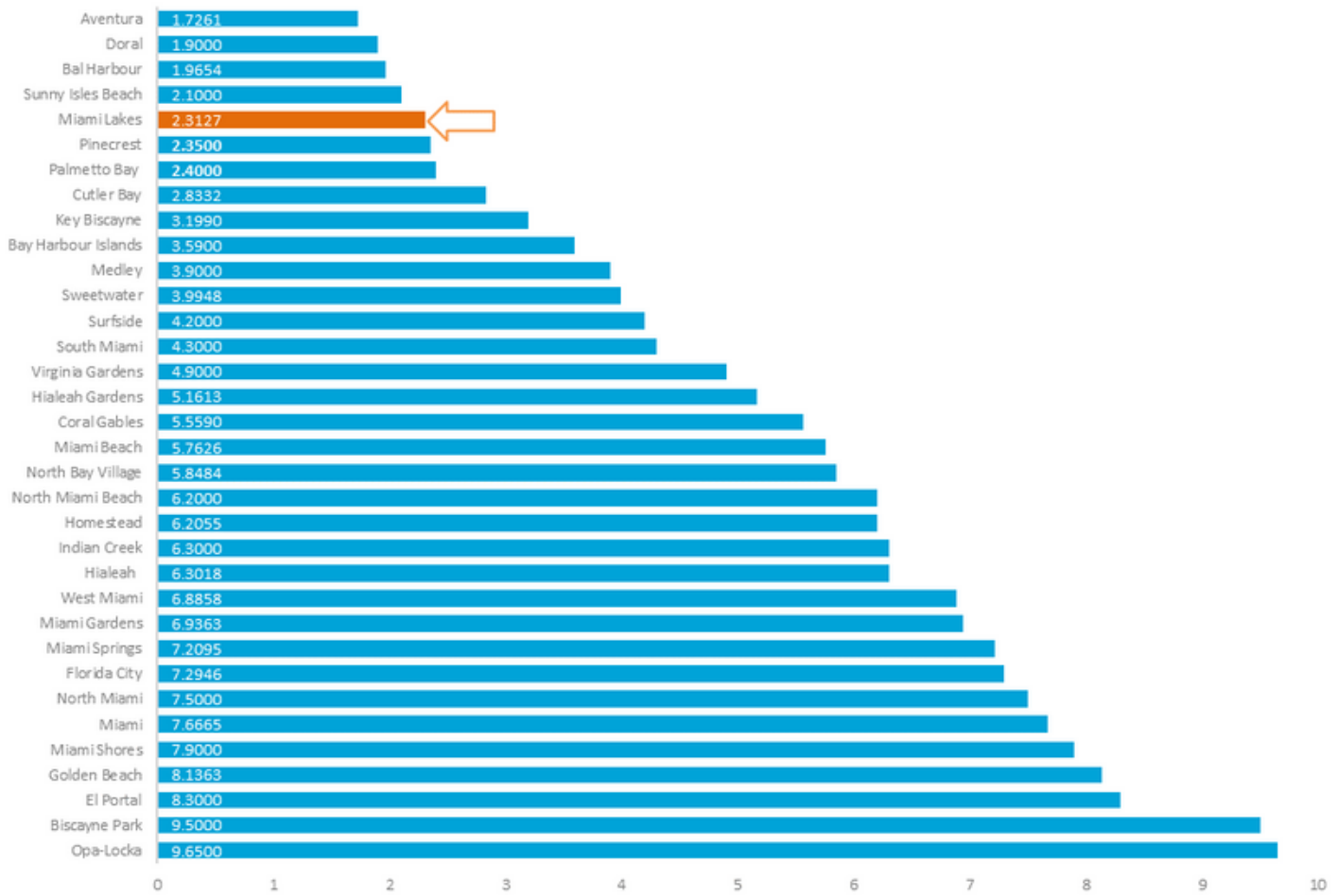
a year's overview

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 5th 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.



