

2007 Florida Cities of Excellence Awards Program ▶ Nomination Form

Category (Please check one) See Award Criteria for more information. Please print or type. One nomination per page.

FLORIDA CITY OF EXCELLENCE AWARD

Name of Municipality Nominated City of Miami Beach, Florida

Nominated by Jorge M. Gonzalez, City Manager

(Name of City/Town/Village)

CITY SPIRIT AWARD

Name of Municipality Nominated _____

Nominated Project _____

Nominated by _____

(Name of City/Town/Village)

MAYOR OF THE YEAR

Name of Individual Nominated _____

Nominated by _____

(Name of City/Town/Village)

COUNCIL MEMBER OF THE YEAR

Name of Individual Nominated _____

Nominated by _____

(Name of City/Town/Village)

CITY EMPLOYEE OF THE YEAR

Name of Individual Nominated _____

Title _____ Department _____

Nominated by _____

(Name of City/Town/Village)

CITY MANAGER OF THE YEAR

Name of Individual Nominated _____

Nominated by _____

(Name of City/Town/Village)

CITY CLERK OF THE YEAR

Name of Individual Nominated _____

Nominated by _____

(Name of City/Town/Village)

CITY ATTORNEY OF THE YEAR

Name of Individual Nominated _____

Nominated by _____

(Name of City/Town/Village)

CITY FINANCE OFFICIAL (DIRECTOR OR OFFICER) OF THE YEAR

Name of Individual Nominated _____

Nominated by _____

(Name of City/Town/Village)

CITY CITIZEN OF THE YEAR

Name of Individual Nominated _____

Nominated by _____

(Name of City/Town/Village)

[OVER]

Contact Person

The following person will be the main contact if your city's nominee is selected as a finalist.

Please print or type.

Name Ramiro Inguanzo

Title Chief of Staff

Government City of Miami Beach

Address 1700 Convention Center Drive, Miami Beach, Florida 33139

Telephone Number 305-673-7010

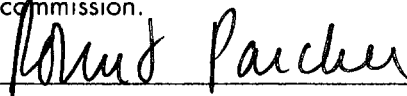
Fax 305-673-7782

E-mail Address ramiro@miamibeachfl.gov

Nomination Certification

This nomination has been voted on and approved by a majority of the city council/commission.

Signed



City Clerk

The judges will use the narrative and supportive information to select the award winners. Nominators/nominees are asked not to contact the judges directly.

Narrative

In the narrative, please be clear and concise, using the Award Criteria to support the selection of your nominee. Please type (or print in black ink), up to 1,200 words, double-spaced on white 8-1/2" x 11" paper.

Please include a word count: Approximately 1,200
Number of words

Supportive Information

Up to 10 pages of supportive information (newspaper clippings, photographs, letters from constituents, etc.), on 8-1/2" x 11" paper (single-sided) may be provided. Please do not include videotapes, DVDs, CDs or Power-Point presentations.

Submit nominations by **August 10, 2007:**

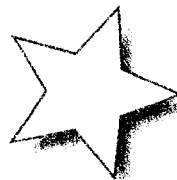
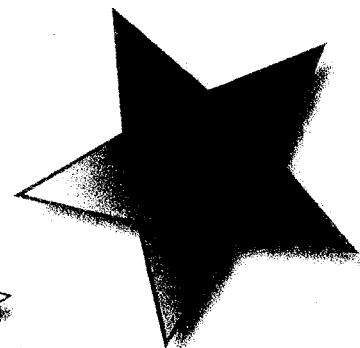
Florida League of Cities, Inc.

Attn: Florida Cities of Excellence

301 S. Bronough Street, Suite 300 (32301)

P.O. Box 1757

Tallahassee, FL 32302-1757



RESOLUTION NO. 2007-26580

A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, TO APPROVE THE NOMINATION OF THE CITY'S APPLICATION TO THE FLORIDA LEAGUE OF CITIES FOR THE FLORIDA CITIES OF EXCELLENCE AWARD AND THE CITY SPIRIT AWARD.

