



FY2023

Annual Performance Report

Presented by:
Edward Pidermann
Town Manager



www.miamilakes-fl.gov



6601 Miami Street
Miami Lakes, FL 33014

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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, 2022, through September 30, 2023.

This annual report stands as a testament to the collective achievements of our elected officials, dedicated staff, and the invaluable contributions of our residents and volunteers. I take pride in the fact that our Town persevered, maintaining its core services amidst the economic and market complexities encountered in FY2022-23

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 FY2022-23 are summarized herein.



Transportation:

-Expanded Freebee service and increased efficiency with new tesla vehicles – Began **Vision Zero** initiative for the Town including \$300k in grant funding – Submitted 35 projects to the Miami- Dade Transportation Planning Organization - Cooperated with County & School Board to extend Miami Lakes K-8 school speed zone



Infrastructure:

-**ARPA projects:** 4 in design, 4 in procurement, 2 in construction, and 1 completed – **Stormwater Bond projects:** 3 in design, 3 in procurement, 4 in construction, and 6 completed - **Roadway / Transportation:** 4 projects in design, 1 in procurement, and 1 in construction



Communications:

- Raised over \$69,000 in sponsorships - Tallied over **2,500,000 impressions** on all social media platforms - Held our first Senior Art Exhibit in partnership with the Town’s senior art program - Increased overall social media engagement rate by 21.7%



Parks:

-Deployed a new state-of-the-art Recreation and Reservation platform: CivcRec – Installed new entry features at 67th and Gratigny underpass – Installed a new LPR system at a Town entry point - Added additional field irrigation (the water spigots) to improve playability of fields 1-4 at MLOP



Innovation:

-Installed new modern digital bulletin boards in Town Hall (w/real time updates) – Upgraded the Town’s wireless infrastructure w/new state-of-the-art Wi-Fi6E – Implemented mobile office capabilities for Code Enforcement officers to enhance productivity and provide onsite feedback to the public



Finance/Grants:

- Received the GFOA Excellent in Financial Reporting certificate (10th consecutive year) - Secured a \$20 million non-revolving Line of Credit for providing the Town with liquidity in the event of a disaster – Obtained a cumulative grant awards surpassing \$6.335 million.



Safety:

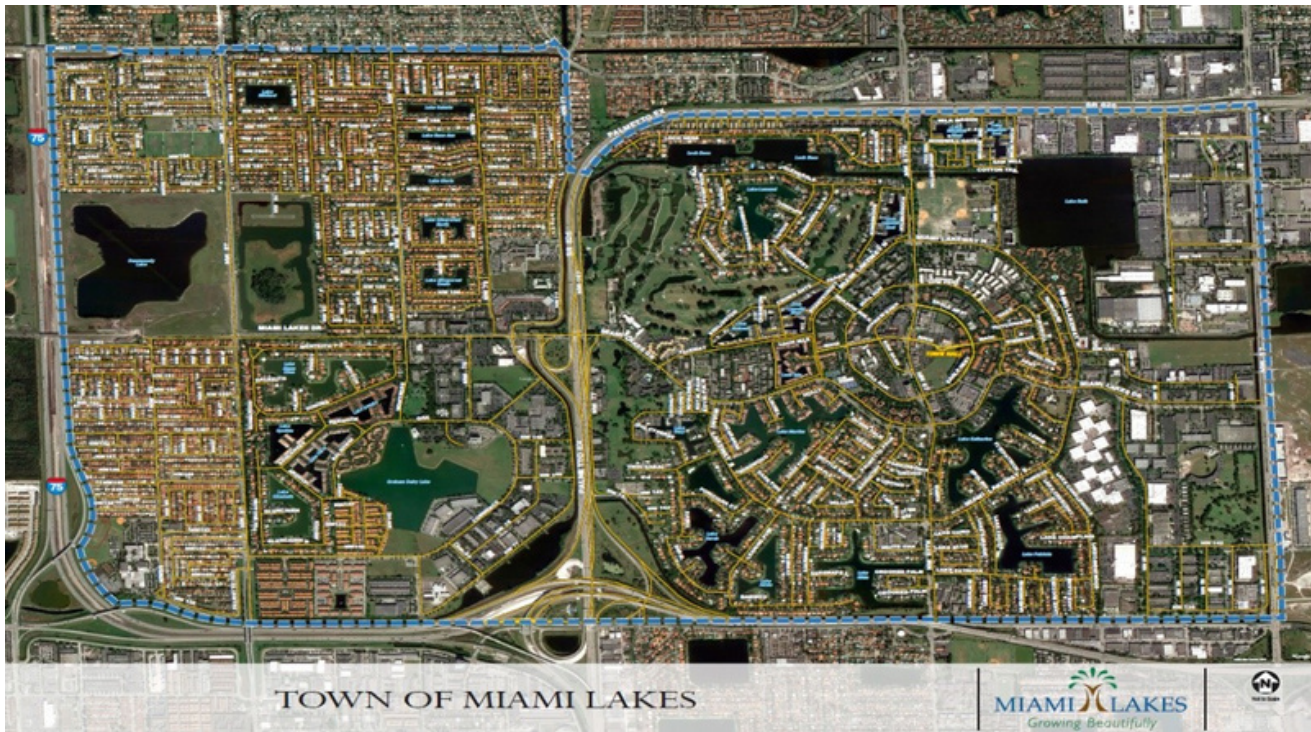
-Implemented: Burglary Reduction Initiative, Traffic Enforcement Initiative, and Grinch Holiday Initiative -Provide details coverage on more than 12 major community events - Added 2 additional mobile License Plate Readers to marked police vehicles - Implemented one 1 additional License Plate Reader to strategically cover a key area in the Town

