

# MIAMI BEACH RESIDENT GUIDE



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To request this material in alternate format, sign language interpreter (5-day notice required), information on access for persons with disabilities, and/or any accommodation to review any document or participate in any city-sponsored proceedings, call 305.604.2ADA (voice), select 1 (English) or 2 (Spanish) and leave a message with your request. TTY users may call via 711 (Florida Relay Service). You can also make requests online at [miamibeachfl.gov/ada](https://miamibeachfl.gov/ada) by selecting ADA request.





*The City of Miami Beach is committed to providing excellent public service and safety to all who live, work and play in our vibrant, tropical, historic community.*

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# STAY CONNECTED

Welcome to the Miami Beach Resident Guide! Inside, you'll find key information regarding city services, resources and programs, as well as ways to connect with the City of Miami Beach. For more information, please visit [miamibeachfl.gov](http://miamibeachfl.gov).

## CUSTOMER SERVICE HOTLINE

**305.604.CITY (2489)**

City operators are available during regular business hours (weekdays from 8:30 a.m. to 6 p.m., except holidays) to provide information about municipal services and connect callers with the most appropriate department to handle resident issues. Calls related to noise or parking concerns will be routed directly to a dispatcher during nonbusiness hours.

## EMAIL NEWSLETTERS

Sign up to receive important information straight to your inbox, including our biweekly e-newsletter with the latest city news and events. Visit [miamibeachfl.gov/subscriptions](http://miamibeachfl.gov/subscriptions) to sign up and select specific areas of interest.

## EVENTS CALENDAR

Visit [miamibeachfl.gov/calendar](http://miamibeachfl.gov/calendar) to view all upcoming city meetings and events. You can filter the results by category.

## SOCIAL MEDIA

Follow the city's various social media channels for valuable information on current initiatives, services, events and more!

### CITY OF MIAMI BEACH

@CityofMiamiBeach   
@MiamiBeachNews    
City of Miami Beach    
@CityofMiamiBeachTV 

### FIRE DEPARTMENT

@MiamiBeachFire   

### POLICE DEPARTMENT

@MiamiBeachPD   

## TEXT MESSAGES

To receive real-time text messages that alert residents of any citywide emergency or major traffic impact, text **MBAlert** to **888777**.

## MB MAGAZINE

The city's glossy, bilingual quarterly publication, MB magazine, plays an important role in keeping residents informed with articles highlighting city initiatives, programs, relevant news and more. With compelling writing and imagery, MB consistently ranks on resident surveys as the #1 source for municipal information. The magazine is mailed to all Miami Beach households, and is available at various city-owned facilities. Browse through current and past publications of MB magazine digitally via [issuu.com/cityofmiamibeach](http://issuu.com/cityofmiamibeach).

For advertising opportunities, email [advertising@miamibeachfl.gov](mailto:advertising@miamibeachfl.gov).





**MMB**  
MIAMI BEACH magazine-revista  
FALL/OTOÑO 2022

**DISCOVER THE BEACHWALK**  
Descubra el Beachwalk

**THE KEY THAT STARTED WOLFSONIAN-FIU**  
La llave que dio inicio al Wolfsonian-FIU

**LINCOLN ROAD'S \$58M REBOOT**  
Remodelación de Lincoln Road de \$58 millones

**HOME SWEET HOME**  
Hogar, dulce hogar

## MBTV

Miami Beach's government-access television channel broadcasts on Breezeline channel 660, AT&T U-verse channel 99 (within the City of Miami Beach), Roku (video streaming player) and the city's website, which is viewable from all browsers and mobile devices. Programming includes meetings, public service announcements, city spotlights and special programs covering topics such as hurricane preparedness, homeless outreach, resiliency, transportation and more. MBTV original videos are also available on the city's YouTube channel.

## COMMISSION, COMMITTEE & LAND USE BOARD MEETINGS

All City Commission, Committee and Land Use meetings are broadcast live via MBTV, Zoom and the city's Facebook page. The public can participate either in-person or virtually by using the Zoom app on their smartphones or computer as well as by telephone with a dial-in number. Members of the public wishing to speak can select the "raise hand" icon on the Zoom app or press \*9 on their telephone keypad. Meeting locations and Zoom link details are always listed on the Events Calendar.

## MOBILE APPS

### MIAMI BEACH GOV APP

Download the official City of Miami Beach app! Report a concern, track the city's free trolleys, make payments and more – right at your fingertips.

### PARKING APPS

Parking payments can be made via the ParkMobile or PayByPhone apps for metered parking and municipal parking garages.

### MB RISING ABOVE APP

As a coastal barrier island, Miami Beach is a living laboratory for climate change. Learn more about the city's efforts to be resilient by downloading the MB Rising Above app or by visiting **[mbrisingabove.com](https://mbrisingabove.com)**.



Miami Beach Gov



ParkMobile



PayByPhone



MB Rising Above

# NEIGHBORHOOD AFFAIRS DIVISION

The Neighborhood Affairs Division (NAD) works closely with the city's operational service departments to provide residents and businesses with timely communications pertaining to construction projects and quality-of-life matters. Team members actively engage with the community to identify specific needs and requests. The NAD team has a dedicated staff member that covers each geographic area of the city including South Beach, Mid Beach and North Beach.

Residents can visit the NAD webpage at [miamibeachfl.gov/nad](https://miamibeachfl.gov/nad) to find their neighborhood affairs coordinator. The webpage also includes an interactive map and list of city construction projects displayed by category or area. In addition, upcoming meetings, workshops and previous meeting information are available on the webpage.

For more information, contact the Neighborhood Affairs Division at [nad@miamibeachfl.gov](mailto:nad@miamibeachfl.gov) or 305.673.7958.





## NEIGHBORHOOD ASSOCIATIONS

Neighborhood associations bring the community together to improve the vitality and livability of Miami Beach's neighborhoods. There are dozens of associations throughout Miami Beach that represent residents and business owners. For more information, visit [miamibeachfl.gov/neighborhood-associations](https://miamibeachfl.gov/neighborhood-associations).



For a list of all the ways to stay connected with the city on one convenient webpage, visit [miamibeachfl.gov/engagementtoolbox](https://miamibeachfl.gov/engagementtoolbox).

# ANIMAL CARE & CONTROL

Good neighbors pick up after their pets. Residents must dispose of all fecal matter generated by their pets on public or private property. Dog owners must keep their animals leashed at all times. Residents are limited to 10 domestic pets per household, including a maximum of four dogs (Ordinance number 2003-3404, § 3, 4-9-03). Farm animals of any kind are prohibited.

## BARK BEACH

**305.861.3616**

The city's only designated beach area for dogs is located between 80 and 81 streets, east of North Beach Oceanside Park. The entrance is on Collins Avenue and 81 Street.

Dogs are prohibited from city beaches except the designated Bark Beach. If you live in a covenant-restricted property (i.e. condo), check your bylaws for additional restrictions.

### **Bark Beach Hours of Operation:**

Open Friday, Saturday and Sunday at the following times:

- March – October: 3 p.m. to 7 p.m.
- November – February: 1:30 p.m. to 5:30 p.m.

## PET LICENSES/TAGS

**305.884.1101**

License tags for dogs are mandatory. The Miami-Dade County Animal Care and Control Division enforces animal control laws regarding annual rabies vaccinations, licensing requirements, cruelty cases and dangerous dogs.

## REPORT OFF-LEASH DOGS

If you see dogs off leash, dog owners failing to clean up after their pets, littering or any trespassing in our dunes, contact the city's Code Compliance Dispatch available 24/7 by calling 305.604.CITY (2489).



## BARK PARKS

305.673.7730

There are 11 designated bark parks within the City of Miami Beach. The bark parks provide a social setting for dog owners to allow their pets to romp and play off leash. All parks feature several amenities, including drinking fountains, benches, waste collection and disposal containers.

### **South Pointe: 1 Washington Avenue**

- Off-leash dog run for mixed sizes. Not gated.

### **Washington Park Annex: 201 2 Street**

- Off-leash dog park for small breeds. Gated.

### **Washington Park: 225 Washington Avenue**

- Off-leash dog park for mixed sizes. Gated.

### **Canopy Park: 600 Alton Road**

- Off-leash dog run for mixed sizes. Gated.

### **Flamingo Park: 11 Street and Jefferson Avenue**

- Two double fenced-in dog runs for large and small breeds.

### **Belle Isle Park: 52 Venetian Causeway**

- Two double fenced-in dog runs for large and small breeds.

### **Pine Tree Park: 4493 Pine Tree Drive**

- Two fenced-in dog runs for large and small breeds.

### **Allison Park: 6475 Collins Avenue**

- Off-leash dog park for mixed sizes. Gated.

### **Stillwater Park: 8440 Hawthorne Avenue**

- Off-leash dog park for mixed sizes. Gated.

### **North Beach Oceanside Park: Collins Avenue and 81 Street**

- Two fenced-in dog runs for large and small breeds.

### **Fairway Park: 201 Fairway Drive**

- Two fenced-in dog runs for large and small breeds.



## CAT RESOURCES

The City of Miami Beach has partnered with SoBe Cats Spay and Neuter, Inc. to assist with controlling and caring for the Miami Beach free-roaming cat population through a TNVR program, registered feeder program and the Kitty Campus Adoption Center.

The **TNVR Program** is a humane “catch and release” program that traps, neuters, vaccinates and returns our free-roaming cat population.

The **Registered Feeder Program** allows our community cats to live outdoors.

The **Kitty Campus Adoption Center** takes in kittens and friendly adoptable cats from our city and helps them find safe and loving homes.

To receive more information on community cat spay and neuter locations, TNVR event dates, or to volunteer as a Registered Feeder or Kitty Campus volunteer, send an email to [info@sobecats.org](mailto:info@sobecats.org).

