



FY2024 ANNUAL PERFORMANCE REPORT

Presented By:

Edward Pidermann



Town of Miami Lakes
6601 Miami Street
Miami Lakes, FL 33014

www.miamilakes-fl.gov

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TOWN MANAGER'S MESSAGE

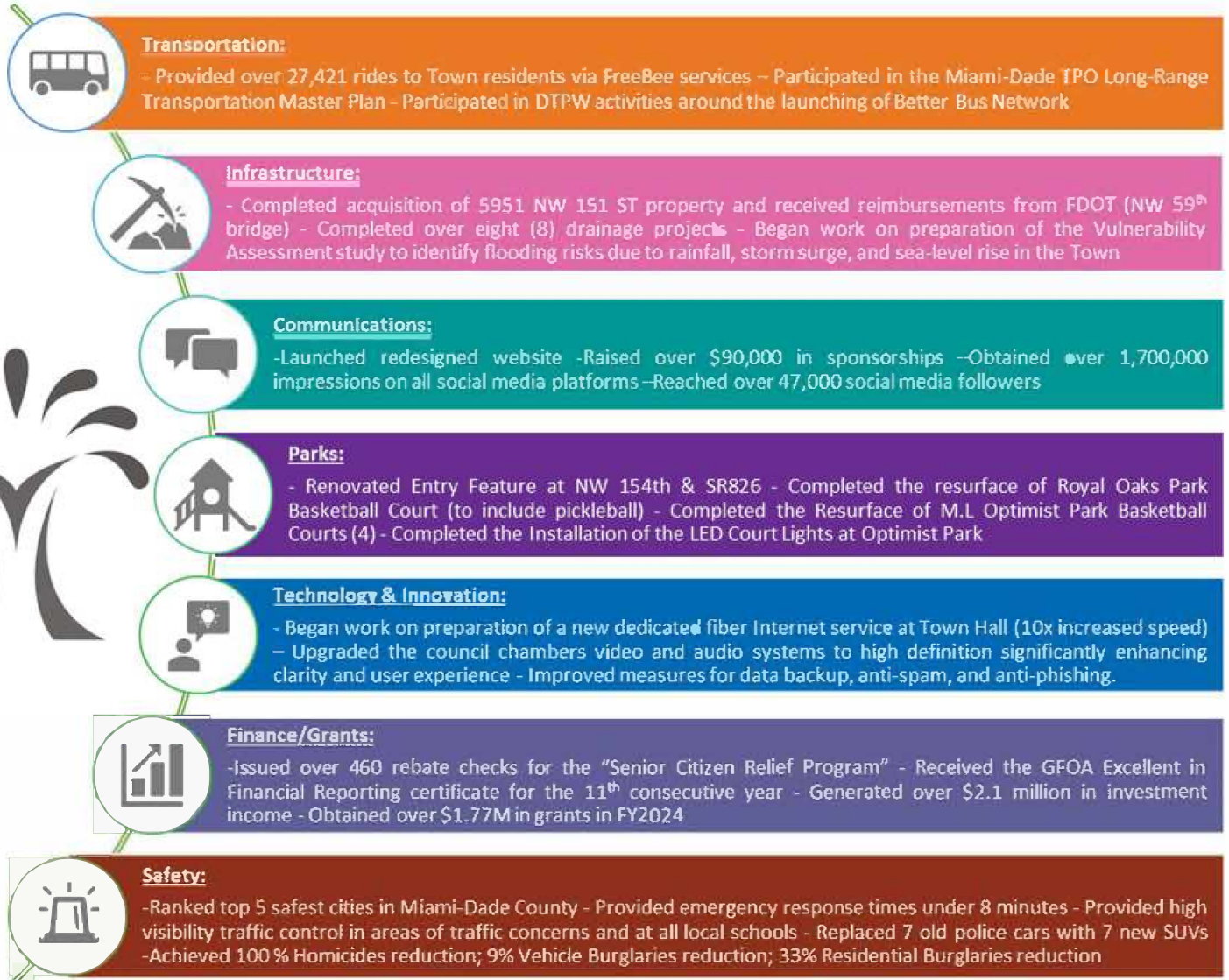
-Edward Pidermann



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, 2023, through September 30, 2024.

