

2018 ANNUAL REPORT

BAY
HARBOR
ISLANDS





The Town of Bay Harbor Islands is a vibrant, tropical paradise surrounded by the bay waters and home to more than 6,000 residents. The two-island community is located in Biscayne Bay in northeast Miami-Dade county. The Broad Causeway and inter-coastal bridge connects the Town with the mainland to the west and a bridge over the Indian Creek leads to neighboring Bal Harbour and Surfside. Bay Harbor Islands features single family homes, apartments, condominiums, a renowned public school and a business district that includes retail shops, restaurants and hotels.

BAY HARBOR ISLANDS COUNCIL



MAYOR
Stephanie Bruder



VICE MAYOR
Joshua Fuller



COUNCIL MEMBER
Elizabeth Tricoche



COUNCIL MEMBER
Kelly Reid



COUNCIL MEMBER
Isaac Salver



COUNCIL MEMBER
Robert Yaffe



COUNCIL MEMBER
Jordan Leonard

Bay Harbor Islands' governing body consists of seven dedicated residents whose continuous efforts have made the Town one of the finest municipalities in south Florida. Elected at large, each member of the Town Council is elected by the voters of the town to serve a four-year term. These terms are staggered, so that only a portion of the Town Council is up for election each year. This system has resulted in a remarkably stable government since its incorporation in 1947. The Town Charter specifies that each elected official will receive a salary of \$1 per year. Traditionally, the annual salaries are donated each year to a worthy cause.

MESSAGE FROM THE TOWN MANAGER

Dear Resident:

As required by the Town’s Code of Ordinances, Article III, Section 3.01, it is with great pleasure that I submit to you the “Town of Bay Harbor Islands 2018 Annual Report,” my first as your Town Manager.

Inside these pages you’ll find individual reports from our departments outlining the year’s highlights, accomplishments and future objectives.

Some of the highlights from 2018 include:

- Construction started at the 95th Street Park
- IT initiated work on the Town’s newly designed ADA-compliant website
- Implementation of the Town’s new financial software commenced
- The new School Resource Officer Program began
- The Kindergarten Cop Program was implemented

Our goal, as we move forward, is to continue the trend toward accessibility to keep you, the resident, informed and involved. This is your town; we value and need your input, ideas and participation. We also understand that your time is precious and that you need more convenient access to information and services. We intend to utilize the tools technology offers to bring more efficient, transparent government to your fingertips. From live streaming our Town Council meetings, to an online portal to access financial information, to providing a forum for sharing information, we strive to form a more engaged and informed community.

The many achievements of 2018 would not have been possible without the dedicated and skilled employees of the Town. Each of our staff members contributes effort and talent to keep our community one of the best in South Florida. I would like to recognize our 2018 Employee of the Year Diatrice Chestnut and our Police Officer of the Year Detective Alan Castellanos for their outstanding work and dedication to the Town.

I hope I can count on your support in this forward-moving endeavor and please know that our doors are always open to you, our resident.

J.C. Jimenez
Town Manager



2018 EMPLOYEE OF THE YEAR



DIATRICE CHESTNUT
Utility Billing Specialist

2018 OFFICER OF THE YEAR



DETECTIVE ALAN CASTELLANOS
Police Department

OFFICE OF TOWN CLERK

MISSION

The Office of the Town Clerk is committed to provide professional, efficient and courteous service to the General Public, Town Council and Staff. We strive to deliver transparency by providing an impartial, independent and accurate voice to promote public trust in our local government.

SERVICES PROVIDED

The Office of the Town Clerk offers many services on a walk-in basis to the residents, such as business tax receipt license (BTR), certified copies of town records, records requests, election information, copies, lien searches, mobile permits, etc.

- Preparation of agendas for Town Council Meetings.
- Provide support to the Planning and Zoning Board, committees and Special Magistrate hearings.
- Administer the publication and supplementation of the Town’s Code of Ordinances.
- Respond to Public Records Request.
- Provide Notary Services.

ELECTIONS

Bay Harbor Islands has an election every year. Each Town Council member is elected by the voters for a four-year term of office. These terms of office are staggered so that only two Council members run for office each year (with only one seat open each fourth year). This system provides for stability and continuity in our Town government. Each Council member receives a salary of \$1 per year, which is traditionally donated to a charitable cause.

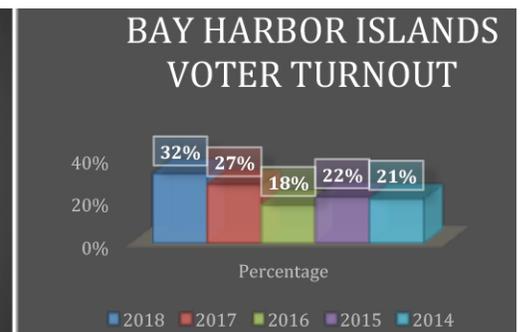
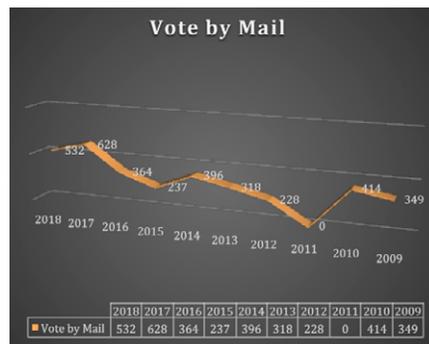
The Town Clerk is the Supervisor of Elections for the Town and works with the Miami-Dade County Elections Department to coordinate Town election issues. The Clerk also serves as a member of the Canvassing Board along with the Town Manager and the Miami-Dade County Supervisor of Elections or a designee.