If you are feeding community cats, please be aware that:

- You must register with SoBe Cats and wear a SoBe Cats badge while feeding.
- You may not trespass on private property to feed cats unless you first receive permission from the property owner.
- Cats must be fed on a hard surface (not in the grass or in sand) on palm husks, sea grape leaves or in an inconspicuous container to prevent food from staining the ground. Any feeding containers must be removed once the cats are finished eating. No food or containers may be left behind. Any containers left behind are considered litter and subject to a violation of the Miami Beach City Code Section 46-92.
- Plastic foam containers (polystyrene) are prohibited.
- Water may be left behind at feeding sites in black containers as long as the containers are placed in inconspicuous areas, cleaned and changed daily. Use coconut shells in parks and public areas. Coconut shells may be picked up free of charge from SoBe Cats.
- If you come across a sick cat, please email [help@sobecats.org](mailto:help@sobecats.org).
- Sand dunes are protected by state and city law. Entering the dunes is considered trespassing. It is unlawful to place food or containers in sand dunes subject to numerous violations per F.S. 161.053, F.S. 810.09, City Code Section 46-92.





# AMERICANS WITH DISABILITIES ACT DIVISION

1700 Convention Center Drive, 4th Floor | 305.673.7080

The Americans with Disabilities Act (ADA) Division provides guidance on accessible services and programs while also working to provide accommodations and auxiliary aids for anyone wishing to participate in a city-sponsored activity or event. The office offers printed material in alternative formats and provides referrals to local agencies for disability-related services.

For more information on ADA services, please visit [miamibeachfl.gov/ada](https://miamibeachfl.gov/ada) or call 305.604.2ADA (2232 voice). TTY users may call 711 (Florida Relay Service).

## BEACH ACCESSIBILITY

The city offers manual and motorized beach wheelchairs at 1001 Ocean Drive and South Pointe Ocean Rescue offices. There are also multiple beach access points with beach mats for independent access to the beach and swim ropes at several locations to assist with getting in and out of the water. For more information, visit [miamibeachfl.gov/ada](https://miamibeachfl.gov/ada).

## REGISTRATION FOR DISABLED PERMIT HOLDERS

In order to regulate the parking of disabled permits in residential areas, the City of Miami Beach requires all disabled permit holders to register their tag numbers within their respected residential zones to utilize residential parking spaces. This excludes regular designated disabled parking spaces in residential areas.

Disabled permit holders must register by visiting [miamibeachfl.gov/parking](https://miamibeachfl.gov/parking). For more information, please contact Customer Service at 305.673.7505 or email [ResidentialParkingPermits@miamibeachfl.gov](mailto:ResidentialParkingPermits@miamibeachfl.gov).



# BEACH SAFETY

## CURRENT CONDITIONS

**305.673.7714**

Visit [miamibeachfl.gov/beachconditions](http://miamibeachfl.gov/beachconditions) before you hit the sand to find the latest daily beach conditions. The site is updated daily, including weekends and holidays. Available information includes the current beach warning flags being flown outside lifeguard towers along with what they mean, low- and high-tide information, ocean water temperature, wind speed, wind direction, air temperature, lifeguard duty hours, sunrise and sunset times as well as surf conditions and any beach advisories. In addition, the site incorporates two livestream beach feeds courtesy of the Greater Miami Convention & Visitors Bureau. Livestreams are currently available for 1 Street and 21 Street in South Beach.

Daily beach conditions are also available by calling the city's beach weather hotline.

## SWIM SAFE

Swim only in designated areas when lifeguards are on duty. Look for the following flags outside Miami Beach lifeguard stations that signify current swimming conditions:

**Green** | Low Hazard – calm conditions, exercise caution.

**Yellow** | Medium Hazard — moderate surf and/or currents.

**Red** | High Hazard — high surf and/or strong currents.

**Double Red** | Water Closed to Public — swimming or lightning advisory in effect.

**Purple** | Dangerous Marine Life — commonly used in the case of an influx of jellyfish, Portuguese men-of-war or the presence of larger marine life. This flag would accompany a green, yellow or red flag if dangerous marine life is present.

Miami Beach Ocean Rescue guards 38 locations with lifeguard stands located at: South Pointe Jetty, 100 Block, 1, 3, 4, 5, 6, 8, 10, 12, 13, 14, 15, Lincoln Road, 17, 18, 21, 24, 26, 30, 35, 41, 43, 46, 50, 53, 55, 57, 60, 64, 67, 69, 72, 74, 77, 80, 83 and 85 streets.

Ocean Rescue Headquarters is located at 1001 Ocean Drive. Substations can be found at the following locations:

- South Pointe Park.
- 53 Street & Collins Avenue.
- 79 Street & Collins Avenue.

**Lifeguards are on duty:**

9 a.m. to 7 p.m. | March – October (Daylight Saving Time)

8 a.m. to 6 p.m. | November – February (Standard Time)

Beaches are closed from 10 p.m. to 5 a.m.





## BEACHFRONT CONCESSIONS

**305.673.7000 EXT. 27631**

Beachfront concession operators that provide rentals of beach chairs, umbrellas, water sports and sales of food and beverages are prohibited from denying or limiting public access to any area of the beach under their control.

## BEACH & DUNES

Miami Beach is home to a 7-mile dune system that protects our city from storm surge and its impacts. Coastal dunes are a habitat for wildlife and support a high biodiversity of flora and fauna. They also keep beaches healthy by accreting sand and minimizing beach erosion rates. The dunes protect coastal infrastructure and upland properties from storm damage by blocking storm surge and absorbing wave energy.

A healthy dune system is an invaluable asset to coastal communities like Miami Beach and the long-term success of the beach and the upland properties. To maintain the health of our dune system, trespassing on dunes and inside roped-off areas is strictly prohibited. Additionally, glass bottles and containers, plastic straws and alcohol are prohibited from beaches. For information on beach conditions visit [Floridahealth.gov/environmental-health/beach-water-quality](https://floridahealth.gov/environmental-health/beach-water-quality).

## BEACH MAINTENANCE

The Beach Maintenance Division is tasked with overseeing and coordinating all activities on the beach and within areas immediately adjacent to city property. All activities on the beach that have a potential of affecting beach conditions and those occurring on the nearby Beachwalk or within adjacent parks and city parking lots are reviewed, monitored and inspected for compliance with applicable code, permit conditions and conformity to city policy and procedures. The division ensures that all conditions on the beach or near the beach, have a positive effect on every beachgoer's experience. There is a great deal of coordination among the Beach Maintenance Division, Miami-Dade County Beach Maintenance and other city departments.



## SEA TURTLES

The City of Miami Beach is a nesting habitat for three species of protected sea turtles: Loggerhead, Green and Leatherback. Nesting season in Miami Beach is from April 1 through October 31. Learn more about how you can keep our sea turtles safe at [mbrisingabove.com/seaturtles](http://mbrisingabove.com/seaturtles).

## VEHICLES/BOATS

Motorized vehicles and boats are not permitted on city beaches except by authorized personnel. It is unlawful for residents and visitors to launch boats or personal watercrafts from the beach. Search online for addresses of commercial rental sites near you.

## BUILDING

**1700 Convention Center Drive, 2nd Floor | 305.673.7610**  
**North Beach Office: 962 Normandy Drive | 305.673.7704**

The Building Department oversees construction projects in the city, including the acceptance of building permits and applications. It issues all building and trade permits and verifies compliance to the Florida Building Code as well as codes established by various regulatory agencies. Plumbing, building, electrical, elevator and mechanical specialists inspect new and existing structures for compliance.

### Hours of Operation:

Open Monday through Friday at the following times:

- 8 a.m. to 4 p.m., closed from 12 p.m. to 1 p.m.

For more information please visit [miamibeachfl.gov/building](http://miamibeachfl.gov/building)

Homeowners may contact the Building Department via email at [Homeownerbuild@miamibeachfl.gov](mailto:Homeownerbuild@miamibeachfl.gov).

## BUILDING PERMITS

Building permits must be obtained for all new construction, including additions and alterations of commercial space, multifamily or single-family residences as well as changes to interior or exterior space requiring construction, demolition or rehabilitation. This includes electrical, plumbing, air conditioning, heating or other.

Residents can apply for permits in the following ways:

- Online: [miamibeachfl.gov/onlinepermits](http://miamibeachfl.gov/onlinepermits).
- City Hall: 1700 Convention Center Drive, 2nd floor  
(by appointment via [miamibeachfl.gov/buildingappt](http://miamibeachfl.gov/buildingappt)).
- North Beach Office: 962 Normandy Drive  
(by appointment via [miamibeachfl.gov/buildingappt](http://miamibeachfl.gov/buildingappt)).

## BUILDING PERMIT ASSISTANCE AND TRAINING

The Building Department hosts monthly in-person sessions open to the public for training and questions related to the permitting process on the third Thursday of

each month from 2 p.m. to 5 p.m. in the Building Department Conference Room (1700 Convention Center Drive, 2nd Floor). If you prefer a virtual meeting, staff can accommodate one-on-one trainings. Schedule a virtual meeting by visiting our appointment booking system found at [miamibeachfl.gov/buildingappt](https://miamibeachfl.gov/buildingappt). Once on this webpage, simply select General Services (virtual) - Permitting Questions: Clarification on Permit Process.

## CONTRACTOR PERMITS

All contractors must be certified, authorized, licensed and insured to perform work in Miami Beach. The contractor must obtain all required permits prior to starting work. Residents should make sure that any contractor they select has a valid Miami-Dade County license and valid state license.

Work requiring permits includes, but is not limited to, the following:

- Windows or door installations.
- Floors, wood and tile installations.
- Electrical work.
- Plumbing work.

## CAPITAL IMPROVEMENT PROJECTS

**1701 Meridian Avenue, 3rd Floor | 305.673.7071**

Capital Improvement Projects (CIP) is a construction management department, overseeing large capital improvement projects from project inception to project completion. The program includes unparalleled investments in quality-of-life infrastructure, including prioritization of sea level rise with stormwater and neighborhood improvement projects, parking facilities, park projects as well as sustainability and resiliency projects necessary to improve, enhance and maintain facilities and infrastructure to meet the service demands of residents and visitors.

The principal goal of the department is to meet the expectations of Miami Beach residents and city departments. Internal client departments include Public Works, Parking, Parks & Recreation, Facilities and Fleet Management, Housing and Community Services as well as Fire and Police. The delivery of large capital projects involves a myriad of processes and requires a high level of coordination among residents, homeowners/neighborhood associations, elected officials, Miami Beach owner agencies and external regulatory bodies. CIP works with all committees and appointed boards, such as Design Review Board, Finance and Economic Resiliency, Historic Preservation Board, Land Use and Sustainability, and Public Safety and Neighborhood Quality of Life in the development and successful implementation of all capital projects.