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 FY2023-24

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 FY2023-24 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 31,240 residents and 4,720 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 31,238 as of the 2023 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.

A scenic view of a park with palm trees, a wooden bridge over a pond, and people walking. The background is a lush green landscape with several tall palm trees and other tropical vegetation. In the foreground, a wooden bridge with a metal railing spans across a small pond. A man in a white t-shirt and a woman in a dark top are walking across the bridge. A white dog is sitting on the grass to the right of the bridge. The overall atmosphere is peaceful and well-maintained.

VISION

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 FY2023 - 2024



Mayor
Manny Cid



Vice Mayor
Tony Fernandez



Council Member
Luis E. Collazo



Council Member
Josh Dieguez



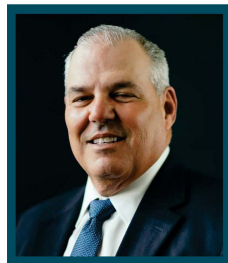
Council Member
Ray Garcia



Council Member
Bryan Morera



Council Member
Marilyn Ruano



Town Attorney
Raul Gastesi, Esq.

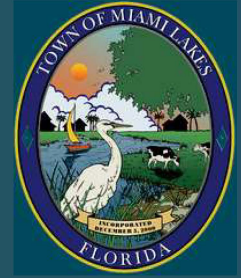


Town Manager
Edward Pidermann



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

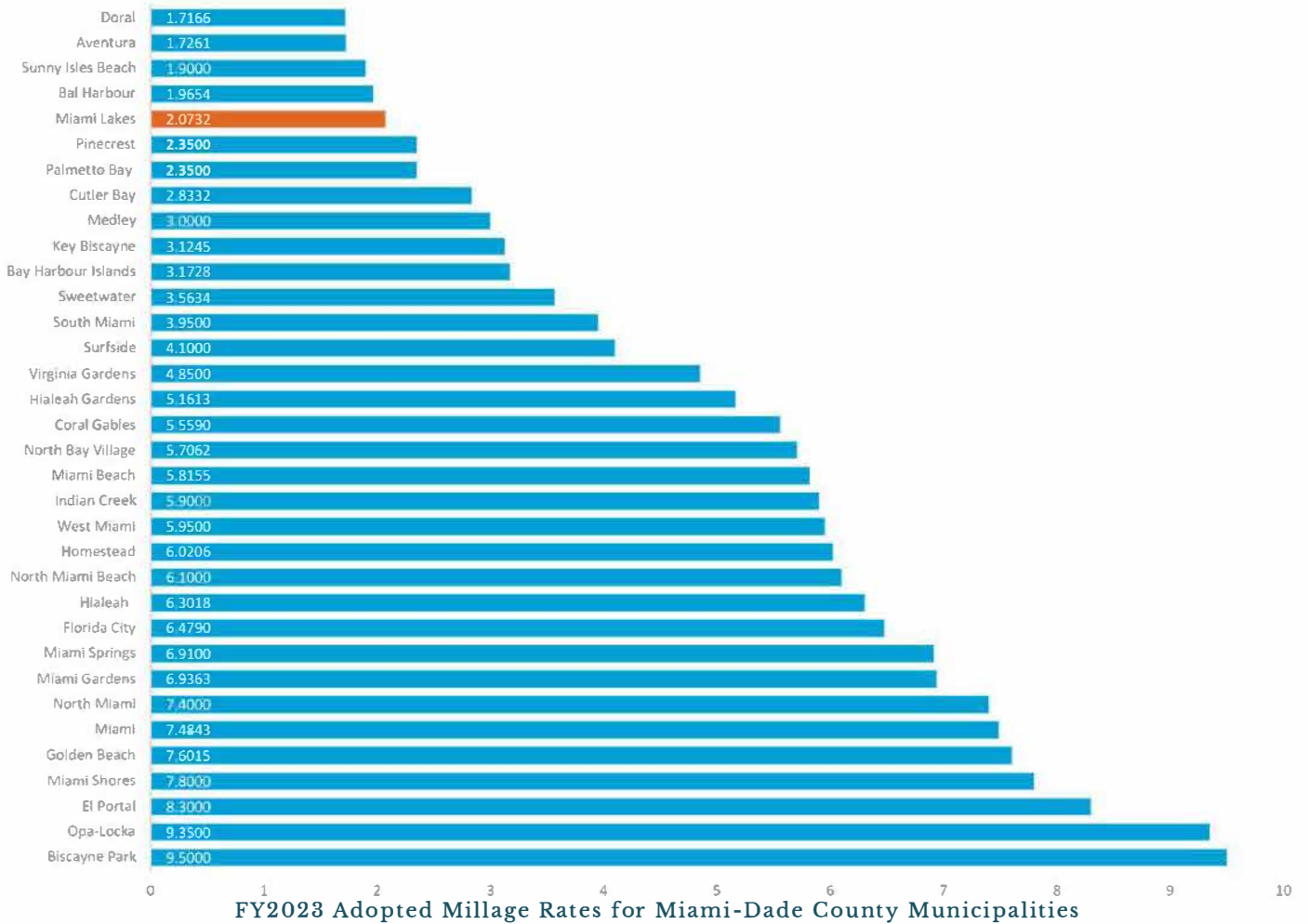
a year's overview

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 (2.0732) 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.



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 FY2022-2023 general audit with no findings and received unmodified opinions.
- The Town received the Certificate of Achievement for Excellence in Financial Reporting from the GFOA for the 11th consecutive year, the highest recognition in governmental accounting and financial reporting.
- The Finance Department issued over 460 rebate checks to eligible Miami Lakes residents through the Town’s Senior and Disability Relief Program for the 3rd consecutive year.
- Achieved 97% on-time payments of invoices in compliance with Florida Statute’s Prompt Payment Act.
- Generated over \$2.1 million in investment income.

**ISSUED
2,719
BUILDING
PERMITS**

**1,640 CASES
OPENED
PROACTIVELY