VOTER TURNOUT/ REGISTERED VOTERS

Voter turnout varies each year; however, we have observed an increased number of people voting by mail. This trend has not only increased in our town but in the County as well. Below is a graph illustrating the voter turnout in the Town for the past 5 years and another one illustrating the number of registered voters.

VOTE BY MAIL (ABSENTEE) BALLOTS

This graph shows the number of ballots cast by mail (Absentee ballots), which have become the preferred method for voting by a large percentage of the registered voters. The 2011 number is zero because the candidates were unopposed and, therefore, there was no election. In the last town election, April 2018, a total of 965 voters cast their ballots and more than 50% of those (532) were Vote by Mail ballots.



- Advertise public hearings, ordinances, notices and requests for bids or qualifications.
- Attest to and maintain custody of town records in accordance with the Town’s Code and state law.
- Administer the Town’s Records Retention and Destruction Schedule in accordance with state law.
- Assist the Town Attorney and Town Planner with the drafting of ordinances and resolutions.
- Record Claims of Liens and Releases of Liens for the Utility and Code Compliance Department.
- Maintain the library of meeting videos on the Town’s website and YouTube channel.



Marlene M. Siegel
Town Clerk

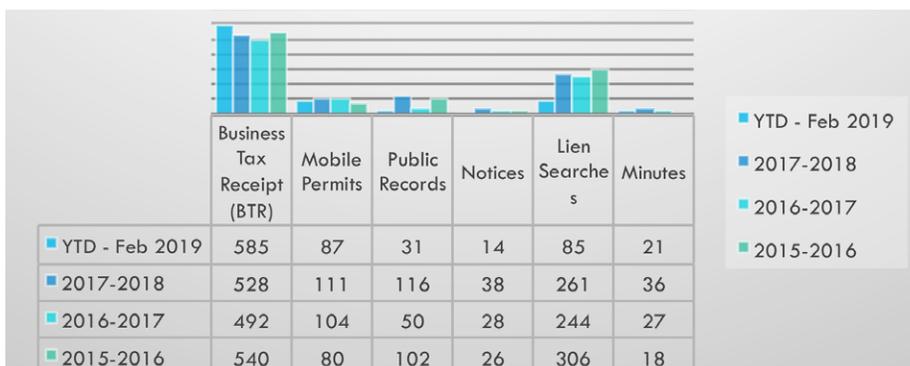
Alba Chang
Deputy Town Clerk

Aloixe Sosa
Recording Secretary

TOWN STATISTICS

One of the ways to measure economic stability for the Town is to measure the number of business licenses issued. Below is a graph containing information on a few of the many services provided by the Office of the Clerk. There is an uptick in the number of licenses sold for FY2017/18 because of the applications for vacation rentals in newer buildings. This is a result of the passing of an ordinance regulating this use December 2016. A second factor is the addition of one full-staff member to the Town Clerk’s office, which has resulted in better tracking and enforcement of the applications for business licenses in the Town.

We have also seen an increase on the number of mobile permits issued. This is the result from a combination of better tracking and working with the Code Compliance Department to identify businesses providing mobile services in the Town. Lien searches peaked in FY 2015-2016 due to the increased real estate market activity. This year we have seen a slowing of the lien search requests coming into the office, again a response to the activity in the real estate market. The production of minutes depends largely on the number of meetings scheduled any given year.



LOOKING AHEAD

Technology

- Provide Closed Captioning (CC) services for the entire meeting video library. Services are already provided on current meetings.
- Live Stream meetings on our Town’s website.
- Provide efficient and timely access to records through our website.

Records Information Management

- Improve the efficiency of accessing information stored off-site.
- Maximize efficiency of our limited space to store records by increasing the scanning program and encouraging the entire organization to store more records electronically.

Business Tax Receipts (BTR)

- Implement and a new computer software to manage business licenses.
- Continue to require compliance in accordance with state law and the Town Code so that all businesses in the Town obtain a BTR.

FINANCE

MISSION

The Finance Department will provide accurate and complete financial information to support the Town departments and citizens. We will also deliver excellent customer service, performing our duties with utmost integrity in an efficient, professional and ethical manner. Finally, we pledge to implement innovative systems that will further our strategic goals and protect Town assets.