The capital improvement program is mostly funded by authorized bonds, including the 2018 General Obligation Bond, the 2022 General Obligation Bond for Arts and Culture as well as water/sewer and stormwater bonds. The 2018 and 2022 voter-led general obligation bonds will continue to support many capital

improvements including improvements of facilities for resiliency of arts and culture institutions into the future. Other sources of funding may include grants, resort taxes, parking bonds, etc. CIP consistently manages more than 50 projects at a time in the planning, design and/or construction phases with a goal of advancing most of these projects to completion.

To learn more about our projects, visit [miamibeachfl.gov/cip](https://miamibeachfl.gov/cip) or email [progress@miamibeachfl.gov](mailto:progress@miamibeachfl.gov).

## CITY CLERK

**1700 Convention Center Drive, 1st Floor | 305.673.7411**

The Office of the City Clerk serves as the official secretary for the City Commission, the Miami Beach Redevelopment Agency and the North Beach Community Redevelopment Agency. The office also maintains official city public records and publishes official notices. It coordinates elections, oversees appointments to boards and committees while also providing support for the city's special magistrates.

## BOARDS AND COMMITTEES

Boards and committees provide a tremendous service to the City of Miami Beach. These volunteers give hundreds of hours of their own time and expertise to advise the City Commission on specific matters. To learn more about the city's boards and committees, to view a list of current vacancies or to complete an application, visit [miamibeachfl.gov/boards-and-committees](https://miamibeachfl.gov/boards-and-committees).

## CITY COMMISSION AGENDAS

Before every commission meeting, an agenda and backup materials are published by the administration. The public is invited to participate in City Commission meetings. The agenda and backup materials are available on the city's website at [miamibeachfl.gov/agenda-archive-main-page-2](https://miamibeachfl.gov/agenda-archive-main-page-2) the Thursday before a regularly scheduled commission meeting.

## ELECTED OFFICIALS

The City Commission consists of six elected commissioners and an elected mayor. Commissioners are elected for a term of four years with a maximum of two terms. The mayor is elected every two years with a maximum of three terms. The commission appoints the city manager, who oversees the city administration. For information on City Commission meetings and other public meetings, contact the Office of the City Clerk at 305.673.7411 or visit [miamibeachfl.gov/cityclerk](https://miamibeachfl.gov/cityclerk).

## EMAIL ALERT SYSTEMS

MB Resident Connect allows residents to register for keyword notifications. Once you sign up, you will receive email alerts when any of your keywords appear on a public meeting agenda. Additionally, you can enroll in Residents Right to Know, which will notify you of targeted items related to your geographic area. To register for either, visit [mbresidentconnect.com](https://mbresidentconnect.com).

## MUNICIPAL ELECTION INFORMATION

For municipal election information related to the City of Miami Beach, visit **[votemiamibeach.com](http://votemiamibeach.com)**. There, you will find details on candidates, polling locations and important election updates. Your participation in shaping our community is highly valued, so please stay informed and exercise your right to vote.

## PUBLIC RECORDS REQUESTS

To submit a public records request online, please visit the Public Records Request Portal at **[miamibeachfl.justfoia.com/publicportal/home/newrequest](http://miamibeachfl.justfoia.com/publicportal/home/newrequest)**.

A requester can also make a public records request to any City of Miami Beach employee in writing, by telephone, via email or in person.

## SPECIAL MAGISTRATE

**305.673.7181**

The special magistrates have jurisdiction to hear violations of codes and ordinances of the City of Miami Beach and Miami-Dade County with most cases arising out of violations issued by the Building, Code Compliance, Fire, and Parking Departments. In addition, the special magistrates hear Historic Preservation Board appeals, license revocation hearings, short-term rentals, and red-light camera violations. The special magistrates are authorized to hold hearings and impose fines, liens, and other noncriminal penalties against violators. The hearings are quasi-judicial proceedings, which means the formal rules of evidence are relaxed, but fundamental due process is observed and governs these proceedings. For more information regarding the Special Magistrate Division visit **[miamibeachfl.gov/special-magistrate](http://miamibeachfl.gov/special-magistrate)**.

## CODE COMPLIANCE

**1680 Meridian Avenue, Suite 602 | 305.673.7555**

The Code Compliance Department is responsible for maintaining the community's quality of life by seeking compliance with certain provisions contained in the City of Miami Beach Code of Laws and Ordinances. Code Compliance Officers are available to respond to citizen concerns seven days a week.

### Hours of Operation:

- Sunday through Wednesday 6 a.m. to 1 a.m.
- Thursday 6 a.m. to 3 a.m.
- Friday and Saturday 24 hours.

The public is encouraged to report potential violations by phone to Code Compliance Dispatch, available 24/7 by calling 305.604.CITY (2489).\*



## ANONYMOUS COMPLAINTS (FLORIDA SENATE BILL 60)\*

Florida law prohibits county and municipal code inspectors and code enforcement officers from initiating investigations based upon anonymous complaints. Individuals making a complaint of a potential violation must provide their full name and address before an investigation takes place unless there is reason to believe the alleged violation presents an imminent threat to public health, safety, welfare or imminent destruction of habitat or sensitive resources.

## ABANDONED OR VACANT PROPERTIES

Abandoned properties are those not properly maintained, left unprotected from the elements, and/or left unsecured. A vacant property is defined as being without a lawful occupant or without a certificate of occupancy. Every owner of a vacant building, structure or lot shall keep the premises clean and sanitary. Property maintenance/lot clearance violations are issued to vacant properties that are not maintained. These violations stay open and are monitored for a period of one year. If they are not corrected in a timely manner, the city will hire a contractor to cut and clean the vacant lot and the service invoice will be issued to the property owner.

## ALCOHOL SALES

Alcohol sales are restricted during certain times. In the Entertainment District, all liquor/retail stores (for off-premises consumption) may sell alcohol from 10 a.m. to 8 p.m. This includes grocery stores, convenience stores, gas stations and other package stores.

In other areas of the city (not including the Entertainment District) all liquor/retail stores may sell alcohol from 8 a.m. to midnight for off-premises consumption. This includes grocery stores, convenience stores, gas stations and other package stores.

All sidewalk cafés, regardless of their location, must cease the sale of alcohol at 1:30 a.m. (last sale) with no consumption after 2 a.m. Restaurants, dance halls, entertainment establishments and bars are governed by the specifications included in their Business Tax Receipt (BTR).

## BOAT STORAGE

Parking, placing or storing any boat or boat trailer on any street or public right of way in the city for a period of more than two hours is unlawful. The Miami Beach City Code prohibits boats and trailers in the front yard of residential properties. Boats may be stored on side or rear yards as well as on a paved permanent surface that is located behind the front building line of the main structure as long as it is screened from view and not blocking a public right of way, side or rear setback. Boats may not be visible from any public right of way or neighboring property.

## BUSINESS TAX RECEIPT

Every business or entity operating within the city is required to have a current local Business Tax Receipt including home-based businesses. These can be obtained from the Finance Department or online at [miamibeachcap.com](http://miamibeachcap.com). The approved license should be displayed in a conspicuous location while operating. Failure to post or present may result in a violation.

## GRAFFITI

Graffiti on buildings, fences or other structures must be removed by the property owner or agent within 48 hours of receiving a notice of violation from the Code Compliance Department. Failure to remove graffiti within that time frame will constitute permission for the city to paint over the graffiti at the property owner's expense. To report graffiti please use the Miami Beach Gov app and select "Private Property Issues" under service type.

## LAWNS, YARDS, SIDEWALKS, ALLEYS AND RIGHT-OF-WAY MAINTENANCE

The Miami Beach City Code requires exterior premises to be maintained and kept in a sanitary manner, including front and backyards along with the swale area between the sidewalk and edge of street. Areas cannot be overgrown. Hedges and other shrubs may not extend over the sidewalk, alley or any other public right of way. Trash and debris should not be allowed to accumulate. Residents are required to mow their grass, trim shrubs and keep their exterior property areas free of trash and debris.

## PROHIBITED USE OF RESIDENTIAL PROPERTY

Single-family homes may only be used as single-family detached dwellings and therefore may not be leased for a period of less than six months and one day or converted for multifamily use. A single-family home in a single-family district rented out for a period of less than six months would be treated as a hotel.

## PROPERTY LEASING/SUBLEASING

Zoning ordinances prohibit leasing of maid quarters, garages or other portions of a property in a single-family residential district to anyone other than a family member. In the case of a single-family residence, condominium or apartment, the lease terms cannot be for less than six months and one day.

## PROPERTY MAINTENANCE

Properties must be properly painted and maintained, kept free of debris, overgrown grass, weeds and graffiti. Every facility and piece of equipment supplied by the owner shall be maintained in a safe and satisfactory working condition.



## SHORT-TERM RENTALS

**305.604.CITY (2489)**

Short-term rentals less than six months and one day have become popular alternatives to traditional hotels. However, vacation/short-term rentals are prohibited in all single-family homes and in many multifamily housing buildings in certain zoning districts of Miami Beach. Approved short-term rentals must have the proper authorization and zoning approval for this activity, including a Business Tax Receipt. If a building or unit is found to be operating a short-term rental illegally, tenants/visitors will be vacated and fines may be applied by the special magistrate. To learn more about short-term rentals, visit [\*\*practicesaferenting.com\*\*](http://practicesaferenting.com).

## UNNECESSARY AND EXCESSIVE NOISE

It shall be unlawful for any person to make, continue or cause any unreasonably loud, excessive, unnecessary or unusual noise.



# MIAMI BEACH CONVENTION CENTER

# MIAMI BEACH CONVENTION CENTER

**1901 Convention Center Drive | 305.673.7311**

The award-winning Miami Beach Convention Center (MBCC) welcomes meeting and event planners, exhibitors and attendees to Miami Beach. The reimagined venue underwent a \$640-million-dollar renovation, and now offers 1.4 million square feet of world-class, state-of-the-art event space for exceptional conferences, conventions, tradeshow and meetings.

A LEED Silver certified green building, the venue includes a magnificent Grand Ballroom, 500,000 square feet of flexible exhibition halls, 4 junior ballrooms, outdoor terraces, 84 breakout rooms, and 800 rooftop parking spaces. The MBCC Campus includes approximately 9 acres of green space, including Pride Park (5.8 acres), Collins Canal Park (3.1 acres), the Rum Room and Venu restaurant and special event venue (formerly known as the Carl Fisher Clubhouse – the oldest public structure in Miami Beach) and \$10.2 million of public art.