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

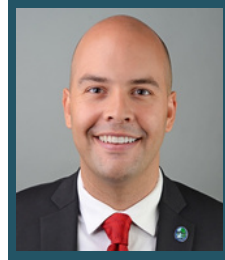
Miami Lakes is widely recognized as a welcoming community with extraordinary beauty where state of the art planning concepts creates vibrant hubs that are safe and friendly to all ages and mobility options which inspire the Town to continue:

"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 FY2022 - 2023



Mayor
Manny Cid



Vice Mayor
Carlos A. Alvarez



Council Member
Luis E. Collazo



Council Member
Josh Dieguez



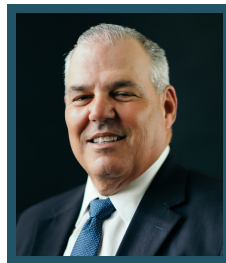
Council Member
Tony Fernandez



Council Member
Ray Garcia



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 & Governmental Affairs Department researches, composes, submits, administers, and manages Federal, State, Local, Foundation, and Legislative Appropriations funding to support the priorities of the Town's Strategic Plan across all Town Departments and Offices.

In FY2023, cumulative grant awards surpassed \$6.335 million.

Awards in FY2023 include:

- \$3,000,000 – Department of HUD Community Project Funding Grant to assist in funding the Miami Lakes NW 59th Av. Roadway Extension and Redevelopment Project.
- \$1,500,000 – FDOT Local Transportation Projects Grant to assist in funding the Miami Lakes NW 59th Avenue Roadway Extension and Redevelopment Project.
- \$775,248 – FEMA Flood Mitigation Assistance Grant for the West Lakes Drainage Improvements Phase IV Project.
- \$593,600 – FDEP Statewide Water Quality Restoration Grant for the Miami Lakes Montrose Drainage Improvements Project.
- \$220,000 – FDEP Resilient Florida Planning Grant for the Miami Lakes Vulnerability Assessment Study and Adaptation Plan.
- \$203,500 – FDOT Service Development Program Grant for the Miami Lakes Freebee Public Transit Service Expansion Project (Falcon Wings Teslas).
- \$35,000 – The Tina and Richard V. Carolan Foundation, Inc. Grant for the Miami Lakes License Plate Recognition Public Safety Net Project.
- \$4,274 – FDLE JAGD Program Grant for the Miami Lakes Police Equipment Project to purchase police radar unit, police bicycle, and police bicycle officers' polo uniform.
- \$3,586 – FDLE JAGC Program Grant for the M. Lakes Law Enforc. Equip. Project to acquire an emergency strobe light, siren, and speaker kits for unmarked police vehicles.

ADMINISTRATION

Technology and Innovation (T&IO)

The Technology and Innovation Office (T&IO) provides technology services, infrastructure, and telecommunications for all departments in Town Hall and facilities. Additionally, the T&IO seeks to deliver the best possible user experience for residents, businesses, visitors, and Town employees. The T&IO utilizes state-of-the-art tools and innovative methods to develop world-class IT infrastructure and applications.