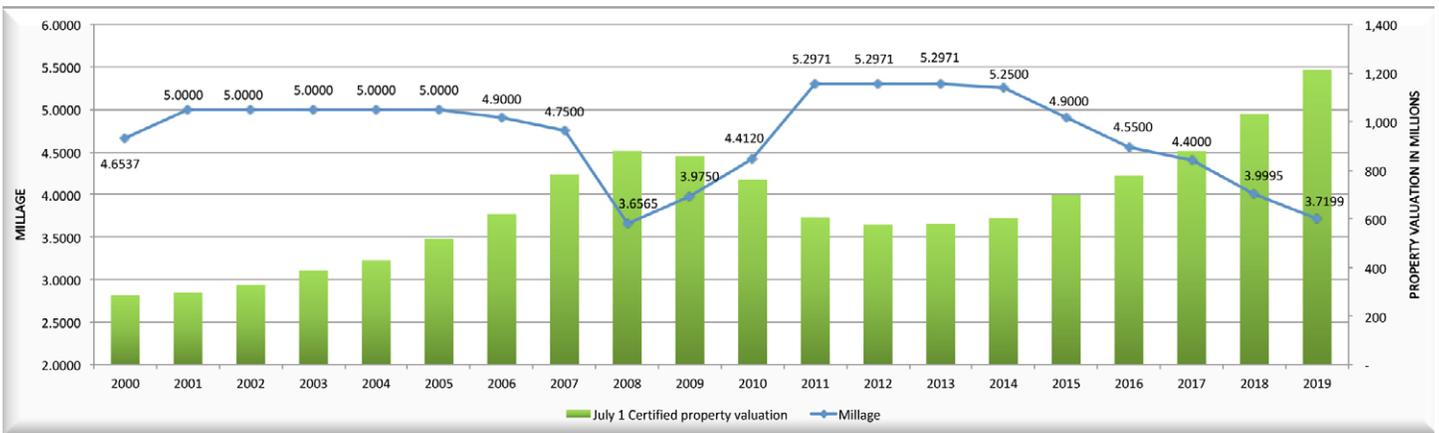
SERVICES

The Finance Department is responsible for the Town’s general ledger accounting, utility billing and collections, payroll, accounts payable, accounts receivable and employee retirement plan administration. The Department is also responsible for the preparation and control of the Town’s Budget and providing other departments with financial analysis. State law requires that all local governments publish a complete set of financial statements, presented in conformity with generally accepted accounting principles, and have an audit performed by a licensed CPA firm. Our department issues the Town’s Comprehensive Annual Financial Report (CAFR). The Town has received the Certificate of Achievement for Excellence in Financial Reporting from the Governmental Finance Officers Association (GFOA) for the past 22 years.

2018 ACCOMPLISHMENTS AND HIGHLIGHTS

- Awarded the Certificate of Achievement for Excellence in Financial Reporting for the Town’s FY 2016-2017 Comprehensive Annual Financial Report (CAFR) from the Governmental Finance Officers Association.
- Completed both the FY 2016-17 and FY 2017-18 annual Financial Statement audits with no findings.
- Completed the FY 2018-2019 Budget. The adopted budget includes a millage rate of 3.7199 which is the 11th lowest rate in Miami-Dade County and equal to the rollback rate.
- Attended the Government Finance Officers Association (GFOA) annual conference
- Received \$268,087.79 from FEMA for Hurricane Irma reimbursement.
- Processed 4,746 invoices and provided 2,977 checks
- Processed 2,331 payroll direct deposits and checks
- Serviced 650 Utility Billing customers and opened 53 new accounts.

FY 2017-2018 FINANCIAL RESULTS



2019 PROJECTS AND GOALS:

- Earn the Certificate of Achievement for Excellence in Financial Reporting for the Town’s FY 2017-2018 Comprehensive Annual Financial Report (CAFR) from the Governmental Finance Officers Association.
- Implement the new Utility Billing ordinance which charges late fees and orders service shut-off on past due accounts.
- Reduce the Town’s past due accounts receivable balances.
- Create and launch the new Financial Transparency Portal on the Town’s website.
- Complete the Town’s FY 2019-2020 Budget.
- Implement a new financial system software and trained Town staff across all departments to operate the program.
- Go paperless for accounts payable, payroll and human resource records.
- Acceptance of American Express and Discover card payments.



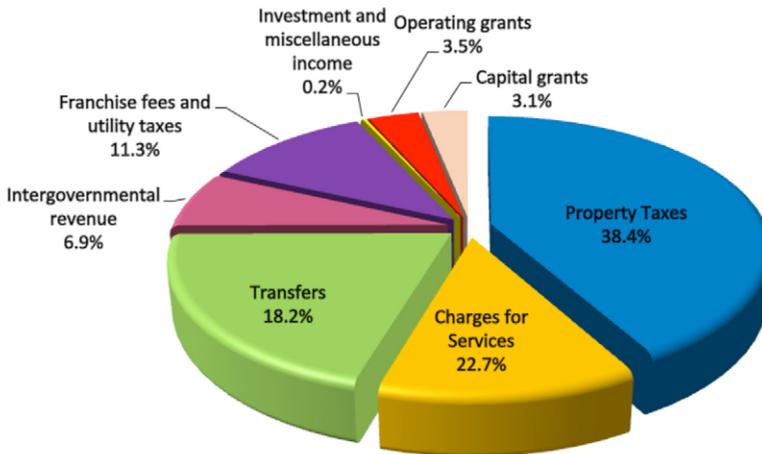
Melissa Cruz,

Assistant Town Manager/ Finance Director

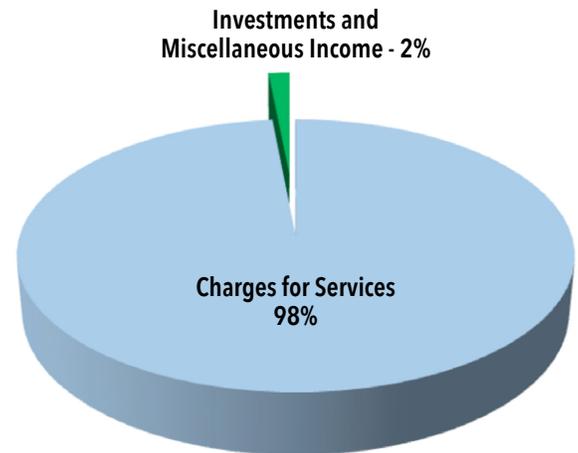
Juan Hernandez,
Payroll Coordinator

Marilyn Romero,
Accounts Payable Coordinator

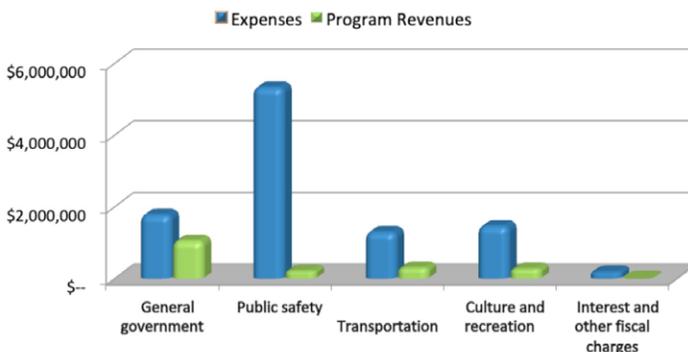
Revenue Sources - Governmental Activities