The MBCC Campus is an immediate neighbor to the Miami Beach Botanical Garden, the Fillmore Jackie Gleason Theater, the New World Center, Collins Park and the future Grand Hyatt Miami Beach Convention Center Hotel. Serving as one of the key pillars of the Miami Beach Redevelopment Agency, the MBCC is an essential hospitality, tourism and cultural arts attraction for residents, tourists, visitors, meeting planners, conventioners and more.

## CUSTOMER SERVICE

**1755 Meridian Avenue, 1st Floor | 305.673.7420**

Located on the first floor of the Multipurpose Municipal Parking Facility, the Customer Service Center is a one-stop shop for many city services. Apply for a business license, renew a passport, sign up for discounted resident parking and much more. Visit [miamibeachfl.gov/customer-service-center](http://miamibeachfl.gov/customer-service-center) for appointments and current wait times.

### Hours of Operation:

Open Monday through Friday at the following times:

- 8:30 a.m. to 6 p.m., closed daily from 12 p.m. to 1 p.m.
- Closed 12 p.m. to 2 p.m. on the first and third Thursdays of each month.

## BUSINESS TAX RECEIPTS

All businesses wishing to operate in the City of Miami Beach must obtain a Certificate of Use and Business Tax Receipt (BTR). In the Customer Service Center, BTR applications are accepted online, via email, or in person once a valid Certificate of Use (CU) is obtained via the Planning Department. Depending on the type of business being operated, a list of required documents is provided.



## CASHIERING SERVICES

A cashier is located on the first floor of City Hall and a dedicated cashier office is open during normal business hours in the Customer Service Center to accept payment for various services and invoices.

## PARKING PERMITS

The Customer Service Center assists with managing the parking program and issuing permits. Parking permit options include residential, municipal, garage as well as visitor passes and residential discounts. To purchase a permit, valid proof of residency such as a utility bill dated within the previous 30 days (in the case of a residential permit), vehicle registration and valid photo identification are required.

## PASSPORTS

The Customer Service Center is one of the U.S Department of State's acceptance facilities for new passport applications. Passport customers are seen by appointment only Monday through Friday from 8:30 a.m. to 1:30 p.m.

## RESORT TAX

Payment for resort taxes is accepted at the Customer Service Center. Any rental of rooms in any hotel, motel, rooming house or apartment house or restaurant that sells food, beverages and alcoholic beverages are required to register and remit resort taxes to the City of Miami Beach. There is a 4% tax on the rent of a room or rooms in any hotel, motel, rooming house or apartment house and a 2% tax levied on the total sales price of all food, beverages, alcoholic beverages (including beer and wine) sold in any restaurant, bar or nightclub.

## STREET PERFORMER PERMIT

Applications for Street Performers to perform at any one of 16 designated locations are accepted at the Customer Service Center. Annual permits are available for locations on Lincoln Road, Ocean Drive and Collins Avenue.

## SOUTH BEACH ARTIST VENDOR LOTTERY

Applications for the South Beach Artist Vendor lottery are available each quarter to sell art in one of the 58 designated lottery locations in Miami Beach, including Collins Avenue, Lincoln Road, Beachwalk, Ocean Drive and Washington Avenue.

## SOUTH BEACH UTILITY BUILDING

The Customer Service Center staff works closely with Public Works and is responsible for monthly utility billing related to water, sewer and stormwater. Payment for bills may be completed in person or online. The city has recently upgraded almost all water meters to a new smart system that helps manage the water system more efficiently while providing a higher level of customer service. Customers can track usage online at [miamibeachfl.gov/meters](http://miamibeachfl.gov/meters).

# ADDITIONAL SERVICES

## GARAGE SALE PERMITS

Garage Sale Sign Permit applications are accepted at the Customer Service Center and are allowed annually for a maximum period of two days commencing on the first day of the sale and ending at the close of the sale. The permits are issued by center staff.

## KITEBOARDING PERMITS

The Customer Service Center accepts Kiteboard Permit applications for those individuals certified by the International Kiteboarding Organization (IKO), the International Kiteboarding Association (IKA) or the Professional Air Sport Association (PASA). Permits are valid for five years. All kiteboarders must display their city-issued form of identification, including the permit and streamer on their kiteboard or kite at all times.

## LIEN SEARCH

When various fines, fees or charges remain unpaid by property owners, the City of Miami Beach can exercise its legal right to place a lien against an owner's property to ensure the eventual collection of any outstanding sums. Interested parties, such as title companies and individuals, can request the City of Miami Beach to check for outstanding liens against a property. Customers may request a certified lien search or an expedited certified lien search.

## NONPROFIT LOTTERY

The City of Miami Beach offers five locations for nonprofit vendors/distributors. Approvals are decided by lottery for three-month periods. The Customer Service Center accepts applications for 501(c)(3) organizations either online or in person for a one-time fee. Permits are valid for three months.





# ECONOMIC DEVELOPMENT

**1700 Convention Center Drive, 3rd Floor | 305.673.7572**

The Economic Development Department is dedicated to fostering a robust economy that stimulates balanced growth by connecting businesses, communities, people and jobs through business assistance and resources, community and commercial development as well as redevelopment and real estate. The department strives to create a diverse economy for our dynamic and resilient community.

To contact Economic Development, email [mbbiz@miamibeach.gov](mailto:mbbiz@miamibeach.gov). For more information, visit [mbbiz.com](http://mbbiz.com) or call 305.674.7572.

## BUSINESS CONCIERGE SERVICES

This program offers first-class, personalized customer service assistance for new and existing businesses.

## TECHNICAL ASSISTANCE PROGRAM

The Miami Beach Business Academy provides free virtual and/or in-person technical assistance, training and capacity building services to businesses. Programming explores topics such as start-up assistance, growth strategy analysis, best practices, business continuity, marketing/social media, access to capital, financial management, communications and one-on-one business mentoring workshops.

## BUSINESS INCENTIVES & GRANTS

### EXPEDITED PLAN REVIEW & PERMITTING INCENTIVE PROGRAM

This program fast tracks renovations and new construction building permits for businesses within targeted industries. This no-cost incentive is intended to encourage targeted relocations or expansions and associated development among technology and financial services firms as well as corporate headquarters (including regional headquarters) for any industry. Building permit applications for office uses that support the targeted industries are eligible for a 10-business day plan review and permitting process.

### JOB CREATION INCENTIVE PROGRAM

The Job Creation Incentive Program (JCIP) is a cornerstone of Miami Beach's economic strategy, by stimulating the growth of select ventures and facilitating the continued success of established businesses in our community. Its foundational principle is promoting the establishment of high-caliber and competitively compensated positions within the city. To be eligible, businesses must demonstrate dedication to providing employment through the initiation or transfer of a minimum of 10 new full-time positions.



These roles should enhance the employment landscape and provide annual wages reaching or surpassing 125% of the established averages of either Miami-Dade County or the State of Florida, with the higher of the two being the benchmark. Businesses may be eligible for up to \$60,000 per year for three or four years.

## VACANT STOREFRONT COVER PROGRAM

The Vacant Storefront Cover Program seeks to improve the appearance of commercial corridors by assisting property owners in covering vacant storefront façades using preapproved artistic designs. Participating businesses may choose among designs, many of which are inspired by the department's award-winning Make a Bold Move business attraction marketing campaign. Participation is voluntary and is fully subsidized by the city at no cost to businesses.





# PILOT PROGRAMS

## COMMERCIAL LEASE SUBSIDY PROGRAM

A pilot grant program offering eligible businesses/landlords in the Art Deco/MiMo Commercial Character Overlay District assistance where the business/landlord provides cultural experiential, artisanal retail offerings or transitions from a legal nonconforming use to a permitted use.

The program strives to promote arts and culture and family-friendly activities and commerce, while incentivizing property owners to move away from nonconforming business models. Qualified businesses and commercial property owner applicants recommended to participate will become eligible for monthly reimbursement of eligible property expenses in an amount up to \$20,000 per year (for a total of three years), such as rent, lease or mortgage payments, insurance, and real estate taxes. Participants will also receive reimbursement of fees over three years in connection with the city's annual business tax receipt.

## PARKING INCENTIVE PROGRAM

This pilot grant program offers funding to eligible hospitality, health and wellness, technology and financial services firms to offset parking costs in city-owned or private parking facilities.

# COMMUNITY REDEVELOPMENT AGENCIES

## MIAMI BEACH REDEVELOPMENT AGENCY

The 332-acre City Center/Historic Convention Village Redevelopment and Revitalization Area was established in 1993, providing the funding mechanism to foster the development and renovation of the Miami Beach Convention Center and promote a new convention hotel development. This is intended to link the city's many core civic, cultural and entertainment offerings into a true urban downtown.

## NORTH BEACH COMMUNITY REDEVELOPMENT AGENCY

The North Beach Community Redevelopment Agency (CRA) was created in July 2021 with a mission to revitalize the neighborhood and generate revenue for new projects and initiatives over the next 30 years. The projects and initiatives funded by the North Beach CRA will focus on transportation and mobility, infrastructure, resiliency, affordable and workforce housing as well as community and economic revitalization of an area bound by 87 Terrace to the north, 65 Street to the south, the Atlantic Ocean to the east and Rue Notre Dame to the west.

## NORTH BEACH CRA DISTRICT OFFICE

**305.673.7090**

The North Beach CRA District Office, 962 Normandy Drive, continues to maintain neighborhood presence within the CRA Redevelopment Area. Constituent services and business assistance are available to walk-ins on Tuesdays and Thursdays from 9:30 a.m. to 3:30 p.m., and as needed by appointment.

Team members serve as an informational resource for all topics relating to economic development and redevelopment. Staff conducts site visits and field canvassing throughout the CRA district, and attends community events to promote the North Beach CRA and its efforts to elevate the community.

The District Office may also be reached via email at [nbcra@miamibeachfl.gov](mailto:nbcra@miamibeachfl.gov).