Highlights:

- Upgraded from outdated cork boards to modern digital displays in Town Hall for swift and effective dissemination of crucial information to the public (e.g.: meetings, events, code notices, etc.) Real-time updates are now effortlessly uploaded anytime from any device.
- Enhanced the video-conferencing and live-streaming production capabilities of the Mayor's and Town Manager's Conference Rooms
- Piloted Mayoral Metaverse office hours, allowing visitors to join the Town in the metaverse with the aim of enhancing services and accessibility.
- Enhanced the Town's data backup, anti-spam, anti-phishing, and anti-virus, including encryption capabilities across all networks and endpoints. Adopted the NIST Cybersecurity Framework for comprehensive security measures.
- Revamped the Town's wireless infrastructure with state-of-the-art Wi-Fi 6E access points, significantly enhancing reliability, capacity, and speed. The upgrade enables the Town to provide exceptional wireless experiences for residents, visitors, and employees in all Town spaces.
- Implemented mobile office capabilities for code enforcement officers to enhance productivity, reduce rework/errors, and offer immediate feedback to residents/customers on-site.

ACCOMPLISHMENTS

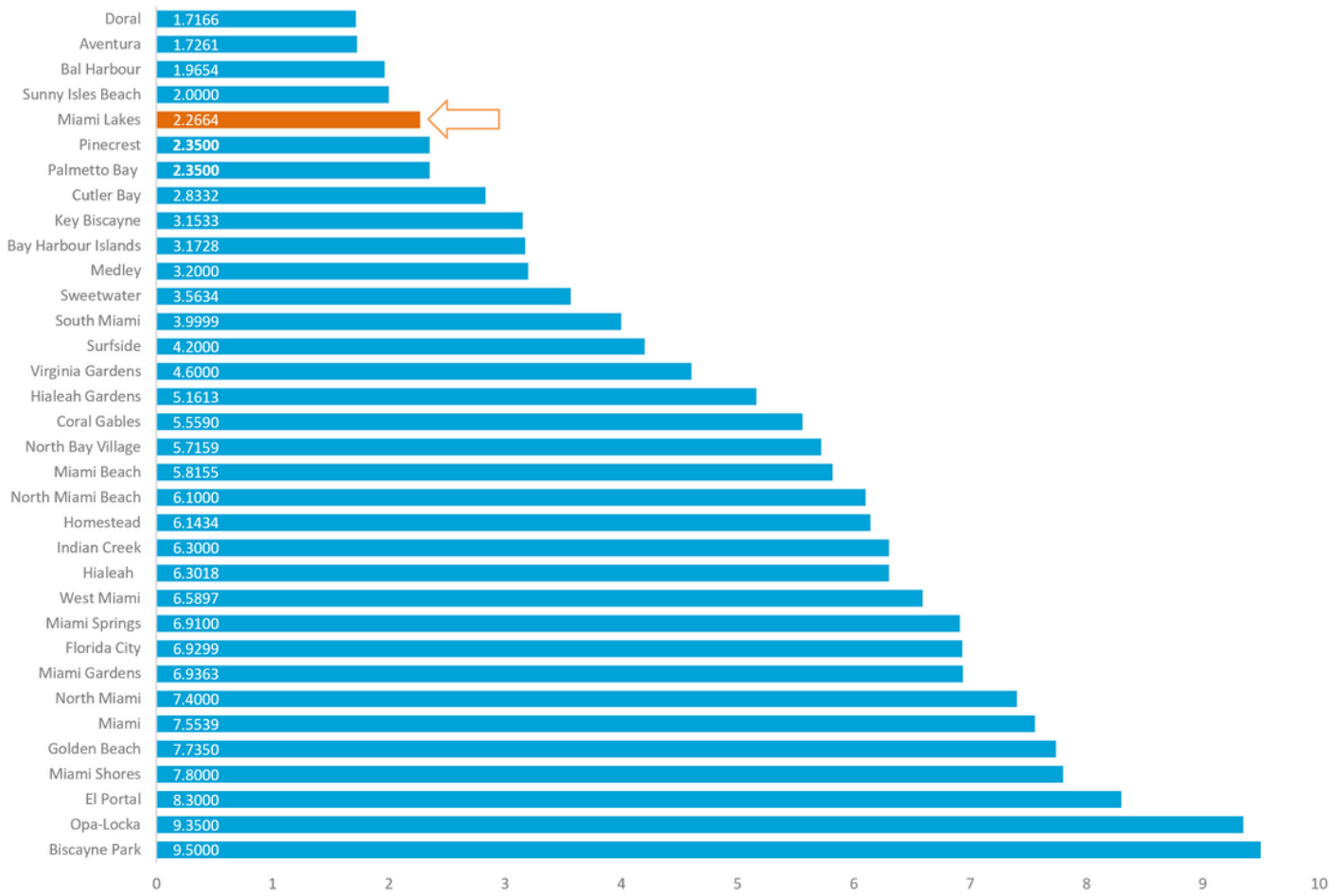
a year's overview

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 (2.2664) 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.



FY2022 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 the FY2021-2022 general and single audits without findings and unmodified opinions.
- For the 10th consecutive year, the Town received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA)
- With the implementation of the new Disability Relief Program in conjunction with the Senior Citizen Relief Program, the Finance Department issued over 440 rebate checks to eligible T.M Lakes residents.
- Secured a \$20 million non-revolving Line of Credit for the sole purpose of providing the Town with liquidity in the event of a natural, biological, radiological or man-made disaster.



ISSUED
3,031
BUILDING
PERMITS

1,434 CASES
OPENED
PROACTIVELY
WITH 78%
CLOSURE
RATE

CONVINIENTLY
INTEGRATED
QR CODE
READER
INTO PERMIT
CARDS

PERFORMED
8,950
BUILDING
INSPECTIONS

ISSUED 180
CERTIFICATES
OF USE TO
NEW
BUSINESSES

DEPLOYED
VIRTUAL
KIOSK
ASSISTANCE
QUEUE - VIA
IPAD

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:

- Raised over \$69,000 in sponsorships
- Held our first Senior Art Exhibit in partnership with the Town's senior art program
- Published and presented to the Town Council the 2023 Community Strategy for the Town of Miami Lakes