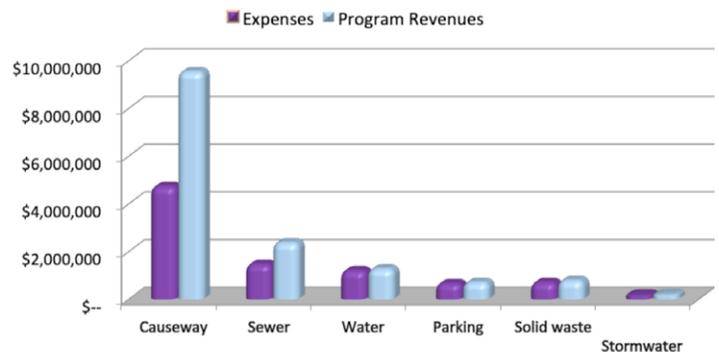
Revenue Sources - Business-type Activities



Expenses and Program Revenues - Governmental Activities



Expenses and Program Revenues - Business-type Activities



POLICE DEPARTMENT

MISSION

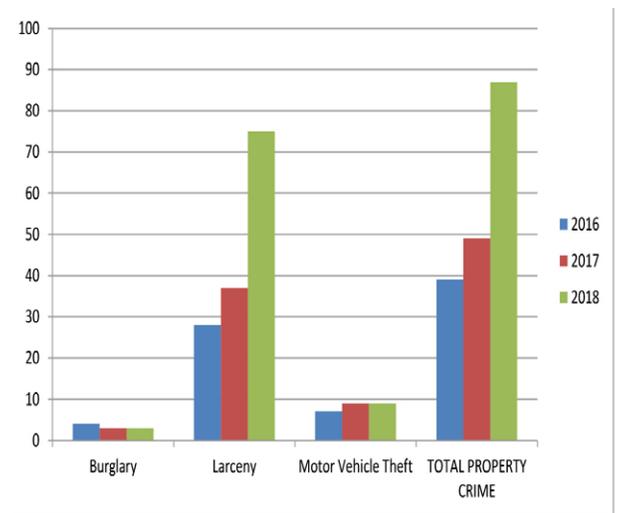
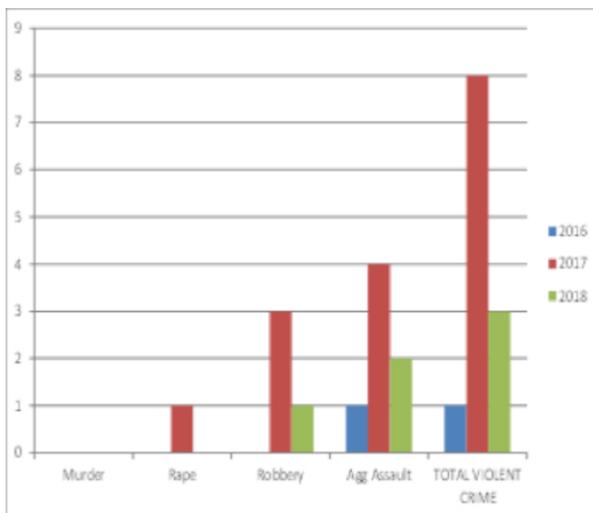
Through our team-policing approach, all department employees are individually responsible for the safety of every citizen who resides, works, or travels through our community. By empowering every employee to solve problems and prevent crime at their individual level, all members take pride that Bay Harbor Islands is one of the safest communities in Florida. Through Community-based and Intelligence-led policing techniques, we proactively work together with our community to maintain the highest quality of life.



The Bay Harbor Islands Police Department continues to reduce crime through state-of-the-art technology, devoted and well trained personnel and by partnering with our community. Bay Harbor Islands continues to be ranked the safest Town in Miami-Dade County. In 2018, the police department's outstanding performance prevented and reduced crime, while apprehending the few criminals that committed crimes. The police department continues to pursue excellence by being a premier law enforcement agency.

Changes to the department's organizational structure were made in 2018, providing effective methods to achieve the agency's goals. Creating an Operation Services Captain maximized employee accountability, addressed crime trends and quality of life issue in patrol and investigations sections. The Administrative Services Lieutenant coordinates all remaining departmental needs, including training, equipment and accreditation.

Among the 2018 highlights, the department added a School Resource Officer (SRO) to Ruth K. Broad Bay Harbor K-8 Center. The SRO will provide constant on-campus policing to ensure the 1,270 students and staff can remain focused on education and not fear potential threats. In addition to the SRO, all police personnel have been retrained in solo active shooter and trauma first aid. The department's Use of Force Policy has been rewritten and additional training has been conducted which exceeds industry standards.



Bay Harbor Islands UCR crime reporting statistics reflect data captured between January 1, 2018 to December 31, 2018.