WITH 76%
CLOSURE
RATE**

**ESTABLISHED A
MORE EFFECTIVE
AND EFFICIENT
PROCESS FOR
MANAGING NEW
BUSINESSES
PERMITS**

**SERVED 11,900
CUSTOMERS
(AVERG.
48/DAY)**

**ISSUED 228
CERTIFICATES
OF USE TO
NEW
BUSINESSES**

**COLLECTED
OVER \$285,000
IN FINES AND
LINES**

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.

TECHNOLOGY & INNOVATION

The Technology & Innovation Office provides IT services and infrastructure for all Town Hall departments. Its mission is to enhance the user experience for residents, businesses, visitors, and employees by utilizing advanced tools and innovative methods to create world-class technology solutions.

Highlights:

- **Chambers - Audio System Upgrade:** The Chambers' audio system has been upgraded to enhance communication during meetings and presentations. New high-quality speakers have been strategically installed on the back wall, and additional features have been implemented to enhance speech clarity.
- **Chambers - External Interfaces Installation:** External computer interfaces were added, allowing seamless connections for laptops and tablets to three wall-mounted TVs via HDMI. This enables residents, guests, and staff to project content simultaneously without IT assistance, enhancing accessibility and usability.
- **Chambers - Video System Enhancement:** The video system was upgraded from standard definition (480i) to high definition (1080p), significantly enhancing clarity. This ensures that in-person and remote participants can see details, fostering engaging and productive meetings.
- **Digital Display Installation:** A third digital display was installed in front of the Community Conference Room for effective public communication of essential information, allowing real-time updates from any device.
- **Cybersecurity Enhancements:** Implemented improved measures for data backup, anti-spam, anti-phishing, and anti-virus protection, alongside the adoption of the NIST Cybersecurity Framework for comprehensive security.
- **Backup Internet Upgrade:** The backup internet connection was upgraded from 300 Mbps to 1,000 Mbps (1G), improving reliability and scalability. This also facilitates load balancing to optimize network performance during peak usage.