- Secured professional photo, video, and audio equipment to increase the standard of audio-visual communications alongside traditional methods
- Captured new, high-quality photos for the new Town website. This includes in-house staff headshot sessions, updated parks & facilities catalogue photos, and more

COMMUNICATION AND TRANSPARENCY



- Over 2,500,000 impressions on all social media platforms
- Increased overall social media following by 2,300
- Increased overall social media engagement rate by 21.7%. Platforms range from an increase of 17% to 108.9%, a positive indicator of the optimization outlined in Communications Strategy
- Tallied over 377,000 video views across platforms, an increase of 83.5%. Instagram saw a share of 324,000, a 118.9% from FY22. YouTube saw a total of 14,600 views, a 73.5% jump



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.



PARKS AND RECREATION: HIGHLIGHTS

- Successfully deployed and implemented a new state-of-the-art Recreation and Reservation platform -CivicRec
- Installed new entry feature at 67th and the Gratigny underpass
- Replaced two playgrounds (P.11 and P.59)
- Installed a new LPR system at a Town entry point
- Completed four (4) guard house renovations to the Royal Oaks Neighborhood Service District
- Added additional field irrigation (the water spigots) to improve playability of fields 1-4 at MLOP
- Resodded 7,000 square feet at ROP, resodded foul lines of fields 3 and 4 plus lip on field 2 at MLOP



PARKS AND RECREATION: HIGHLIGHTS

- Upgraded Veterans Parks' Exercise Equipment and Exercise Area
- Resurfaced Veterans Park's Basketball Courts
- Partially replaced Veterans Park's and Picnic Park's East Bollard
- Restarted Town Pickleball Wellness Initiative
- Events Hosted (highlights):
 - o New E-gaming Events
 - o Skate Miami Lakes – Over 94 participants through 3 events
 - o Community Service Opportunities – Over 300 students got service hours
 - o Halloween Event – 1500+
 - o Spring Fling Event – 2500+
 - o Bike Rodeo – Over 150 participants



PARKS AND RECREATION: HIGHLIGHTS

- Rented: ->424 Pavilions ->111 Indoor Facilities, for a total rental revenue of: \$43,717.50
- Programs Hosted (highlights):
 - o Just Run Program
 - o End of Year Awards Ceremony and Recital
 - o Fishing Program – Over 240 participants over a 6 week period
 - o Martial Arts Classes
- Staff was certified/recertified in: CPR/AED, Ethics, and Cybersecurity
- Approved an ordinance naming the Town as a “Bird Friendly” Community and further protecting native birds in the area
- Pruned 4,236 Trees
- Planted 21 and only removed 11 Trees