## COMMERCIAL FAÇADE AND RESIDENTIAL PROPERTY IMPROVEMENT PROGRAMS

These programs are designed to assist with the rehabilitation and maintenance needs of building owners within the North Beach CRA to promote private investment and attract visitors. The purpose of the program is to substantially improve the visible appearance of commercial properties and the adjacent streetscape and enhance the functionality and sustainability of businesses within this main commercial area. The program focuses on cultivating an improved visual experience and sense of place through external enhancements including, but not limited to, signage, awning, lighting, façade/masonry, driveway, painting and more.

## OTHER RESOURCES

### STREAMLINED GRANT APPLICATION PROCESS

The Economic Development Department consolidates grant programs onto the GoSmart online grants management platform. The application tool offers a one-stop shop for all grant applications and ensures ease of use and reduced complexities for applicants and grant application reviewers. To explore Miami Beach comprehensive business grant offerings and experience this innovative system, potential applicants can visit [mbbiz.gosmart.org](http://mbbiz.gosmart.org).

### MIAMI BEACH BUSINESS E-NEWSLETTER

Receive monthly updates sharing relevant and valuable information and resources regarding the business community. To sign up for the e-newsletter, please visit [miamibeachfl.gov/mbbiznews](http://miamibeachfl.gov/mbbiznews).

### BUSINESS TOOLS

Economic Development provides online access to tools and information that include a community profile and the latest business indicators, data, insights, demographics, property searches and industry trends.

### PUBLIC-PRIVATE PARTNERSHIPS

These partnerships foster the revitalization of underutilized city assets, where appropriate. A public-private partnership is a contractual agreement between the City of Miami Beach and a private sector entity for the purpose of delivering community services or facilities in a cost-effective approach that may not otherwise be accomplished via traditional public contracting methods.



# EDUCATION

**1700 Convention Center Drive, 1st Floor | 305.673.7710**

The Office of Education & Performance Initiatives enhances educational opportunities for Miami Beach residents and implements performance initiatives that drive organizational improvements.

For detailed information on each educational program, visit [\*\*miamibeachfl.gov/education\*\*](https://miamibeachfl.gov/education).

## AFTERSCHOOL ENRICHMENT

The Afterschool Enrichment Program is open to all students attending Biscayne Beach Elementary and Miami Beach Fienberg-Fisher K-8 Center—providing additional enrichment to students' afterschool hours to help expand their experiences and gain access to different activities. The curriculum is driven by STEAM (Science, Technology, Engineering, Arts and Mathematics) and provided by local institutions and Miami-Dade County Public School teachers.

Applications are available through the Parks & Recreation website, or by visiting the main office of a partnered school.

## COLLEGE TRANSCRIPTS

The City of Miami Beach funds the cost of securing copies of official transcripts from Florida International University (FIU), Miami Dade College (MDC), or University of Florida (UF) requested by Miami Beach Senior High School graduates enrolled in the dual enrollment program. Information will be available for Miami Beach Senior High seniors every October at the school site. To qualify, graduating seniors must have taken dual enrollment college courses taught by instructors approved either by FIU, MDC or UF. These classes are offered through an innovative city program that allows students to earn college credits while attending Miami Beach Senior High and Miami Beach Nautilus Middle School. To register, visit [\*\*https://tinyurl.com/4tw3wxed\*\*](https://tinyurl.com/4tw3wxed).





## COMMON THREADS PROGRAM

The Common Threads program educates children and families on the importance of nutrition and physical well-being, empowering them to be agents of change for healthier families, schools and communities. Parent workshops with interactive presentations on basic nutrition, grocery shopping and cooking with kids are hosted to encourage healthy eating habits at home and in the community at large.

Families may apply by visiting [miamibeachparks.com](http://miamibeachparks.com) or emailing [education@miamibeachfl.gov](mailto:education@miamibeachfl.gov).

## DUAL ENROLLMENT

The City of Miami Beach funds dual enrollment courses in partnership with FIU, MDC and UF. Students are exposed to real college courses for real college credit — and grades will go on the student's permanent record. The dual enrollment program at Miami Beach Senior High School and Miami Beach Nautilus Middle School allows eligible students to enroll in a college course and high school class simultaneously. Credits the students earn are put toward both a high school diploma and are acceptable towards a college Associate's or Bachelor degree, or technical certificate.

## FIRST GENERATION COLLEGE SCHOLARSHIP

The city offers need-based scholarships of up to \$3,500 per year for Miami Beach residents who are first generation college students through a partnership with FIU, Miami Beach Chamber of Commerce and Miami Beach Police Athletic League. Recipients of the Miami Beach scholarship program must qualify for financial aid through the Federal Pell Grant Program, which provides need-based grants to low-income undergraduate and certain post-baccalaureate students.

## FLU VACCINATION

The city has sustained its partnership with Borinquen Medical Centers, Miami-Dade County Public Schools and The Children's Trust to provide free annual flu vaccines to all Miami Beach youth residents in the month of October.





According to the Centers for Disease Control and Prevention, getting a flu vaccine will not protect against COVID-19, however, flu vaccination has many other important benefits. All participating youth will be required to submit a completed parental consent form by the established deadline.

## GED/ESOL

In partnership with the Miami Beach Adult and Community Education Center, the city provides free English classes to Miami Beach residents taking English for speakers of other languages (ESOL) and General Education Development (GED). The ESOL course is designed to provide English language and literacy instruction for adults whose first language is other than English, who are non-literate or semi-literate in their home language. The GED course of instruction prepares students for academic and personal success through obtaining the necessary skills required to pass the official GED test and earn a State of Florida High School Diploma.

## INTERNSHIPS

The City of Miami Beach hosts a number of different in-person internship opportunities for university and high school students through Miami-Dade County Public Schools, as well as local universities including FIU, MDC, NSU, and FMU. Virtual internships are available for students attending MIT, Harvard, and Columbia. Internships are a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Applications for the internship program vary depending on the student's school.

For university students, applications can be found via Handshake. For students attending a trade school, like Lindsey Hopkins Technical College or Miami Lakes Technical Center, students may apply by emailing their applications to [Education@miamibeachfl.gov](mailto:Education@miamibeachfl.gov). High school students may apply through the Miami-Dade County Public Schools Summer Youth Internship Program or Academic Youth Internship Program.

## MENTAL HEALTH/NURSE MENTAL HEALTH

In partnership with Miami-Dade County Public Schools, the city provides mental health support services for all Miami Beach public school children through The Children's Trust and Borinquen Medical Center. Through this agreement, a mental health professional is available to provide individual telephonic support for any child or family in need of services related to anxiety, depression, family issues and more. Interested families can request service by contacting the child's behavioral health counselor.



## PREK SCHOLARSHIP PROGRAM

The PreK Scholarship Program expands hourly access to high-quality PreK providers by providing up to \$3,000 to eligible Miami Beach families. Scholarships cover up to an additional 450 instructional hours representing up to 2.5 hours per day for 180 days, payable on a reimbursable basis. Program instructional hours may only be applied toward programming occurring during the regular school hours for the PreK Scholarship Program. Applications are available online through the City of Miami Beach PreK Scholarship website at [miamibeachfl.gov/prek](http://miamibeachfl.gov/prek).

## READING/MATH INTERVENTIONIST PROGRAM & MATH TUTORING

The Reading and Math Interventionist Program is designed to support youth at local Miami Beach schools by partnering with FIU to provide intervention to students during the school day. Math tutoring is also available after school. By partnering with FIU students majoring in education, computer sciences, engineering and other related fields are recruited to serve this role and support youth struggling with literacy and mathematics. University students can apply for this role by applying via the university Handshake website.

## SAT/ACT PREP PROGRAM

The city funds an online SAT and ACT prep platform for all Miami Beach Senior High students, which is utilized by over 1,200 high schools and other organizations across the country. Inside the platform, youth will have access to over 50 hours of comprehensive test prep broken down into easy-to-follow units, lessons and quizzes. Youth that complete the program typically see increases of 150 points on their SAT and three points on their ACT. Interested students can register online at [methodize.methodlearning.com/join/z3jqs7m](http://methodize.methodlearning.com/join/z3jqs7m).

## MIAMI BEACH PUBLIC SCHOOLS

### Elementary Schools

Biscayne Beach Elementary  
Miami Beach Fienberg-Fisher K-8  
North Beach Elementary  
Miami Beach South Pointe Elementary

**305.868.7727**  
**305.531.0419**  
**305.531.7666**  
**305.531.5437**

### Middle Schools

Miami Beach Fienberg-Fisher K-8  
Miami Beach Nautilus Middle School

**305.531.0419**  
**305.532.3481**

### High School

Miami Beach Senior High School

**305.532.4515**



# EMERGENCY MANAGEMENT

**2310 Pine Tree Drive, 3rd Floor | 305.673.7736**

The City of Miami Beach is prepared to handle any emergency including human-made threats, public health concerns and natural disasters. Our trained professionals are responsible for coordinating all emergency preparedness within the City of Miami Beach.

The primary role of Emergency Management is to develop and implement comprehensive disaster planning, mitigation and response activities within the city. Through collaboration and coordination with interdepartmental, public and private partners, the division is responsible for planning, preparation and mitigation against a variety of hazardous situations.

## COMMUNITY EMERGENCY RESPONSE TEAMS (CERT)

Emergency Management offers training for residents, businesses and students on disaster preparedness and basic emergency response. In addition to first aid, fire safety and disaster medical operations, participants learn practical decision-making and organizational skills. The training prepares participants to deliver immediate assistance in disaster situations so that professional public safety personnel can better pay attention to priority response. Graduates of the initial training are certified to become official City of Miami Beach CERT volunteers and can participate in additional training and events.

To schedule a CERT training for your neighborhood association, community group or office, call the Division of Emergency Management at 305.673.7736. If you plan to enroll as an individual, email [cert@miamibeachfl.gov](mailto:cert@miamibeachfl.gov) to sign up for the next general session.











## HURRICANE PREPARATION

Hurricane season runs from June 1 through November 30 every year. If an evacuation order is issued that includes the City of Miami Beach, the entire city must evacuate for optimum safety. The county determines evacuation zones, for the most part, based on flooding and storm surge risks. Visit [miamibeachfl.gov/hurricanes](https://miamibeachfl.gov/hurricanes) for tips on how to stay safe.