2018 HIGHLIGHTS AND ACHIEVEMENTS

- Organizational restructure to enhance accountability by creating an Administrative Services, Lieutenant and Operations Services Division Captain.
- Developed the concept and design for the Real Time Crime Fighting Video Center which will have monitoring capabilities at the police department. This system is continually monitored and will assist responding officers going to in progress calls and will also provide video for investigations. Eight cameras have been strategically placed throughout the Town that captures real time data in collaboration with our License Plate Recognition System. This system went live on March 15, 2019.
- Implementation on New School Resource Officer Program, which included a complete review and overhaul of our use of force policy coupled with department-wide retraining for responses to active shooter scenarios by a solo officer.
- Adoption of training in De-escalation through the use of scenario based training.
- Design and procurement of a new vessel for Marine Patrol.
- Kindergarten Cop Program was implemented which introduces young students to police officers.
- Added high-water response vehicles to our fleet which will enhance emergency response during hurricane and flood rescues.
- Hosted regional Chiefs Forum/Training for Hurricane Irma, Lessons learned/After-Action/Pre-hurricane planning.
- Implemented a task force initiative to Combat Organized Crime and Burglaries at the County, State and Federal Levels.
- Received recognition for creating and implementing the Miami-Dade County Municipal Police Departments' Regional Mobile Field Force Team that will now enlist close to 100 officers from eight police departments.
- Added additional less lethal options.

COMMAND STAFF



Sean Hemingway
Chief of Police



Captain Lindsley Noel
Operations Services Division



Lt. Curtis Johnson
Administrative Services Division



Lt. Luis Hormilla



Lt. Joseph Locke



POLICE DEPARTMENT

SPECIALIZED UNITS



EMERGENCY MANAGEMENT

This section coordinates with all town departments to insure that hurricane plans and supplies are always up to date and available, should any man-made or nature disaster affect our jurisdiction. This team works closely with County, State, and Federal authorities with the goal to provide uniform training and incident command. The Town utilizes the Code Red Public Notification System which is available to all by visiting the Town's website.

PROPERTY AND EVIDENCE

This section is responsible for the effective processing, storage and production of evidence for the prosecution of cases.



MOBILE FIELD FORCE

This section trains quarterly and is available for activation during any civil unrest. It can also be assigned to the hurricane landfall team for purposes of looting response. This Field Force Unit works collaboratively with ten other neighboring law enforcement agencies, providing a force multiplier of approximately 100 members.

TRAFFIC UNIT

The Traffic Unit is tasked with providing enforcement throughout our jurisdiction. Responsibilities include both high visibility and covert traffic enforcement in areas that require selective enforcement due to crashes, citizen complaints, and analytical data derived from our speed measuring devices. In 2017/2018, a total of 4,125 citations were issued.



MARINE PATROL

The Marine Patrol is responsible for ensuring that the waterways within Bay Harbor Islands remain safe. In addition, this unit prevents potential criminal activity from individuals in vessels and enforces Florida State Marine Violations.

SPECIALIZED UNITS

POLICE EXPLORERS

Volunteer and provide service to our community. The Explorers participated in local competition against 42 other explorer posts in Miami-Dade and Broward Counties, placing second in Athletics, third in Active Shooter, and first place in Individual Competition Triathlon.



SCHOOL RESOURCE OFFICER

The Bay Harbor Islands Police Department had an officer assigned to the Ruth K. Broad K-8 Center. This officer is responsible for safety and crime prevention on campus as well as classroom presentations and Lunch with the Cops events. The School Resource Officer has received all in-service trainings, including active shooter response and emergency tactical medical response. He continues to work directly with Ruth K. Broad Bay Harbor K-8 Center administrators and staff as a liaison to the Bay Harbor Islands Police Department and Miami Dade School Police.



CRIMINAL INVESTIGATIONS

The Criminal Investigations Unit within the Town of Bay Harbor Islands Police Department is responsible for conducting follow-up investigations on criminal reports against persons and property, which are filed by the public and not resolved by the Uniform Patrol Division. Detectives assigned to this unit pursue leads in these cases in an attempt to bring them to a successful resolution. These detectives work diligently on assigned cases until they are solved or until all leads are exhausted due to lack of evidence and inconclusive information gathered.

INFORMATION TECHNOLOGY

This section is responsible for the maintenance and advancements in the area of technology which include: License Plate Readers (LPR), LINX—Is a regional information sharing system. LINX breaks down artificial jurisdictional and technical barriers between municipal, county, state and federal law enforcement agencies. Real Time Crime Fighting Video Center— Is a center whose purpose is to give field officers and detectives instant information to help identify patterns and stop emerging crime with real time video feeds.



PUBLIC WORKS

FISCAL YEAR 2017-2018 HIGHLIGHTS

MISSION

The mission of the Public Works Department is to provide the highest quality public works services to the public and other town departments, balanced through efforts to maintain a cost-effective operation and to provide these services in a responsible and efficient manner.