PUBLIC SAFETY: POLICE



RANKED #2
Miami-Dade County

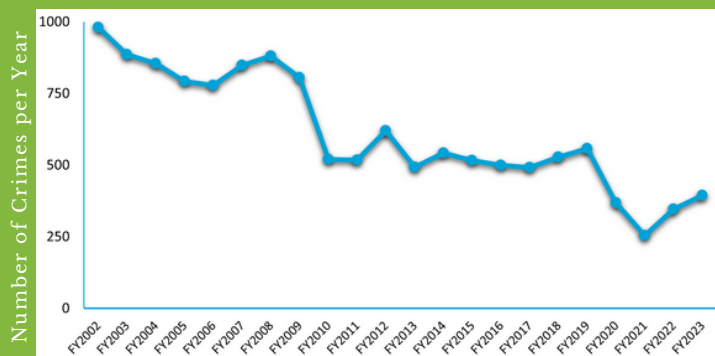
Safest Cities 2022 Report by:



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 the following initiatives:

- Burglary Reduction Initiative
- Traffic Enforcement Initiative
- Grinch Holiday Initiative

Reached the following reductions in crimes:

- Shooting Incidents – 88% reduction
 - Auto Thefts – 3% reduction
 - Residential Burglaries – 40% reduction
 - Aggravated Batteries – 58% reduction
- Provided high visibility details coverage on more than twelve (12) major community events
 - Implemented one (1) additional License Plate Reader to strategically cover a key area in the Town
 - Added two (2) additional mobile License Plate Readers to marked police vehicles

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 2023, MDFR responded to 3,837 emergency calls received from the Town of Miami Lakes.

TABLE I
MDFR Responses to the Town of Miami Lakes
Fiscal 2022 - 2023

| Call Type | FY2022 | MDFR* Average Response Time | FY2023 | MDFR* Average Response Time |
|-------------------------|--------------|-----------------------------|--------------|-----------------------------|
| Life Threatening | 1,835 | 7:13 | 1,959 | 7:23 |
| Non-Life Threatening* | 1,230 | 7:46 | 1,109 | 7:52 |
| Structure & Other Fires | 438 | 6:12 | 437 | 6:29 |
| Other Miscellaneous* | 296 | 7:40 | 332 | 7:37 |
| Total | 3,799 | | 3,837 | |

*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 2022 - 2023

| Responses Provided By: | FY2022 | | FY2023 | |
|-------------------------------|--------------|-------------|--------------|-------------|
| | Incidents | % | Incidents | % |
| Station 64 - Miami Lakes West | 1,946 | 51% | 2,034 | 53% |
| Station 01 - Miami Lakes | 1,380 | 36% | 1,317 | 34% |
| Other Stations | 473 | 13% | 486 | 13% |
| Total | 3,799 | 100% | 3,837 | 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 2022 - 2023.