ACCOMPLISHMENTS

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 \$90,000 in sponsorships
- Organized over 100 events
- Amassed collection of photos and video using new equipment
- Over 1,700,000 impressions on all social media platforms
- Over 47,000 social media followers
- Tallied over 246,000 video views across platforms

GRANTS

In FY2024, the Town secured seven grants totaling \$1,772,067 and managed twenty-six active grants worth \$17,481,683. Additionally, the Town applied for fourteen grants totaling \$6,810,660, successfully obtaining seven of them, while four applications remain pending awards.

Awards in FY2024 include:

- \$4,204 - FDLE Edward Bryne memorial Justice Assistance Grant- Countywide (JAG-C) for the Miami Lakes Law Enforcement emergency traffic cones
- \$203,000 - Florida department of Transportation (FDOT) Public Transit Service Development Program for the Miami Lakes Freebee Public Transit Service Improvements Project
- \$304,000 - US Department of Transportation (DOT) FY2023 Safe Streets and Roads for All (SS4A) Grant for the Miami Lakes Comprehensive Vision Zero Safety Action Plan
- \$50,363 - Miami-Dade County FY24 Growing Roots for Environmentally Equitable Neighborhoods (GREEN) Matching grant for the M.L West Lakes Reforestation Phase 6
- \$250,000 - State of Florida General Appropriations Act-Florida Department of Environmental Protection (FDEP) grant for the Miami Lakes West lakes Garden Third Addition Drainage Improvements
- \$920,000 - State of Florida General Appropriations Act-Florida Department of Environmental Protection (FDEP) grant for the Miami Lakes Loch Lomond Phase II Addition Drainage Improvements
- \$40,000 - Miami-Dade Transportation Planning Organization (TPO) 2025 Municipal Grant Program for the Miami Lakes Comprehensive Transportation Master Plan



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: RECREATION DIVISION

Projects:

- Update to Youth Center Classroom for E-gaming to include new consoles
- Hosted the South Florida Parks Coalition Meeting in December

Events:

- Skate Miami Lakes – over 100 different registrants over the year
- Summer Fishing Series had over 300 registrants
- Halloween 1,500+ | Spring Fling 1,500+ | Bike Rodeo – 100+ participants

Programs:

- Approximately 1,000 participants through all recreational programs/camps
- Successful Fishing Program – 312 registrants
- The implementation of Animation class for special needs

Staff was certified/recertified in:

- CPR/AED | Ethics | Cyber Security Awareness



Parks and Athletics:

- Total field rentals: 141
- Participants in: basketball 40 |flag football 638 |baseball 926 |
- Hosted the Town's sixth Sports Hall of Fame Induction Ceremony with four (4) new inductees and over 75 guests in attendance

Rentals revenue:

- \$64,100 approximately earned from rentals returned to General Fund

Miscellaneous

- Launched Responsible Pet Owner Campaign including staff videos and engaging print material for Town residents
- Hosted approximately 50 volunteers who assisted in preparing over 750 sandbags as a part of our emergency preparedness program.
- Updated the Town's Comprehensive Emergency Management Plan ("CEMP")



PARKS AND RECREATION: HIGHLIGHTS

Capital Projects:

- Renovated Entry Feature at NW 154th & SR826
- Completed the resurface of Royal Oaks Park Basketball Court (to include pickleball)
- Completed the Resurface of M.L Optimist Park Basketball Courts (4)
- Completed the Installation of the LED Court Lights at Optimist Park
- Replaced one (1) damaged wooden sports field pole with LED lights and concrete post at Miami Lakes Optimist Park
- Installation of five (5) LPR system(s) at Town entry points
- Commenced Mini Parks Capital Plan Phase 1 to include the new signage, park amenities and playground repairs for 15 parks.
- Renovated K9 Cove to include additional maintenance cycles and resodded over 10,000 sq.ft between both small and large dog areas

PUBLIC SAFETY: POLICE



**TOP 5 SAFEST
CITIES**
Miami-Dade County

*Based on crime rates and overall safety
(Niche and NeighborhoodScout)*

The Town of Miami Lakes ranked among the top 5 safest cities in Miami-Dade County.