WHEREAS, The Florida League of Cities is sponsoring the fourth annual Florida Cities of Excellence Awards; and

WHEREAS, The Florida Cities of Excellence Award recognizes and honors outstanding citizens and city leaders, and cities for their excellent, innovative programs that provide Florida citizens with great public service; and

WHEREAS, The City of Miami Beach has applied for the Florida City of Excellence Award which recognizes overall excellence in a city government in the areas of governance/administration; city leadership; citizen outreach and involvement; technology; innovative programs and services; and fiscal management; and

WHEREAS, The City of Miami Beach has also applied for the City Spirit Award, which is given to a city for a specific, single, citywide effort to successfully address a local need;

NOW, THEREFORE, BE IT DULY RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, that the Mayor and City Commission hereby support the nomination of the City of Miami Beach's application to the Florida League of Cities Florida City of Excellence Award and the City Spirit Award.

PASSED AND ADOPTED this 11th day of July, 2007.

ATTEST:


CITY CLERK

CITY CLERK

Robert Parcher


MAYOR

David Dermer

T:\AGENDA\2007\Jul1107\Florida Cities of Excellence Award\Reso.doc

APPROVED AS TO
FORM & LANGUAGE
& FOR EXECUTION


City Attorney

7-10-07
Date

Florida City of Excellence Award
City of Miami Beach

Governance / Administration:

Miami Beach continues to make great strides in accomplishing its *mission* of providing excellent public service and safety to all who live, work, and play in our vibrant, tropical, historic community and achieving its *vision* of becoming a community that is cleaner and safer; more beautiful and vibrant; mature and stable with a well-improved infrastructure; a unique historic, urban environment; a cultural, entertainment and tourism capital; and an international center for innovation in culture, recreation and business.

The city's focus on its mission and vision have led to an increase of police officers on the streets resulting in less crime; more and better trained firefighters with state-of-the-art equipment; newer playgrounds, parks and recreational facilities; improved streetscapes; a vibrant and thriving cultural arts scene; more businesses and jobs; more retail, hotel and restaurant options; more parking; real property value appreciation; continued growth in its overall wealth of the community; lower costs to borrow money to invest in our capital projects; a lower overall tax millage rate; a tax refund to its residents for two years in a row; more opportunities to access government; and, better communication with its internal and external customers.

The results of these efforts were demonstrated in the findings of two community surveys conducted in 2005 and 2007. Overall, Miami Beach rated very well with a majority of those surveyed stating that they are satisfied living in

the city and many feeling that it is getting better as a place to live, work, play or do business. Quality of life in the city rated very high and the city is seen as an excellent or good place to live. The community surveys also provided insight into areas that the City should focus on and improve even further. These results, along with environmental scans of demographics, performance measures, financial trends, and comparatives with other cities were used to develop a **strategic plan**, which provides the public with a tool for measuring accomplishments and holding their government accountable.

As part of the strategic plan, the **Miami Beach Excellence Model** was developed. This strategic, measurement-based tool for continuous improvement is driven by the city's vision, with priorities established at the strategic level. Through the annual budget process, resources are allocated in support of these strategic priorities, and performance monitoring is used to track progress and make adjustments for further improvement.

One example of a need to address a citywide strategic priority was improving cleanliness throughout the city. The **Public Area Cleanliness Index** was created and established a set of standards used to measure and report the cleanliness of the city's parks, parking lots, streets/sidewalks, and waterways on a quarterly basis. Working collectively, the parking, parks and recreation, and the public works departments, developed this innovative assessment program using best practices from various national and international municipalities and organizations. The results of the assessments are used to monitor initiatives, target future improvements, and make more efficient use of available resources.

The overall City cleanliness scores improved 24.7% from the inception of the program in FY 2004/05 to FY 2006/07.

Another example of a need to address a citywide strategic priority is the proactive customer service program launched throughout the organization. All city employees were trained in updated, consistent customer service standards. To evaluate the success of this initiative and to continually identify potential areas for further improvement, the city initiated a service shopper program that evaluates performance quarterly.

City Leadership:

Miami Beach City Manager Jorge M. Gonzalez will soon complete his seventh year as the city's administrator. In 2004, the Florida League of Cities selected him as the first-ever "City Manager of the Year." Under his leadership, the organization has made great strides in developing a team that is professional, ethical, and committed to the city's mission. Through various efforts, including a number of leadership retreats with the mayor and commission, the manager has worked to continue to align the administration's resources with the city commission's priorities. As a collective team, everyone works together to provide the greatest level of efficiency in the delivery of city services.