- Much of the work and activity in late 2017 was the Town-wide clean-up and repairs in the aftermath of Hurricane Irma. The Public Works Department supervised FEMA contractors and completed documentation for reimbursement by FEMA. A new overhead door and new motors were installed after damaged by Hurricane Irma. A seawall fence was replaced, an electrical conduit under ICW bridge decking was repaired and dozens of Town-owned street lights and broken globes were replaced on West Island.
- Coordinated/supervised the asphalt patching on the 1200 & 1300 blocks of 95th Street.
- Coordinated, through outside contractors, the repair of two water main leaks and subsequent roadway restoration.
- Coordinated, through an outside contractor, the repair of one pneumatic air line at 9555 BVT and subsequent roadway restoration.
- Trained and certified two employees as Class III Water Distribution Operators through the Florida Department of Environmental Protection.
- Exercised all Town-owned water valves to ensure proper operation. Flushed all Town-owned fire hydrants to sanitize water mains of any bacteriological contaminants.
- Supervised and directed contractors jet cleaning all Town sewer mains to clear lines of objects that could clog the system. Supervised and directed contractors Jet cleaning and vacuuming all Town storm water catch basins, cross drains, and outfalls. Removed barnacles from storm water outfalls to maximize storm water runoff.
- Supervised preventative maintenance contracts for landscaping, public building janitorial services, emergency backup generators at Town Hall and ICW Bridge, garbage collection, bulk pick-up, street sweeping, air conditioning systems, pest control for public buildings and parks, and elevators.
- Resurfaced and restriped 95th Street parking Lot and installed two new solar-powered lights for security.
- Purchased new sewer camera to inspect Town sewer mains, storm water outfalls and cross drains, and assess their condition.
- Coordinated the repair of corner storm water catch basins broken by construction trucks drivers, and, when possible, finding the responsible party to pay for the repair.
- Performed mandated testing by the Florida Department of Health and Florida Department of Environmental Protection, including daily chlorine residual testing, monthly water quality testing and bacterial disinfectant by-product testing.
- Performed monthly mandated elevator testing for firefighting operation and fuel well monitoring.

- Produced and submitted the annual Consumer Confidence Report for distribution to the public.
- Daily patrolled streets and Rights-of-Way for limbs/litter, dog station inspection and collection and swept up leaf debris.
- Collected shoreline debris on Causeway monthly.
- Ensured all fire extinguishers are annually certified throughout Town properties.
- Public Works Director attended Module I of the American Public Works Institute for professional certification.



Douglas
Armstrong,
*Director of
Public Works*

COMPLETED & PLANNED PROJECTS FISCAL YEAR 2018-2019

- Completed the construction of the new 95th Street Park.
- Solicited bids, selected contractor, and coordinated the cleaning, repair, painting and sealing of Town Hall to comply with the 40-year inspection requirements.
- Sending one employee to Public Works Certification class sponsored by the American Public Works Association and sending two public works employees, the Public Works Director and Town Engineer to a course to maintain their mandated Water Distribution Licensure. Public Works Director also attended Module II and Module III of the American Public Works Institute for professional certification. Coordinated on-site Flagger Certification Training for all Public Works employees.
- Procuring three leased vehicles to replace ageing fleet vehicles.
- Refurbishing two sanitary lift stations
- Replace electronic water meters throughout Town
- Supervise vendors performing preventative maintenance service contracts for public building janitorial services, emergency backup generators at Town Hall and ICW Bridge, garbage collection, bulk pick-up, street sweeping, air conditioning systems, pest control for public buildings and parks, and elevators.
- Produce and submit the annual Consumer Confidence Report for distribution to the public.
- Daily patrol streets and Rights-of-Way for limbs/litter, dog station inspection and collection.
- Collect shoreline debris on Causeway monthly.
- Ensure all fire extinguishers are annually certified throughout Town properties.



COMMUNITY SERVICES

MISSION

The Bay Harbor Islands Community Service Department focuses every day on enriching the lives of residents by creating an exceptional environment and providing exemplary services that enable our community to thrive and prosper.

STATEMENT OF VALUES

To achieve our mission, we will uphold the following values:

- Our organization exists to serve our residents. We will be open, ensure access, encourage involvement and be accountable to our residents.
- Employees are our most important resource. We will attract and retain the best employees possible and invest in their personal and professional growth.
- We will be honest, ethical and diligent. Our actions will comply with local, state and federal laws.
- We will treat everyone with dignity, respect and fairness.
- We will achieve the best results through effective teamwork, strategic partnerships and community participation.
- We will provide outstanding customer service that is polite, friendly and responsive.
- We value creative thinking and innovation.
- We value growth that balances desired service levels, economic benefits and continued stability.
- We are cost conscious. We spend public funds responsibly and effectively to ensure the Town's short- and long-term financial strength.
- We are committed to proactive, comprehensive planning to guide the community's future.
- We will preserve and protect the environment. We will be good stewards of our finite natural resources.

COMMUNITY CENTER AT THE HEART OF BAY HARBOR ISLANDS

The Town of Bay Harbor Islands is dedicated to providing a high quality of recreation and education programs to residents of all ages. The Community Services Department oversees a wide variety of specialized year-round and seasonal activities, including programs for toddlers and parents, youths, adults, seniors and after-school athletics and classes.

The Community Services Department is located in the Town's Morris N. Broad Community Center, a multi-purposed facility at 1175 95th Street, that offers all residents a high level of recreational, educational and community services. The 8,000-square-foot facility includes a reception area, meeting spaces with audiovisual capabilities, an art room, a seniors lounge, classrooms, offices and a Miami-Dade Public Library. The Library provides a full array of educational and entertainment services, including books, ebooks, magazines, music, movies and computer access.

ADULT AND SENIOR PROGRAMS

Adults and seniors residents enjoy a wide variety of classes, programs and gatherings at the Community Center that will teach life-enriching skills and an opportunity to socialize while improving health, awareness and critical thinking. To stay fit and mobile, classes such as Tai-Chi, Chair Aerobics, Zumba and Zumba Gold, Yoga and Gentle Yoga all enable attendees to improve their balance, motion, strength, flexibility, breathing, endurance and overall health. Seniors and adults can also learn to speak Spanish, to create mixed-media art, to explore and appreciate music of all types or sharpen their skills on the computer with specialized classes.