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

Reduction in Crimes

- Homicides – 100% reduction
- Vehicle Burglaries – 9% reduction
- Residential Burglaries – 33% reduction
- Commercial Burglaries – 55% reduction

Initiatives Implemented

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

Fleet Improvements

- Replaced 7 old police cars with 7 new SUVs
- Replaced 6 old unmarked police cars with 6 new unmarked vehicles

License Plate Readers

- Added 5 additional fixed LPR to the main roads entering the Town and 1 additional LPR to the Special Taxing District-Sec.1 Guard House (14 total)

PUBLIC SAFETY: POLICE



HIGHLIGHTS

Community Events:

- Provided high visibility details coverage on more than ten (10) major community events

Community Details:

- Daily neighborhood bicycle patrol
- Daily traffic direction details at local schools and major intersections
- Weekly traffic enforcement details and Weekly Police Explorer meetings
- Monthly Council meetings
- Monthly Town Master's Zoning meetings
- Monthly Town Planning and Zoning meetings
- Monthly Public Safety Committee meetings
- Monthly Veteran's Committee meetings
- Monthly Youth Activities Task Force meetings
- Monthly Homeowner Association meetings

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 2024, MDFR responded to 3,820 emergency calls received from the Town of Miami Lakes.

TABLE I
MDFR Responses to the Town of Miami Lakes
Fiscal 2023 - 2024

Call Type	FY2023	MDFR* Average Response Time	FY2024	MDFR* Average Response Time
Life Threatening	1,959	7:23	1,803	7:05
Non-Life Threatening*	1,109	7:52	1,091	7:35
Structure & Other Fires	437	6:29	474	6:51
Other Miscellaneous*	332	7:37	452	7:56
Total	3,837		3,820	

*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 2023 - 2024

Responses Provided By:	FY2023		FY2024	
	Incidents	%	Incidents	%
Station 64 - Miami Lakes West	2,034	53%	1,926	50%
Station 01 - Miami Lakes	1,317	34%	1,290	34%
Other Stations	486	13%	604	16%
Total	3,837	100%	3,820	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 84% of the responses during Fiscal 2023 - 2024.