The police, fire, parks and recreation, public works and procurement departments have all received full accreditation from their respective accreditation agencies within the past few years. Leadership development opportunities are continuously offered to staff in an ongoing effort to improve

individual and collective performances. At the beginning of each fiscal year, a citywide meeting is held to ensure that all employees are focused on the same three key areas: (1) commitment to the mission; (2) delivering excellent customer service; and (3) operating under a “One Team - One City” approach. In addition, all employees have participated in a series of trainings entitled “Results-Oriented Government” to help them understand the city’s strategic plan and the role each employee plays in helping the city achieve collective results.

Intergovernmental Cooperation:

The city partners with many organizations to provide a number of services beyond the scope of city services. They include affordable housing opportunities, rehabilitation of residential and commercial properties, economic development, enhancements to the city’s public schools, as well as other programs. In addition, Miami Beach is in constant communication with neighboring communities, due to the various shared challenges and opportunities that exist. For the second year in a row, a city representative serves as the president of the Miami Dade City/County Management Association which brings together administrators from throughout the county to discuss issues of mutual concern.

Citizen Outreach and Involvement:

The city believes that the best way to accomplish its mission is by partnering with the community to ensure that services meet their needs. The city has interactive programs that enhance its residents’ knowledge of services and

conducts regular meetings throughout the community to identify concerns affecting their quality of life. These concerns are examined to determine where enhancements can be achieved.

The Neighborhood Leadership Academy, with over 200 graduates to date, offers residents an opportunity to learn more about the services and resources but also empowers them to be leaders in their neighborhoods.

In an effort to increase voter participation, the city launched the “**Vote Miami Beach**” initiative. The incentive program offers voters a discount at local participating businesses. Through this effort, voter registration on Miami Beach has increased significantly.

Focus groups and interviews with the community have delved deeper into specific topics such as safety (particularly at night and in business and commercial areas); cultural activities and special events; construction in neighborhoods; affordable housing; value of services for tax dollars paid by residents; and availability of labor pool for businesses.

Technology:

Implementing E-government solutions that provide access to city services/information and that facilitates citizen access and interaction with their government continues to be a top priority. Last year, the city commission approved the establishment of an **Information & Communications Technology Fund** for the purpose of establishing and maintaining funding for the

procurement of new or enhanced information and technology needs of the city which allowed funding for various projects.

WiFi Miami Beach provides a citywide wireless broadband network to support mobile broadband connectivity for public safety purposes, which also benefits the community with free wireless service. This initiative will make the city safer, the government more efficient, and provides the community the opportunity to access information anytime, anywhere.

Several online capabilities already exist including the ability to pay utility bills, business license bills, and parking citations; register and pay for parks programs; register a neighborhood association; submit a passport application; apply for a film or special event permit; register a burglar alarm; receive an updated traffic advisory; view and download a web cast of all commission meetings; and enter a service request. In addition, through the online permitting system, customers can check the status of a permit, schedule and check on the status of inspections. Miami Beach is the first city in Florida to offer BUILDFAQ, a database of property construction/building permit history.

Beyond the website, the city also uses an electronic list serve to send newsletters and other topic specific information to thousands of subscribers. And, the Reverse 911 system, a telephonic notification system, quickly contacts the community in the event of an emergency.

Fiscal Management:

The City has a strong history of maintaining emergency financial reserves and the city's strategic plan includes measures to ensure the long-term sustainability of city government by making certain that expenditure trends are sustainable over the long term, improving overall financial health, and maintaining overall bond rating. A number of policies and structural changes have been implemented to achieve these outcomes, including: **Capital Reserve Fund** which provides funding related to previously approved capital projects for expenditures due to bids that are over-budget, change orders, or other unforeseen items; **Pay-As-You-Go Capital Fund** which designates a certain portion of the operating budget to be re-invested in capital; and **Capital Investment Upkeep Account** which provides for establishing and maintaining funding for General Fund non-facility related upkeep.

As a result of these initiatives, the city's credit rating is stronger than ever and its economic performance and financial management efforts have led to several bond rating upgrades over the past few years. The combined millage rate overall today is an entire 1.0 mills lower than it was in FY 1999/2000 and lower than most municipalities in Miami Dade County.

The FY 2006-2007 budget enhanced the value of services for taxes paid by the community in several ways, including a \$300 dividend (tax) return for all homesteaded property owners (this was the second year in a row this was provided to its residents); provided expanded free access to many programs for residents; provided enhanced service levels addressing the priorities of the

community; absorbed the household garbage and trash collection fee increase incurred due to contractual increases and county disposal fee increases; and again reduced the overall combined millage rate for all property owners.