Visit [miamidade.gov/global/emergency/hurricane/storm-surge-zones](https://miamidade.gov/global/emergency/hurricane/storm-surge-zones) page for more information on storm surge planning zones.

Once a storm approaches, and winds reach a sustained 39 mph, emergency services are limited. First responders cannot respond until the recovery phase begins after the storm. Even then, it may take time for public safety operations to fully resume. Therefore, evacuation is considered mandatory.

**TIP »** Your primary plan should be to head inland and ride out the storm at the home of a friend, relative or other safe location. The Hurricane Evacuation Centers operated by the county provide very basic comfort and little to no privacy. Deciding where you will go in the event of an evacuation order is an important part of your plan.

Once a storm's path is forecasted to land near South Florida, begin to monitor information about the storm and start preparing for an evacuation. Fill up your vehicle with gasoline before evacuating – or make sure it is fully charged in the case of electric vehicles – and be sure to have extra cash in the event of a power outage.

## HURRICANE & FLOOD INFORMATION

- Choose a safe area on the mainland, preferably on higher ground, and prepare an evacuation plan that includes all members of your household.
- Elevate household items and personal effects from the floor.
- Listen to the radio or television for up-to-date information.
- Turn off utilities at the main power switch.
- Close the main gas valve if you have to evacuate.
- Disconnect pool pumps.
- Keep insurance papers, important documents and other valuables in a safety deposit box. Keep copies of these documents in a watertight container in your possession during a storm if you have to evacuate.
- Include a portable radio and flashlight in your emergency supplies.

- Put away loose items that could impede water drainage (like trash receptacles).
- Know the safest route out of the area. If flash flood warnings are issued, the city will send out notifications through text messages and social media.
- A flooded street is not a play area! Keep children away from standing water. It may be deeper than it appears. Walking through water that has accumulated over several days may also pose a health risk since it is a potential breeding ground for mosquitos and disease.
- Electricity and water do not mix. Turn off utilities at main switches and disconnect electrical appliances if instructed to do so. Do not touch electrical equipment if you are wet or standing in water. Downed power lines may be underwater.
- After water recedes, clean and disinfect everything that came in contact with floodwater.
- Stay up to date through the city's social media platforms and Nextdoor account.

### **Know your flood risk and the storm surge planning zone for your area.**

Miami Beach is almost entirely in Zone B. In addition, 93% of properties on Miami Beach are located in a FEMA Special Flood Hazard Area.

Homeowners and windstorm insurance policies do not cover flooding. Flood insurance is required by federally backed mortgages. The city saves you 25%, or \$6.7 million annually, in flood insurance premiums through top-tier performance in the Community Rating System (CRS). For more information, visit [floodsmart.gov](https://floodsmart.gov).



# 10 STEPS TO FLOOD AWARENESS

MIAMI BEACH  
RISING  
ABOVE

93%



## 1. KNOW MIAMI BEACH'S FLOOD RISK.

93% of Miami Beach properties are in a FEMA Special Flood Hazard Area. The city is reducing risk by investing in public infrastructure and encouraging flood mitigation for private properties.

## 2. KNOW YOUR FLOOD INSURANCE COVERAGE.

Flood insurance is required for federally backed mortgages. Miami Beach saves residents and businesses 25% on flood insurance premiums through the Community Rating System (CRS). For more information, check [floodsmart.gov](https://www.floodsmart.gov).

## 3. BE SMART IF YOU SEE FLOOD WATERS!

Avoid driving through or coming in contact with flood waters as they could be hazardous. Check your local weather and text MBALERT to 888777.

## 4. KEEP YOUR HOME AND BELONGINGS DRY.

Protect your property by investing in flood risk mitigation, such as using flood-resistant materials, elevating major appliances, and elevating your home.

## 5. BUILD RESILIENTLY.

Follow the Florida Building Code and the Miami Beach Resilience Code to minimize flood risk. Learn more about your flood risk by obtaining an elevation certificate calling [305.673.7610](tel:305.673.7610).

## 6. OUR NATURAL SYSTEMS ENHANCE OUR FLOOD PROTECTION.

The dune system, coral reefs, and other nature-based infrastructure all contribute to flood protection.

## 7. HAVE A PLAN! MIAMI BEACH CAN EXPERIENCE FLOODING FROM HURRICANES AND KING TIDES.

Know evacuation routes and prepare for storms to protect yourself and your loved ones. Learn more at [miamibeachfl.gov/emergency-preparation](https://miamibeachfl.gov/emergency-preparation).

## 8. KEEP STORM DRAINS CLEAN!

Don't litter! Keep storm drains clear of litter and debris to prevent flooding and keep Biscayne Bay clean.

**Report issues on the free Miami Beach e-Gov app or call [305.604.CITY](tel:305.604.CITY).**

## 9. FINANCIAL ASSISTANCE.

Federal financial assistance may be available for damaged properties. Contact the Grants Office at [305.673.7466](tel:305.673.7466) to learn more. The city also has a Private Property Adaptation (PPA) grant program for flood mitigation. Call [305.673.7084](tel:305.673.7084) to learn more.

## 10. MIAMI BEACH IS HERE TO HELP.

The Building Department offers free technical assistance to identify ways to reduce flood hazards. Call [305.673.7610](tel:305.673.7610) to learn more.



## MOSQUITO CONTROL

305.592.1186

Miami-Dade County Public Works Department manages the countywide mosquito control program. Miami Beach Code Compliance officers respond to complaints regarding the presence of mosquito-breeding hazards created by the failure to properly maintain a residential or commercial property. To request an inspection, contact the Code Compliance Department.

### **Follow these tips to control the mosquito population around your property:**

Remember to drain and cover. Check for standing water outside in the following locations:

- Gutters.
- Garbage cans.
- Saucers and lids.
- Swimming pool and spa covers.
- Open containers such as flowerpots and empty drums or cans.
- Old tires.
- Birdbaths.
- Pet bowls (indoor and outdoor).
- Swimming pools (perform regular maintenance to prevent your pool from becoming a breeding ground for mosquitoes.)
- Bromeliads and some potted plants.

Cover your skin with socks, shoes, long pants and long sleeves when mosquitoes are active. Use mosquito repellent with effective ingredients, such as DEET, lemon eucalyptus oil or IR3535 which is based on a natural amino acid called  $\beta$ -alanine.





# ENVIRONMENT & SUSTAINABILITY

1700 Convention Center Drive, 3rd Floor | 305.673.7084

The Environment & Sustainability Department provides the highest quality services to the community by developing and implementing climate adaptation and mitigation initiatives and environmental program management to preserve, protect, and enhance our natural resources. The department is comprised of three divisions: Environmental Resources Management, Sustainability & Resilience and Urban Forestry. Together, these divisions work to create a more sustainable community, protect our natural resources and integrate a holistic resiliency approach in the fight against sea level rise.

## ENVIRONMENTAL RESOURCES MANAGEMENT DIVISION

The Environmental Resources Management Division provides expertise across city departments to ensure all public projects avoid, minimize and mitigate environmental impacts while enhancing the natural environment and resilience through design. The division serves as the city's in-house environmental consultant and is the liaison between the city and other government agencies for environmental concerns and regulations.

Services provided by this division include environmental complaint response, sampling, inspections, natural resource management, environmental permitting assistance, regulatory compliance oversight, plan review, technical advice along with staff and community trainings. Contact the Environment & Sustainability Department to learn more about these initiatives or report environmental violations.

Learn more about the city's efforts to be resilient by downloading the [mbrisingabove](#) app or by visiting [mbrisingabove.com](https://mbrisingabove.com).



## SUSTAINABILITY & RESILIENCE DIVISION

The Sustainability & Resilience Division works to advance climate change mitigation efforts with a focus on reducing greenhouse emissions from government operations and communitywide activities, reducing internal operational costs and improving operational efficiencies. The team focuses on energy reduction, water conservation, recycling and waste reduction, education and outreach.

The resilience team focuses on climate change adaptation to help the city plan for, and bounce back from, sudden shocks and long-term stresses that are exacerbated by climate change. This team works through planning, policies, programs and projects, particularly as they relate to flood risk reduction. Programs include Private Property Adaptation, FEMA Program for Public Information, Sustainachella, Plastic Free MB and current/future Composting Hubs throughout the city among others.

## URBAN FORESTRY DIVISION

**305.673.7722**

The Urban Forestry Division oversees the urban forest by providing regulatory management and strategically planting for the future. This includes citywide reforestation efforts, the citywide Geographical Information System Tree Inventory and implementing the goals and recommendations established by the Urban Forestry Master Plan (adopted in October 2020). The division issues tree permits for any tree work within city limits, oversees tree mitigation, conducts heritage tree evaluations, conducts tree protection barrier inspections, provides tree risk assessments, leads the G.O. Bond Reforestation Project and reviews plans for citywide tree selection installations.



# FIRE DEPARTMENT

305.673.7120

**Headquarters | 2300 Pine Tree Drive**  
**Emergency: 911 | Nonemergency: 305.673.7111**

The Miami Beach Fire Department (MBFD) is made up of a diverse team of dedicated professionals whose mission is to provide residents, businesses and visitors with the highest level of service, safety and security through fire suppression, emergency medical services, disaster preparedness, response and recovery, ocean rescue, fire prevention, public education and public safety communications.

All Miami Beach fire stations provide safe haven for runaways through Safe Place and serve as a drop-off haven for newborns less than three days old through the Stork Nest program. Free blood pressure checks are also available at all stations.

## Fire Station Locations:

Fire Station 1	1051 Jefferson Avenue	<b>305.673.7135</b>
Fire Station 2	2300 Pine Tree Drive	<b>305.673.7171</b>
Fire Station 3	5303 Collins Avenue	<b>305.673.7179</b>
Fire Station 4	6880 Indian Creek Drive	<b>305.673.7136</b>



## FIRE CADET PROGRAM

MBFD teams up with Miami Beach Parks & Recreation each year to host the Fire Cadet program for Miami Beach students in grades 9 - 12. Coursework includes a physical and academic portion with hands-on training in first aid, fire prevention and firefighting skills. Participants can register at **[register.miamibeachparks.com](https://register.miamibeachparks.com)** or contact Instructor Mike Sica at [michaelsica@miamibeachfl.gov](mailto:michaelsica@miamibeachfl.gov).