PUBLIC SAFETY: FIRE



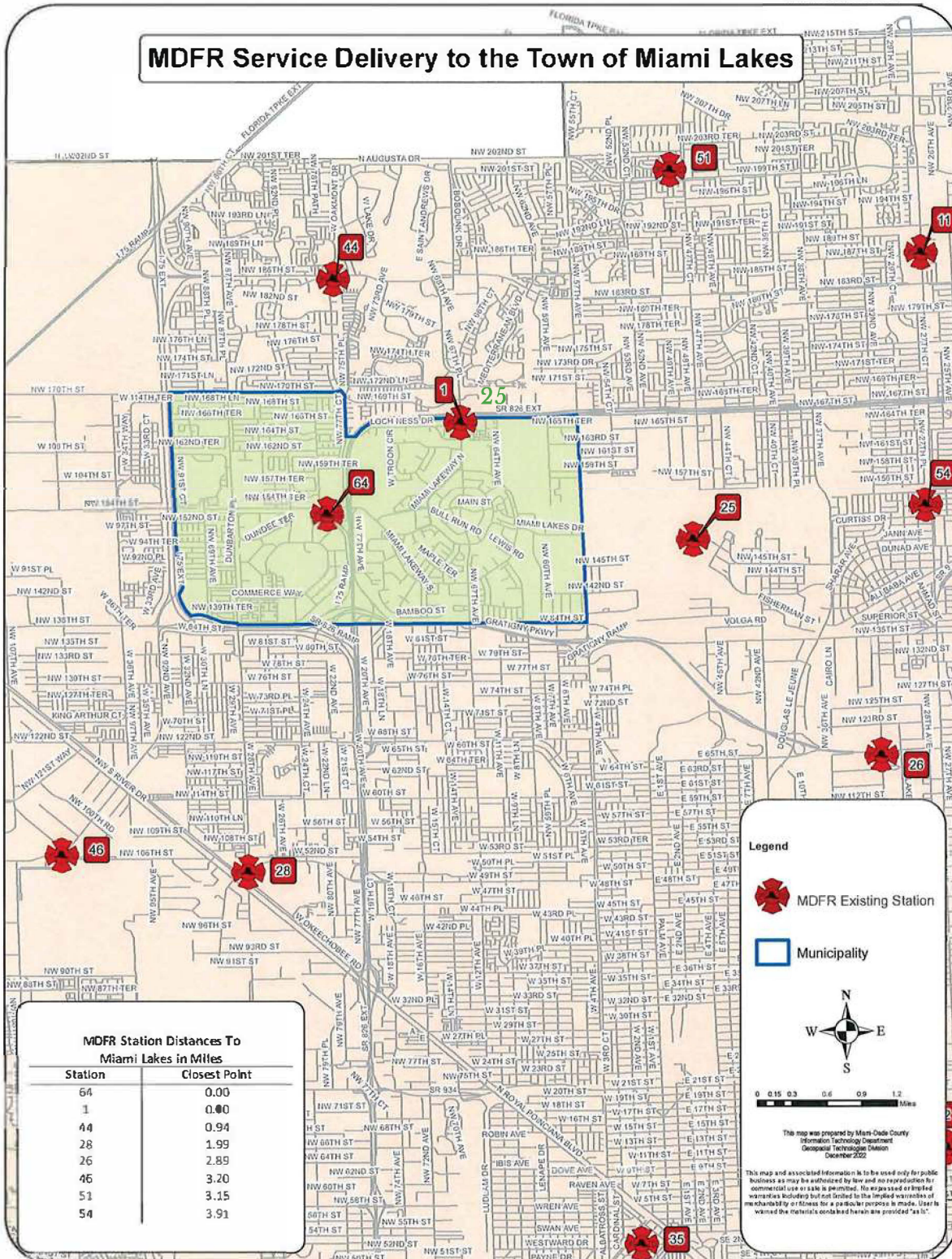
TABLE III
MDFR Stations within Four Miles of the Town of Miami Lakes
Fiscal 2023-2024

Name	Miles to Town of Miami Lakes	Apparatus	Staffing	
Station 64 - Miami Lakes West	0.00	75' 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 Gardes	1.99	Rescue ALS (HazTox) -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	3.20	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