FY2021 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 FY20 21 audit without findings, which led to the GFOA Certificate of Achievement for Excellence in Financial Reporting
- Added a Sundry Checking account in the Munis ERP system and issued 375 checks for the “Senior Citizen Relief Program”
- Provided essential and fundamental contribution to issuing a Stormwater revenue bond for \$15.5 million
- Efficiently issued a general and liability insurance RFP and secured a contract saving over 100k per year

ISSUED
2,279
BUILDING
PERMITS

855 CASES
OPENED
PROACTIVELY
WITHOUT A
COMPLAINT

ISSUED 20 ROOFTOP
PHOTOVOLTAIC
SOLAR PANEL
PERMITS & 8 METAL
ROOF PERMITS

PERFORMED
6,942
BUILDING
INSPECTIONS

ISSUED 129
CERTIFICATES
OF USE TO
NEW
BUSINESSES

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.

Highlights:

- Communications Department was awarded the Davey Award for the videos showcasing the Black History Month Virtual Art Tour and Arbor Day Tree Canopy
- Launched marketing campaign with Bank United in partnership with the Education Advisory Board to promote Kindergarten to College Bank Account
- Answered over 1,000 messages across community engagement portals such as SeeClickFix, Facebook and Instagram, Nextdoor, Linked In, Twitter messages.
- Reached over 1,000,000 impressions on all social media platforms

COMMUNICATION AND TRANSPARENCY



- Transitioned Committee Meetings from eSCRIBE Live Streaming to Vimeo Live Streaming saving the Town approximately \$600 per meeting.
- Received almost \$60K in sponsorships for Committee events as of June 2022
- Organized Blasting Advisory Board Tallahassee Lobbying Trip
- Partnered with Miami-Dade County Bike305 to host Bike to Work Day
- Launched the Special Needs Registry Program
- More than 20,000 tickets sold/reserved on Eventbrite to Town Events
- Launched new events:
 - Ms. Senior Miami Lakes pageant (EAC)
 - Yearly Awards of Excellence (EAB)
 - Memorial Day Remembrance (VC)
 - What's Your Love Story contest (CAC)
 - Blasting Bike Ride (BAB)
 - School Board Candidate Forum (EAB)



Photo by: Edwin Hernandez

PARKS AND RECREATION

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

- Successfully revitalized indoor facility and pavilion rentals through the pandemic after town-wide closures
- Success initiation of Tee Ball program with now four (4) teams
- Town-wide Free Little Library program expanded to now seven (7) locations
- Began a new Arts for Autism program to cater to those in the community with special needs
- Procured new portable dugouts to add shelter to teams on Pinto fields
- Completed restoration of fencing around Royal Oaks Park
- Increased outreach with local schools for programming marketing
- Successful restarted “take your child to work day”



Photo by: Anais Valdes

PARKS AND RECREATION: HIGHLIGHTS

- Deploying new recreation and reservation system
- Added UV light filter systems at all of our community centers to provide an extra level of safety against airborne pathogens
- Added T-ball amenities at Optimist Park for relaunching of the Optimist Club of Miami Lake's 4U T-ball division
- Successful adjustment to Lake Maintenance Program for the Town's two (2) lake maintenance service districts to account for temperature increases earlier in the year and mitigate algae concerns in the summer
- Miami Lakes Section 1 Neighborhood Services District approved the new landscaping and lighting plan that is expected to be installed as of early October enhancing the aesthetics of the entry gate house at Balgowan Rd



PARKS AND RECREATION: HIGHLIGHTS

- Initiated Responsible Pet Owners campaign
- Summer Open Fishing program kicked off with huge success
- Town's Annual Recital came back for first time since 2019
- Town's tennis courts were resurfaced
- Field Trips and Community Service projects resumed for first time since March 2020
- Adult painting instructor was added to the Town to bring back Adult painting program
- Procured Tennis and basketball program providers
- Commencement of E-Sports programming at the Youth Center
- Added and refurbished tee ball fields through Scott's Grant

PUBLIC SAFETY: POLICE



RANKED #2
Miami-Dade County

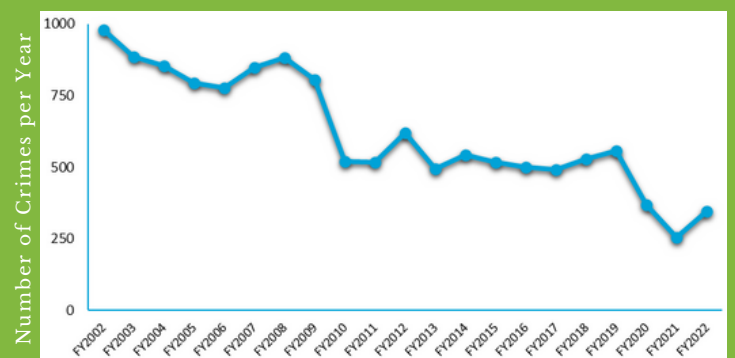
Safest Cities 2022 Report by:



RANKED #28
State of Florida

The Town of Miami Lakes ranked #2 in Miami-Dade County in the Safest Cities report by SafeWise 2022

The Town of Miami Lakes Police services are delivered by the Miami Dade Police Department via an Inter local Agreement. The Town police section consists of 51 police personnel which includes 47 sworn law enforcement officers, 2 Public Service Aides, and 2 administrative positions. The Town continues to be one of the safest places to live in the State, continually having one of the best emergency response times in Miami Dade County averaging 6.5 minutes.



Targeted Crimes and Clearances 7 (BD)

PUBLIC SAFETY: POLICE



HIGHLIGHTS

- Implemented a weekend traffic detail to target speeding and other moving and parking violations resulting in:
 - 225 written citations
 - 234 verbal warnings
 - 20 parking citations
- Reached the following reductions in property crimes:
 - Commercial burglaries - down 29 % (down from 7 to 5)
 - Residential burglaries - down 22 % (down from 9 to 7)
 - Vehicle burglaries - down 36 % (down from 132 to 85)
- Worked diligently to provide high visibility traffic control in areas of traffic concerns and at all local schools
- Implemented additional License Plate Reader technology to strategically cover several key intersections throughout the Town of Miami Lakes

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 2022, MDFR responded to 3,799 emergency calls received from the Town of Miami Lakes.

TABLE I
MDFR Responses to the Town of Miami Lakes
Fiscal 2021 - 2022

Call Type	FY2021	MDFR* Average Response Time	FY2022	MDFR* Average Response Time
Life Threatening	1,659	7:00	1,835	7:13
Non-Life Threatening*	955	7:50	1,230	7:46
Structure & Other Fires	419	7:32	438	6:12
Other Miscellaneous*	369	7:34	296	7:40
Total	3,402		3,799	

*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 2021 - 2022

Responses Provided By:	FY2021		FY2022	
	Incidents	%	Incidents	%
Station 64 - Miami Lakes West	1,808	56%	1,946	51%
Station 01 - Miami Lakes	1,160	36%	1,380	36%
Other Stations	434	8%	473	13%
Total	3,402	100%	3,799	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 87% of the responses during Fiscal 2021 - 2022.