## FIRE PREVENTION

**305.673.7123**

The Fire Prevention Division, located at 1701 Meridian Avenue, Suite 200, creates and maintains a fire safe environment through programs such as plan review, inspections, enforcement, investigation and education. Fire Prevention is divided into four sections: New Construction, Public Safety Services, Special Events and Special Projects.

## NEW CONSTRUCTION

Inspection Routes and results can be viewed with just your permit number at **[miamibeachfl.gov/building-inspections](https://miamibeachfl.gov/building-inspections)**.

## PUBLIC SAFETY EDUCATION PROGRAM

Programs include schools and fire safety, businesses learning about fire drills and fire extinguishers, older adult living facilities practicing fire safety and fire prevention in the home and free car seat installations and inspections. If you would like information on fire safety and other educational materials and/or programs, please contact Public Education Coordinator Paul Johnson at 305.673.7000 ext. 22834 or email [pauljohnson@miamibeachfl.gov](mailto:pauljohnson@miamibeachfl.gov).

## PULSE POINT

Residents are encouraged to download PulsePoint—a smartphone app that alerts users who are trained if someone nearby in a public place has called 911 with an emergency that requires CPR. Only users within a .25 mile radius are notified. Only incidents that happen in a public place trigger a notification. Download the app at **[miamibeachfl.gov/fire-rescue](https://miamibeachfl.gov/fire-rescue)**.

## SPECIAL EVENTS

For special events within the city, email [FireSpecialEvents@miamibeachfl.gov](mailto:FireSpecialEvents@miamibeachfl.gov).

## SPECIAL PROJECTS

For false alarms, send payment by check or money order payable to City of Miami Beach False Alarm Reduction Program, PO BOX 142165, Irving, Texas 75014 or for assistance call 877.503.6811. For additional information, visit **[miamibeachfl.gov/fire](https://miamibeachfl.gov/fire)**.



# GENERAL OBLIGATION BONDS

1700 Convention Center Drive, 4th Floor | 305.673.7010

Miami Beach voters overwhelmingly approved referendums during the 2018 and 2022 elections that are transforming Miami Beach into a resilient, arts and culture destination unlike any other.

The \$439 million General Obligation Bond Program (G.O. Bond) approved by voters in 2018 is revitalizing public spaces, public structures and public security for the future of Miami Beach. Upgrading city functions and enhancing city aesthetics at an unprecedented scale, that program encompasses 57 separate improvement projects that will positively impact quality of life, economic health and overall resilience in all of North Beach, Mid Beach and South Beach.

In addition to the 2018 bond, a \$159 million G.O. Bond for Arts and Culture — approved by voters in 2022 — will finance the cost of 21 separate projects to improve facilities for resiliency of arts and cultural institutions throughout Miami Beach. The funds will also be used for artistic playgrounds, senior/cultural centers, a botanical garden, an aquatic sculpture park and related artist/workforce housing.

You can learn more about each of these transformational programs at [gombinfo.com](https://gombinfo.com), including how the funds are being spent on a project-by-project basis.





# HUMAN RESOURCES

**1700 Convention Center Drive, 3rd Floor | 305.673.7524**

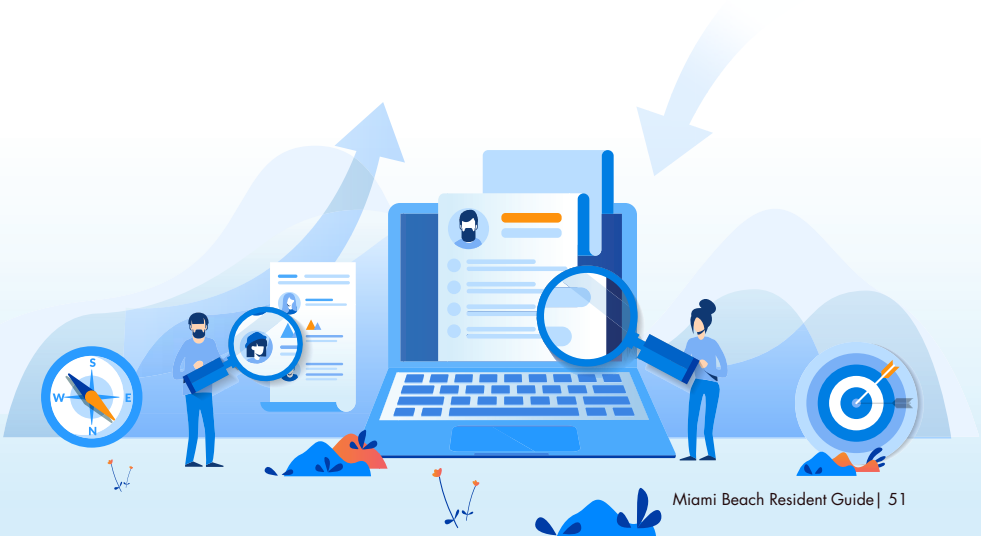
Through strategic planning, recruitment, training and employee engagement initiatives, the city's Human Resources Department aims to attract, retain and empower a diverse workforce while ensuring compliance with legal and ethical standards. The department strives to provide exceptional support and guidance to all employees, promoting their professional growth, well-being and overall success, ultimately contributing to the overall success and sustainability of the city.

In addition to coordinating all employment-related matters, the department coordinates employee benefits and performs screening, interviews and background examinations for potential employees. It also oversees labor relations and risk management. Available positions, requirements and applications are posted online at [governmentjobs.com/careers/miamibeach](https://governmentjobs.com/careers/miamibeach). Background testing is conducted on all successful applicants prior to employment.

## RISK MANAGEMENT

The Risk Management Division manages a comprehensive program to identify and evaluate risks involving city employees, property and citizens. The team utilizes methods to eliminate or minimize losses and efficiently handle all claims involving bodily injury and property damage. They collaborate with all departments to encourage a safe work environment for all city employees as well as a safe place for its residents, visitors and business partners.

To file a property damage or bodily injury claim with the city's Risk Management Office, please call or email [RiskManagement@miamibeachfl.gov](mailto:RiskManagement@miamibeachfl.gov). For more information visit [miamibeachfl.gov/claims](https://miamibeachfl.gov/claims).



# HOUSING & COMMUNITY SERVICES

**765 17 Street | 305.673.7491**

## ALL STARS PROGRAM

Funded by The Children's Trust, the All Stars Program serves middle school-aged youth to equip them with the skills, confidence and knowledge to safely handle the challenges of teenage drug use, bullying, self-esteem and social pressures among other issues as well as sports and STEM programming. The program is provided in an after-school setting. To register during the school year for Nautilus Middle School Teen Club, please visit [miamibeachparks.com](http://miamibeachparks.com) or call 305.673.7491.

For summer camp registration, please email [allstarsprogram@miamibeachfl.gov](mailto:allstarsprogram@miamibeachfl.gov) or call 305.673.7491.

## ACCESS PROGRAM

The Florida Department of Children and Families aids with applications and recertifications for the Supplemental Nutrition Assistance Program (SNAP). No appointments are necessary.

## FAIR HOUSING

The Housing Opportunities Project for Excellence (HOPE), Inc. implements a fair housing educational campaign in close cooperation with the city. Annually, HOPE conducts a multitude of fair housing education outreach workshops for housing providers, community groups and residents.

## FAMILY PATHWAYS

Funded by Children's Trust, Family Pathways serves youth and their families within our community experiencing challenges, such as food insecurity and economic instability, and where a variety of comprehensive, care coordinated services are offered to them. Families are encouraged to call for more information and eligibility screening, and be ready to take an active role, working to build on their family's strengths to achieve stability.

## FIRST-TIME HOMEBUYER

The city's FirstTime Homebuyer program aids income-eligible homebuyers in the form of down payments and assistance with closing costs. This program also assists participants with the rehabilitation of units being acquired. To qualify, applicants must meet income and other requirements. Selections are based on the availability of funds.

## GROCERY DELIVERY PROGRAM

**305.673.7491**

The city serves food to insecure households, including the elderly and low-income families with children. The program offers monthly home-delivered groceries. Please call to sign up for the program waitlist.

## HOMELESS OUTREACH

**305.604.4663**

The city's Homeless Outreach Team provides outreach and engagement services to the homeless, including shelter placement, referral, identification document replacement, employment transitioning services, employment assistance, family reunification, and mental health and substance abuse services.

## HOUSING PROGRAMS

**305.673.7260**

The city operates programs to upgrade the housing stock and provide affordable, quality housing in collaboration with community-based organizations, community development corporations, nonprofit organizations and for-profit housing providers. Services are provided with funding from the U.S. Department of Housing and Urban Development through the Community Development Block Grant and the HOME Investment Partnerships Program as well as funding from the State of Florida through the State Housing Initiatives Partnership program. The city releases a Request for Applications (RFA) annually to review and assess eligible projects.

## HOUSING AUTHORITY

**305.532.6401**

The Housing Authority of the City of Miami Beach is an independent body that helps low-income people receive financial assistance through the private housing market and a variety of affordable housing programs. The most well-known program is Section 8 rental assistance, designed to assist very low-income and low-income families with rental payments.



## TENANT HOUSING DEFENSE

**305.673.7491**

A representative is available at the Community Services Division on Mondays. Representatives can provide assistance with child support, sealing and expunging records as well as human trafficking prevention. A representative from Legal Services of Greater Miami, Inc. is available at the Community Services Division on Thursdays to provide assistance with housing issues. Appointments are not required, but highly encouraged.

## OWNER-OCCUPIED HOUSING REHABILITATION PROGRAM

**305.673.7260**

This program helps income-eligible homeowners rehabilitate their homes. This includes addressing code violations, upgrading major systems and rehabilitation to accommodate aging in place. Eligible participants must reside in their homes.

## PARENT-CHILD PROGRAM

This program provides new parents and their children with an engaging curriculum to maximize the parent-child bond while offering tools to ignite the passion of learning and family among children. The program is funded by The Children's Trust and is offered at convenient times to support working parents.

## RENT AND UTILITY ASSISTANCE

**305.673.7491**

The city provides rent and utility assistance to income-eligible residents. Assistance is based on availability of funds. Documentation and proof of income are required for eligibility.