The Community Center also provides plenty of socializing. Twice a month is Game Day, where residents and guests enjoy cards, board games mahjong, chess, rummy, checkers and a Senior Bridge Club meets every Wednesday. There is a monthly Senior Matinée movie offering new and classic films to sit back and enjoy. The monthly Seniors on the Go is a Town tradition, transportation to South Florida museums, attractions, theaters and shopping destinations. Book Clubs are again gaining in popularity and all are welcome to join in the conversation at Bay Harbor Islands Book Club that meets on the second Wednesday October to April at 6:15 pm.



YOUTH PROGRAMS

The Community Services Department also provides a wide range of specialized classes and activities for children and teenagers to participate in throughout the year. The Kind Club, an after-school Leadership Club, encourages students to act to change the world through a deeper understanding of pressing contemporary issues. Kids Piano introduces children to the joy of learning music and Kids Zumba is a program providing a fun and effective workout to younger residents. Yoga Kids learn to improve their strength, flexibility and coordination as they learn to focus with breathing and visualization techniques. They also learn self-respect and respect for others by practicing fun and challenging poses. For our young residents, the game room is open every Saturday & Sunday from 12 to 4 pm. There is also a Youth Matinée movie on the first Sunday of the Month from 1-3 pm.

There is also several programs away from the Community Center. Story time in the Park is for younger residents and their parents. Story time is held on the first and third Friday of each month at the Town Tot Lot. An Outdoor Movie is a popular activity that draws residents and families to enjoy an outstanding evening under the stars. Free popcorn and cotton candy are provided courtesy of the Town. Bay Harbor Islands Pee-Wee Soccer is held at the 92nd Street Park. The program is on Mondays and Wednesdays and accepts children from ages 12 months to five years. Children will play and learn the fundamentals of soccer.

YOUTH AFTER SCHOOL AND CAMPS

Bay Harbor Islands Spring, Winter and Summer Camp is for children from Kindergarten-8th grade. Campers will receive help with any school break project and enjoy at least one field trip, sports, games, arts & crafts and much more. The camps are held at the Ruth K. Broad K-8 School.

The Bay Harbor Islands Community Services Department offers a comprehensive Afterschool program full of fun and educational activities to enable children to grow and thrive at a safe and convenient location for Town residents. Students will develop new skills, build positive relationships, build confidence and explore new interests and passions. Programs serve children and youth K-8th grade and encompass a broad range of areas including academic support, mentoring, youth development, arts, sports and recreation.

SPECIAL EVENTS

Bay Harbor Islands have traditionally provided seasonal and holiday events for residents and families. Check with calendars and the Town website for exact dates and times.

October	Halloween Costume Parade	November	Veterans Day
December	Snow Day	January	5k/10k Run Walk
March	Town Picnic & Earth Day	April	Spring Egg Hunt



Regine Choute,
Director of
Community
Services



COMMUNITY SERVICES REVIEW

Chair Aerobics is an excellent program to improve strength and cardio but have physical restrictions. You will work with bands and weights while sitting and use the chair for support while practicing balance techniques.

The **Computer Program** course provides students with a basic knowledge of computer principles, hardware and software to develop familiarity with Word, Excel, PowerPoint, email and internet basics including social media.

Music Appreciation is an exploration of the history and evolution of music. Learn the elements of music and musical notations, and contributions of popular music artists and composers. A variety of lessons, activities and discussions will develop a rich awareness of music.



ADULT PROGRAM REGISTRATIONS

OCTOBER TO MAY 2017		OCTOBER TO MAY 2018	
Residents	186	Residents	210
Non-residents	117	Non-residents	141
TOTAL	303	TOTAL	351

MONTHLY EVENT PARTICIPATION

Seniors on the Go (15 events)	193
Senior and Youth Matinee (17 movies)	257
Book Club (6 meetings)	73

YOUTH PROGRAM REGISTRATIONS

OCTOBER TO MAY 2017		OCTOBER TO MAY 2018	
Residents	106	Residents	141
Non-residents	26	Non-residents	16
TOTAL	132	TOTAL	157

YOUTH CAMPS

	All Participants	Residents	Non-residents
Winter Camp Dec-Jan 2018	9	9	0
Spring Camp March 2018	12	8	4
Winter Camp Dec - Jan 2019	7	5	2
Full Summer Camp	39	36	3
First 4-weeks Summer Camp	44	34	10
Last 4-weeks Summer Camp	26	19	7
TOTAL	137	111	26

AFTER SCHOOL PROGRAMS 2017-18 ACADEMIC YEAR

	All Participants	Residents	Non-residents
Cheerleading	15	9	6
Basketball	30	18	12
Flag Football	14	9	5
Kung Fu	5	4	1
Dance	15	8	7
Soccer	47	33	14
Volleyball	26	15	11
Art	27	18	9
French	14	4	10
Spanish	10	7	3
Portuguese	9	8	1
Musical Theater	15	8	7
Chorus	10	6	4
Tutoring	24	19	5
TOTALS	289	179	110

Kids Piano is an on-going program for ages 6 -11. Classes are September to May on Saturdays at 1 pm & Wednesdays at 2:15 pm. An annual piano recital is held in May.

In visual art, **Mixed Media** is an artwork employing multiple mediums or materials. Assemblages and collages are common examples. Make use of different materials including cloth, paper and wood.