PUBLIC SAFETY: FIRE



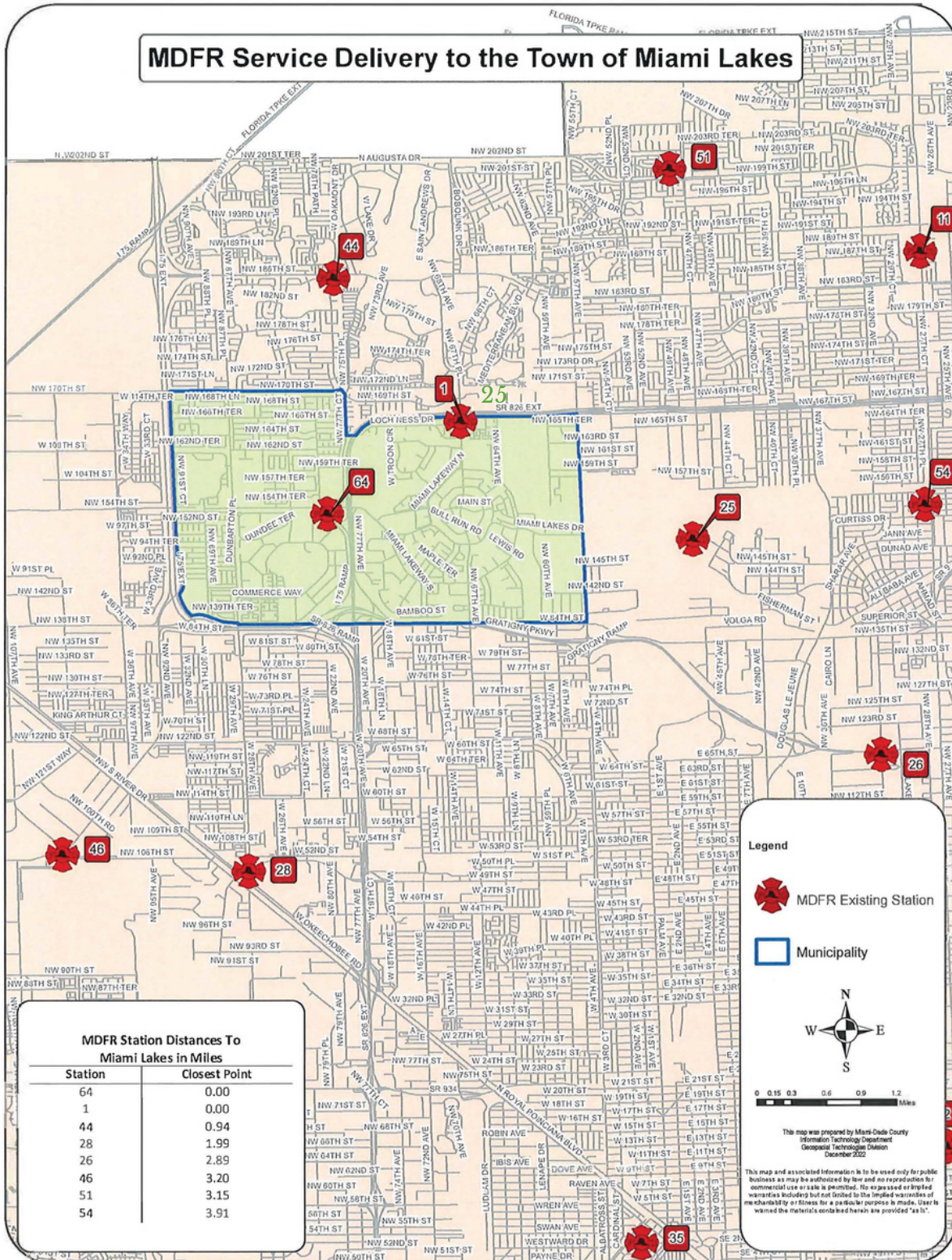
TABLE III
MDFR Stations within Four Miles of the Town of Miami Lakes
Fiscal 2021-2022

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

PUBLIC SAFETY: FIRE

ATTACHMENT I



PUBLIC WORKS



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, 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.

HIGHLIGHTS

- 🏆
 - American Rescue Act funds kicked off with ten (10) stormwater projects being design of which one (1) is currently under construction
- 🏆
 - Stormwater Bond program kicked off with sixteen (16) projects being design of which two (2) are currently under construction
 - Completed Safe Routes to School Miami Lakes Elementary Project
 - Repaired over 14,324 square yards of roadway pavement
 - Repaired over 21,000 linear feet of sidewalks throughout the Town
 - Repainted more than 10 miles of roadways striping

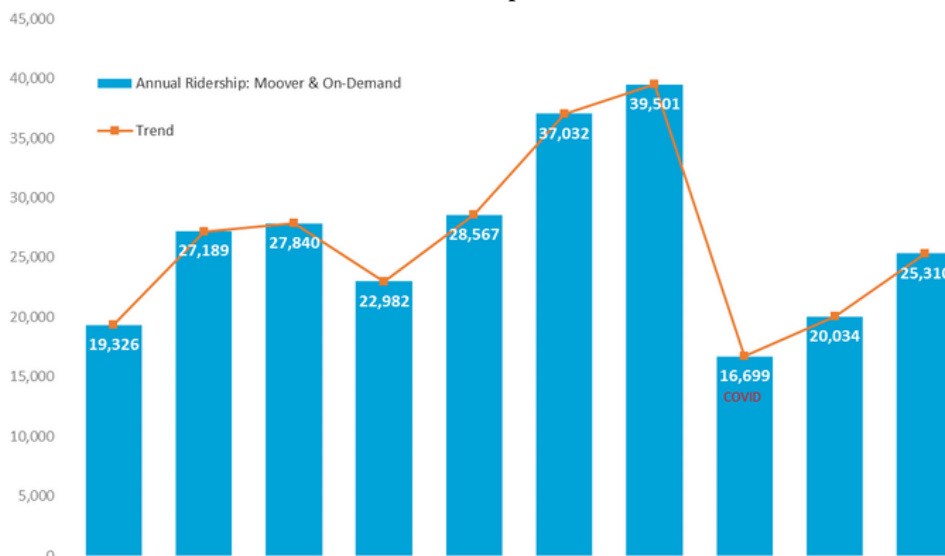
TRANSPORTATION



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. 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 FY2022, the Town was able to provide 25,310 rides and saw an increase in on demand ridership by 26% compared to FY2021. 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