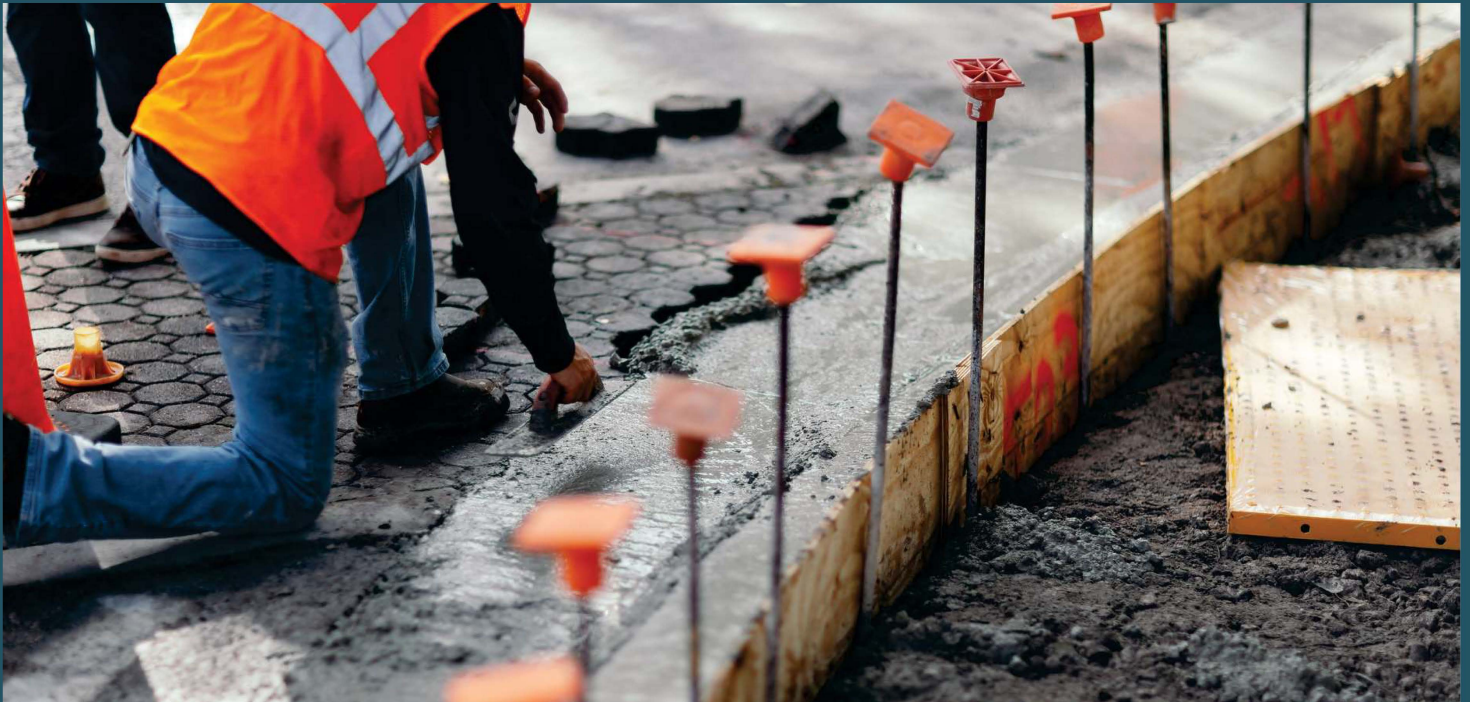
Notes: FF/PARA = Firefighters Paramedic, FF/EMT = Firefighter Emergency Medical Technician

PUBLIC SAFETY: FIRE

ATTACHMENT I



PUBLIC WORKS



The Public Works Department provides safe and reliable services for residents, businesses, and visitors. It oversees the Town's infrastructure, including canal cleaning, street sweeping, litter pick-up, repairs, and maintenance. Through its Stormwater Master Plan, Miami Lakes is implementing drainage improvements to enhance water quality and reduce flooding.

HIGHLIGHTS (CIP):

NW 59 Ave Roadway Extension Project:

- Roadway realignment approved by FAA and MDAD
- Completed acquisition of 5951 NW 151 ST property and received reimbursements from FDOT for state appropriation funds of \$1.5M, and \$1.27M for CIGP (County Incentive Grant Program) funds.

Streetlights Improvements Project

- Achieved substantial completion of the Streetlighting Improvement Project, significantly enhancing illumination levels in multiple communities.

Canal Bank Stabilization Project Phase III

- Began construction and completed over 50% of the new installations.