The **KIND Club** (Kids in Nature's Defense) is an after-school leadership club to empower youth to gain a deeper understanding of pressing contemporary issues impacting our world and to face challenges head-on by using empathy, critical thinking and innovation.

AFTER SCHOOL PROGRAMS 2018-19 ACADEMIC YEAR (AS OF 2/12/19)

	All Participants	Residents	Non-residents
Cheerleading	17	9	8
Basketball	18	13	5
Flag Football	12	8	4
Kung Fu	7	3	4
Dance	15	8	7
Soccer	83	54	29
Volleyball	15	9	6
Art	24	11	13
French	22	9	13
Spanish	8	2	6
Portuguese	17	9	8
Chorus	12	5	7
Tutoring	19	5	14
TOTALS	263	138	125



BUILDING

MISSION

The mission of the Building Department is to enforce the local and state codes regarding the construction and maintenance of buildings and structures. The Department acts in an impartial manner to provide for the health, safety and welfare of the residents of Bay Harbor Islands. The Department strives to educate staff, the construction industry and our residents on codes and procedures to preserve the high quality of life for our community.

FY 2017-18 PERMITS AND INSPECTIONS

Building Inspections	948
Electrical Inspections	275
Mechanical Inspections	357
Plumbing Inspections	468
Building Permit	525
Electrical Permit	196
Engineering Permit Extended Hours	31
Construction Application	8
Mechanical Permit	156
Misc Building Permit	144
Plumbing Permit	181
Sign Permit	62
Site Plan Review Application	10
Building Permit	460
Demolition Permit	5
Electrical Permit	189
Engineering Permit	16
For Sale/Rent/Lease/	17
Open House Sign Application	12
Mechanical Permit	139
Misc Building Permit	140
Plumbing Permit	168
Sign Permit	59

SIGNIFICANT ACCOMPLISHMENTS IN FISCAL YEAR 2017-2018

- Town Planner continues reviewing redevelopment projects, zoning amendments and comprehensive planning
- Completed digitizing permanent records of blueprints for the entire Town
- Continue to utilize effective system for submittals, plan reviews and issuance of permits in a timely manner.
- Continue Education and additional training for all Building Department Employees.
- Update new version of the Florida Building Code 2017 (Complete Collection)
- Initiated meetings with contractors and owners to minimize impact on neighboring properties.
- Established new procedures to process the large amount of construction projects that are ongoing to eliminate delay on our reviews.
- Training for Building Department staff on Elevation Certificates and Flood Management.
- Implemented new permit program software Citizenseve.
- Hired Part-Time Employee to assist with the daily activities of the Building Department.
- Purchase a digital camera for use of the Building Department.
- Initiated new permit fees when converted to new online permit program.

OBJECTIVES FOR FY 2018-2019

- Town Planner to continue reviewing redevelopment projects, zoning amendments, comprehensive planning.
- Continue to utilize effective system for submittals, plan reviews and issuance of permits in a timely manner.
- Attendance at the 30th Annual Florida Association of Code Enforcement Educational Conference.
- Continue Education and training for all Building Department Employees.
- Purchase vehicle for Building Department use for inspections, meetings and deliveries.
- Develop new forms for online applications.
- Organize all property record files to remove all permits of structures that have been demolished.
- Prepare for all constructed development plans for new to be digitized.
- Educate and assist property owners and contractors on using our new online program.

CODE ENFORCEMENT

CODE ENFORCEMENT REPORT 2017-2018

This year our Code Compliance office and the Building Department along with aspects of the Town Clerk's office employed the Citizen Serve database management system. This innovative administrative tool incorporates not only the standard data management expected but also, the ability to view our records on line. We get calls for service through a user portal along with walk in, phone and email. This transparency is indeed useful to the public and it makes our administrative responsibilities more efficient.

Our department maintains an almost instantaneous response time with the notification of complaint process. Our responsiveness is a hallmark of the Code Compliance Department. Our officers communicate effectively with residents and property owners and as statistics will show, are quite effective at achieving our preferred goal of Voluntary Compliance.

Our Code Compliance staff interact and confer with the Town Police Department daily. Calls for service from the community through the police dispatcher are quickly handled. Our staff also works in partnership with our other Town Departments such as, Parking Enforcement and the Public Works Departments. Such activities include responding to complaints of inappropriate parking activities in proximity to the many construction sites that may be in violation of our Town Code. Our partnership with Public Works is best described as "hand in glove." As complaints of construction site operators mistakenly cause an intrusion into our storm water system, we quickly receive assistance to inspect the system by the professionals in our DPW who advise us accordingly.

Our officers also make themselves available to assist with Bay Harbor Islands Town events. These include, various community events, like the Town Picnic and others.

GOALS AND OBJECTIVES

Our goal is to keep our community attractive to our residents, businesses and visitors. We shall do this by active patrols by our dedicated personnel in the vigilant observation of code violations and to work in a persistent and professional manner to obtain voluntary compliance. When necessary, we shall pursue compliance and accountability through the administrative process of our Special Master hearing. This daily practice of accountability serves to keep our property values more positive over time. More importantly, it serves to meet our overall objective of an improved quality of life for all.



Patrick
Prendergast,
*Director of
Code
Compliance*

MISSION

The mission of the Code Compliance Department is to promote voluntary compliance with the Code of Ordinances of the Town of Bay Harbor Islands. We achieve this goal by vigilantly monitoring the appearance of our community and taking appropriate action as necessary. Our department serves our community further by educating our citizens and visitors alike in public safety issues; further, we work together with other agencies to help maintain the quality of life of this vibrant community.



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