EXPANDED
FREEBEE SERVICE
INCLUDING HOURS
OF OPERATION
AND SERVICE TO
THE METRORAIL
STATION

IMPLEMENTED
AND MANAGED
THE MICRO
MOBILITY PILOT
PROGRAM

COORDINATED
REIMBURSEMENT
OF OVER \$2MM IN
ROAD IMPACT FEES
FROM MIAMI DADE
COUNTY TO THE
TOWN

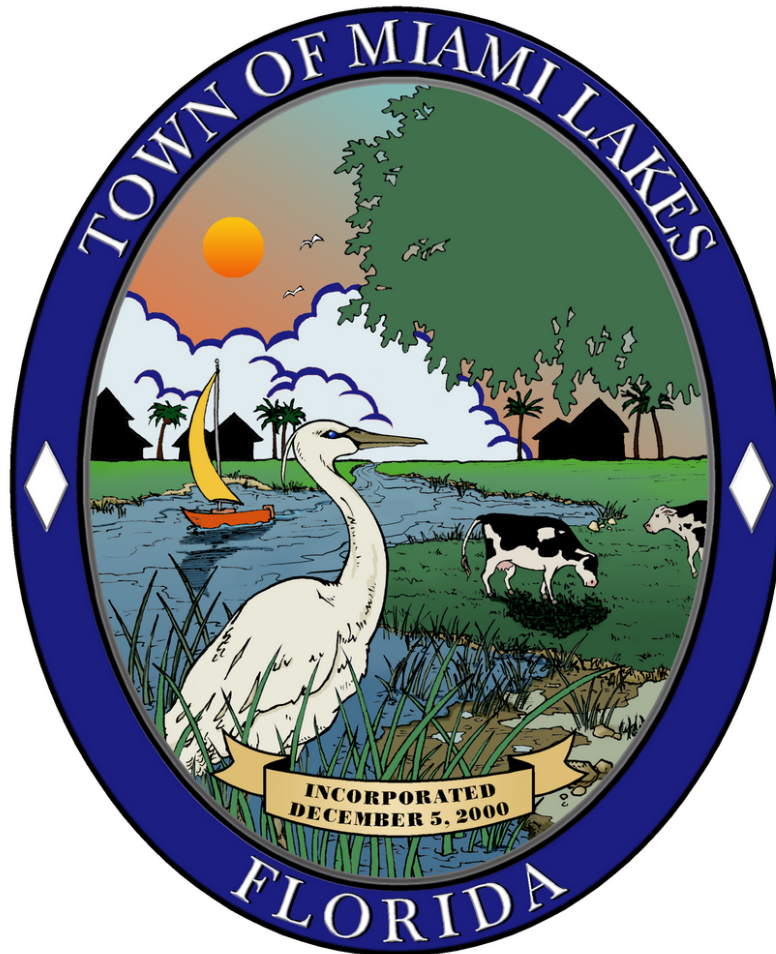
TRANSPORTATION: HIGHLIGHTS

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 CHIEF OF STRATEGIC PLANNING, PERFORMANCE & INNOVATION OFFICER
(SP2I) AT: CUREG@MIAMILAKES-FL.GOV; P- 305.512.7139

E-MAIL DISCLAIMER: UNDER FLORIDA LAW, E-MAIL ADDRESSES ARE PUBLIC RECORDS. IF YOU DO NOT WANT YOUR E-MAIL ADDRESS RELEASED IN RESPONSE TO A PUBLIC RECORDS REQUEST, DO NOT SEND ELECTRONIC MAIL TO THIS ENTITY. INSTEAD, CONTACT THE TOWN BY PHONE OR IN WRITING. © 2020, TOWN OF MIAMI LAKES, FLORIDA



Photo by: Timothy Oei

... "growing beautifully"