Drainage:

- Commerce Way Drainage Project: Completed
- NW 158 ST Drainage Project: Completed
- Royal Point Drainage Project: Completed
- Royal Lakes Drainage Project: Completed
- Royal Oaks Sixth Addition Drainage Project: Completed
- West Lakes Garden First Addition Drainage Project: Completed
- Royal Oaks First Addition Drainage Project: Completed
- Royal Pointe Drainage Project: Completed



HIGHLIGHTS

General Services:

- Government Center HVAC | Replaced three remaining units |

Planning:

- Vulnerability Assessment and Adaptation Plan | Began work on preparation of this study to identify flooding risks due to rainfall, storm surge, and sea-level rise in the Town |

ROW Maintenance operations:

- Stormwater: Cleaned close to four miles of stormwater pipe, and 348 structures.
- Sidewalks: Repaired over 7,600 LF of sidewalks.
- Roadway: Repaired over 24,000 SF of pavement.

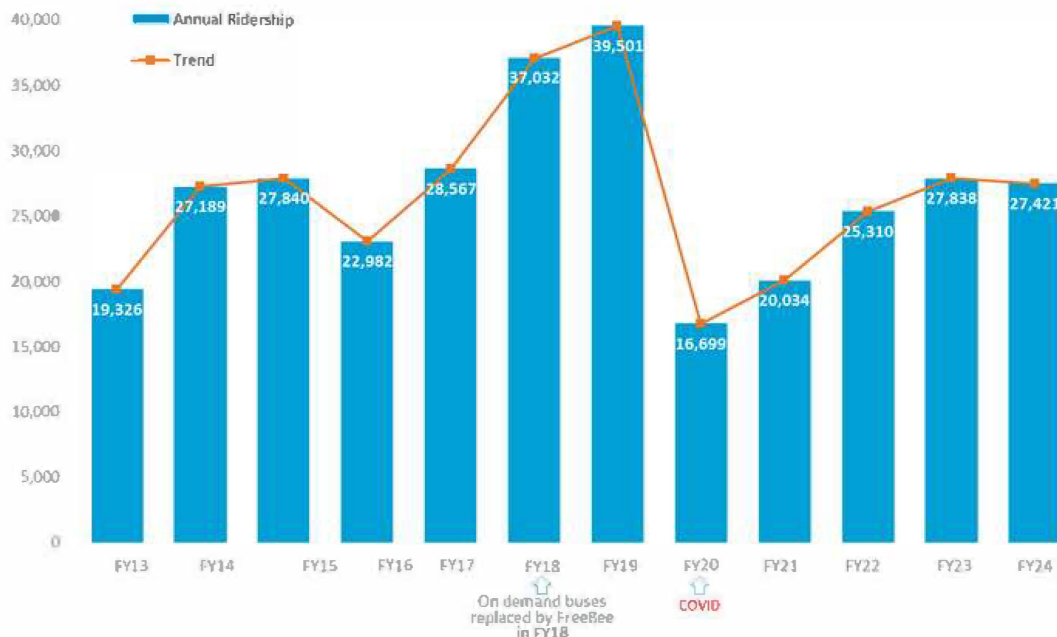
TRANSPORTATION



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 FY2024, the Town provided 27,421 rides, reflecting a slight 2% decrease in on-demand ridership compared to FY2023.

Miami Lakes Ridership: On- demand Services



Transportation



TOML PARTICIPATED IN DTPW ACTIVITIES AROUND THE LAUNCHING OF BETTER BUS NETWORK

2050 Long Term Transportation Plan

TOML ASSISTED FDOT TRIENNIAL REVIEW AND FINANCE IN CITT AUDIT

Highlights



TOML CONDUCTED DAYTIME AND NIGHTTIME PEDESTRIAN SAFETY AUDITS ALONG NW 67TH AVE WITH THE TPO.

TOML COORDINATED AND PARTICIPATED IN THE MIAMI-DADE TPO LONG-RANGE TRANSPORTATION MASTER PLAN.



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 TECHNOLOGY & INNOVATION OFFICER AT: [CUREG@MIAMILAKES-
FL.GOV](mailto:CUREG@MIAMILAKES-FL.GOV); P- 305.512.7139

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Employee of the Year

Mr. John Yanes
Special Projects Manager - Parks

Congratulations!!





... "growing beautifully"