PUBLIC SAFETY: FIRE



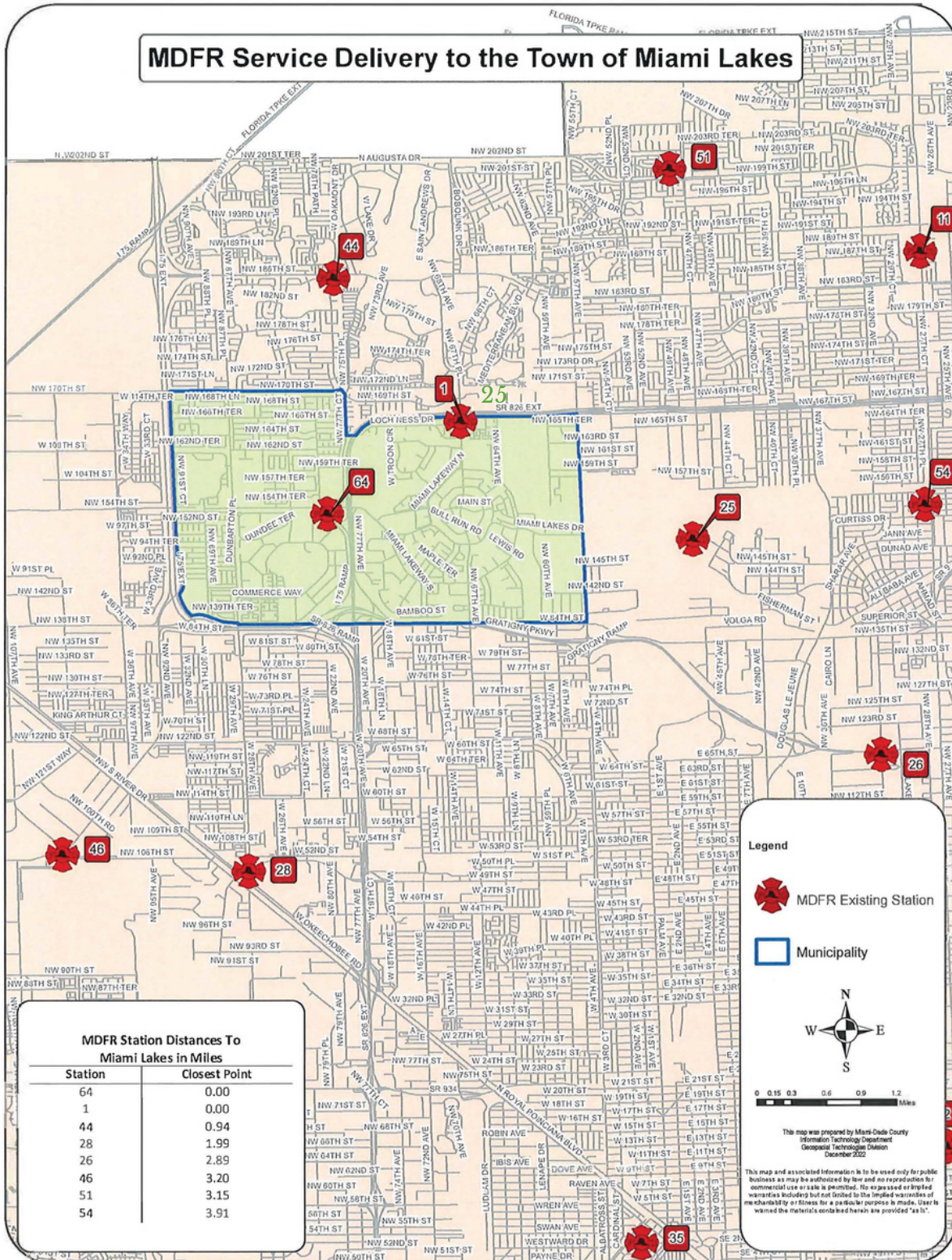
TABLE III
MDFR Stations within Four Miles of the Town of Miami Lakes
Fiscal 2022-2023

| 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 Plan Act: Currently, 4 projects in design, 4 projects in procurement, 2 in construction, and 1 has been completed

- 
Stormwater Bond Program: Currently, 3 projects in design, 3 projects in procurement, 4 in construction, and 6 has been completed

Projects Completed during FY2023:

| West Lakes Gardens Second Addition | Alameda Northwest | West Lakes Gardens |
| NW 83rd Place North | NW 166 ST | NW 159 Terr |

- 
Roadway / Transportation: 4 projects in design, 1 in procurement, and 1 in construction

- Maintenance operations:**

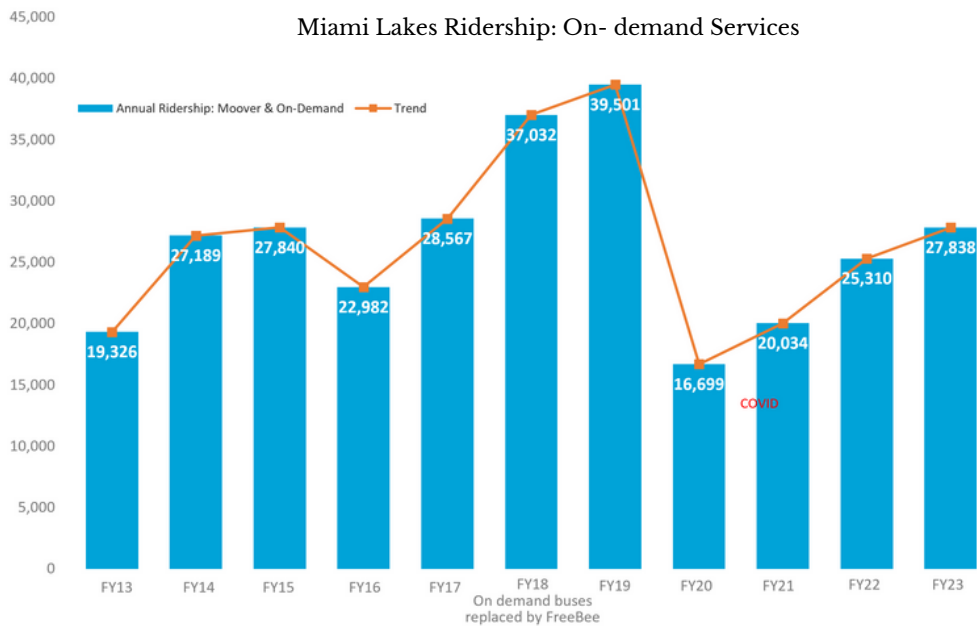
| Repaired 5,773 LF of sidewalks | Pressure cleaned 35,444 sq.yd of sidewalks |
| Repaired 67 streetlights | Repaired over 3,663 sq. yd of asphalt |

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 FY2023, the Town was able to provide 27,838 rides and saw an increase in on-demand ridership by 10% compared to FY2022. Following CDC guidelines and County measures, we are working to keep increasing the number of people using our transportation system.





EXPANDED
FREEBEE SERVICE
AND INCREASED
EFFICIENCY WITH
NEW TESLA
VEHICLES

COOPERATED
WITH COUNTY &
SCHOOL BOARD
TO EXTEND
MIAMI LAKES K-8
SCHOOL SPEED
ZONE

BEGAN VISION
ZERO INITIATIVE
FOR THE TOWN
INCLUDING \$304,000
IN GRANT
FUNDING

SUBMITTED 35
PROJECTS TO THE
MIAMI- DADE
TRANSPORTATION
PLANNING
ORGANIZATION

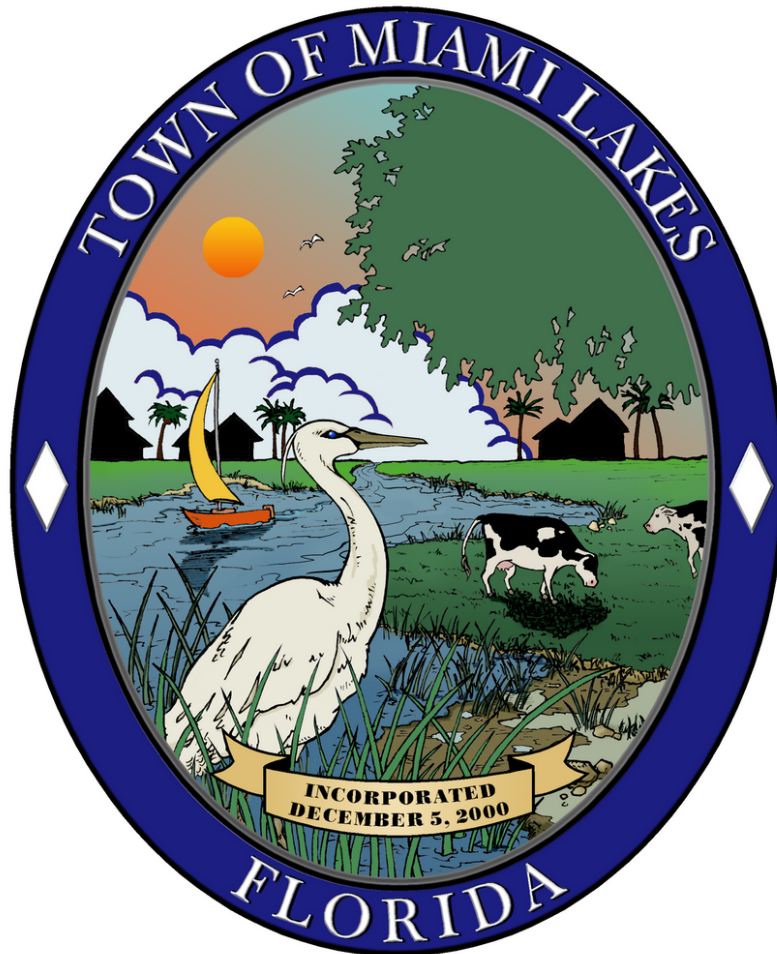
TRANSPORTATION: HIGHLIGHTS

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

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... "growing beautifully"