## TAX PREPARATION SERVICES

**305.673.7491**

Free tax preparation services are offered to individuals and households earning up to \$60,000 a year as well as persons with disabilities. Services are offered by appointment between February and April, before tax day. Call to make an appointment.





# INSPECTOR GENERAL

**1130 Washington Avenue, 6th Floor | 305.673.7020**

The Office of Inspector General (OIG) is an independent watchdog agency created by the city's voters by referendum in 2018. The office promotes integrity and accountability in city government through the functions, authority and powers established in Section 2-256 of the Code of the City of Miami Beach. The OIG investigates, reviews, and/or audits any city program, contract or expenditure for the purpose of identifying fraud, waste, abuse of power, mismanagement, corruption or inefficiency.

The office has a staff of trained investigators and auditors and may issue subpoenas requiring witnesses to provide sworn testimony or to produce records related to the oversight function. The OIG may also require reports from the City Manager, city departments, agencies, boards or employees, regarding any matter within its jurisdiction. Findings of misconduct by public servants may be referred to appropriate agencies for criminal prosecution, ethics or administrative sanctions. The Miami Beach OIG is committed to fostering the public's trust in city government. All reports issued by the OIG are public records and may be reviewed by visiting [mbinspectorgeneral.com](https://mbinspectorgeneral.com).

As residents, you know your city. Talk to the OIG. They are always accessible and depend on getting information from residents, local business people and city employees who may have information about activities that need attention and oversight. If you have information about misconduct, waste, abuse or mismanagement relating to city business or suggestions to improve city government, you can report it through the OIG website by calling the main number at 305.673.7020, the confidential hotline at 786.897.1111, or by visiting the office on the 6th Floor of Historic City Hall at 1130 Washington Avenue. Follow the OIG on X @MiamiBeachOIG. Together, we can make a difference.



Joseph M. Centorino, Inspector General

**"If You See Something, Say Something"**

# PARKING

1755 Meridian Ave, 2nd Floor | 305.673.7505

## ACCESSIBLE PARKING PERMITS

305.673.7275

The City of Miami Beach honors disabled person parking permits in residential areas as long as vehicles have been properly registered with the city. All permits within each residential zone must be associated with a specific license tag. This does not include designated disabled parking spaces in residential areas.

## BACK-IN PARKING SPACES

The City of Miami Beach has introduced on-street back-in angled parking in some locations. This requires motorists to reverse into parking spaces rather than driving forward into them. The design is intended to make cyclists more visible while making it more convenient for motorists to access their trunks.

## MAURICE GIBB BOAT RAMP PARKING

305.673.7737

Boat ramp parking (lot P-45) is available for Miami Beach residents from 7 a.m. to 10 p.m. Residents must register their tow vehicles prior to using the boat ramp parking. Miami Beach residents who are registered in one of the city's residential parking permit programs are automatically registered as long as their residency status has been confirmed within the previous 12-month period. For more information on registering your tow vehicle, visit [miamibeachfl.gov/maurice-gibb-boat-ramp-info](http://miamibeachfl.gov/maurice-gibb-boat-ramp-info).

## PARKING CITATION

305.275.1133

Locations where you can pay parking citations in person are listed on the back of each ticket. Alternatively, you can pay by phone or online with a credit card.

Be sure to have a copy of your citation number or license plate number available when you visit [miamibeachparkingcitation.com](http://miamibeachparkingcitation.com) and select "quick link" at the bottom of the page.

## PARKING FLOOD RELIEF PROGRAM

305.673.7505

The Parking Department offers temporary parking accommodations in two of our municipal parking facilities (G6 and G9), at no charge, for residents where street flooding may occur due to high tides and/or weather events. To participate in the program, you must reside within an area of elevation that is 2 feet North American Vertical Datum (NAVD) or less.

Register for the program at [miamibeachfl.gov/parking-flood-relief-program](http://miamibeachfl.gov/parking-flood-relief-program). Once registered, you will receive a notification via e-mail when a flood event is activated. Parking at no charge is only applicable when an active flood notification is in place.

## PARKING GARAGES

**305.695.9800**

Miami Beach parking garages accept Mastercard, Visa and American Express.

## PARKING METERS

Pay stations are available throughout the city in both on-street locations and surface lots.

## PARKMOBILE & PAYBYPHONE APPS

Parking payments can be made via the ParkMobile or PayByPhone apps for metered parking and municipal parking garages. A few convenient features include:

- Initiate a parking session on your phone/smartphone.
- Receive notification reminders that your parking session is about to expire.
- Extend your parking session via the app.
- No need to ever use a parking meter or pay station again.
- No transaction fees for registered residents.

## RESIDENTIAL PARKING PERMITS

**305.673.7275**

Miami Beach residents may register their motor vehicles with the Miami Beach Customer Service Center at 1755 Meridian Avenue, Suite 100 if they wish to park in residential zones during restricted hours. Applicants will be required to present a valid motor vehicle registration along with proof of current Miami Beach residency. Motor vehicles parked illegally in residential zones will be towed at the owner's expense.



## MIAMI BEACH RESIDENT PARKING DISCOUNT

Registered Miami Beach residents with proof of residency can enjoy the discounted hourly parking rate of \$1 per hour at both on- and off-street meters when paying at the pay station or via the ParkMobile/PayByPhone app. Transactional fees are waived for Miami Beach residents who have registered for the discounted parking rates. For more information, visit [miamibeachfl.gov/parking](https://miamibeachfl.gov/parking) or send an email to [residentdiscount@miamibeachfl.gov](mailto:residentdiscount@miamibeachfl.gov).

## TOWING

**305.673.7275**

The Parking Enforcement division is responsible for ensuring compliance with all parking regulations in the city. Vehicles will be cited and towed under certain conditions. If you suspect your car has been towed, please contact the Parking/Code Enforcement Hotline 24 hours a day, seven days a week at 305.673.9453. Alternatively, contact the towing company directly for details on how you may retrieve your vehicle.

## RETRIEVING TOWED VEHICLES

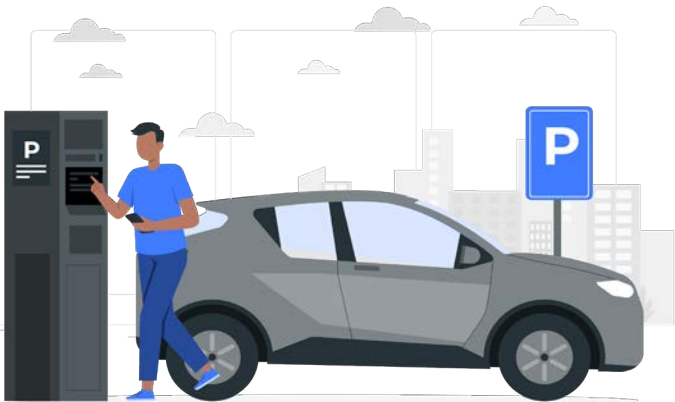
If your vehicle was towed from public property, a parking citation should have been affixed to your windshield.

The City of Miami Beach contracts with two towing service providers:

- Tremont Towing Services, Inc. | 1916 Bay Road | 305.672.2395
- Beach Towing Services, Inc. | 1349 Dade Boulevard | 305.534.2128

Both companies accept cash, traveler's checks and personal checks. There are also ATM machines at both locations.

Miami Beach residents are eligible for a discount by showing a valid driver's license and vehicle registration with a Miami Beach address. Miami Beach residents may also use accepted debit or credit cards.









# PARKS & RECREATION

**305.673.7730**

The Parks & Recreation Department provides a myriad of programs, activities and services for children, adults and senior citizens of all abilities throughout the city. For a comprehensive list of programs, facilities and parks, visit [miamibeachparks.com](http://miamibeachparks.com).

## GOLF COURSES

Miami Beach Golf Club  
2301 Alton Road

**305.532.3350**

Normandy Shores Golf Course  
2401 Biarritz Drive

**305.868.6502**

## TENNIS CENTERS

Miami Beach Flamingo Tennis Center  
1200 Meridian Avenue

**305.673.7761**

Miami Beach Tennis Center  
501 72 Street

**305.604.4080**

## PUBLIC PARKS

### South Beach (1-23 streets)

- 20 Street Pocket Park: 2001 North Bay Road
- Belle Isle Park: 52 Venetian Way
- Buoy Park: 12 Star Island Drive
- Canopy Park: 701 West Avenue (between 600-700 blocks of Alton Road)
- Collins Park: 2111 Collins Avenue
- Collins Canal Park: 2100 Washington Avenue
- Flamingo Park: 999 11 Street
- Hibiscus Island Park: 113 West Palm Midway
- Lummus Park: Ocean Drive from 5-15 streets
- Marjory Stoneman Douglas Ocean Beach Park: 231 Ocean Drive
- Miami Beach SoundScape Park: 1670 Washington Avenue
- Maurice Gibb Memorial Park: 1700 Purdy Avenue
- Palm Island Park: 159 Palm Avenue
- Pride Park: 1809 Meridian Avenue
- South Pointe Park: 1 Washington Avenue
- Sunset Lake Park (Sunset Isle IV): 1400 W 21 Street
- Washington Park: 225 Washington Avenue
- Washington Park Annex: 210 2 Street



### **Mid Beach (24-62 streets)**

- Bayshore Park: 2450 Pine Tree Drive
- Beach View Park: 5301 Collins Avenue
- Fisher Park: 5085 Alton Road
- Mid Beach Park: 4621 Collins Avenue
- Muss Park: 4300 Chase Avenue
- Pine Tree Park: 4493 Pine Tree Drive
- Polo Park: 4301 N Michigan Avenue
- Scott Rakow Youth Center and Ice Rink: 2700 Sheridan Avenue
- Sunset Isle II Park: 2600 Sunset Drive

### **North Beach (63-87 streets)**

- 82 Street Skate Park: 8200 Collins Avenue
- Allison Park: 6475 Collins Avenue
- Altos del Mar Park: 7601 Atlantic Way
- Bandshell Park: 7275 Collins Avenue
- Brittany Bay Park: 6444 Indian Creek Drive
- Crespi Park: 7820 Crespi Boulevard
- Fairway Park: 200 Fairway Drive
- La Gorce Park: 6421 Alton Road
- Normandy Isle Park and Pool: 7030 Trouville Esplanade
- Normandy Shores Park: 2608 Biarritz Drive
- North Beach Oceanside Park: 8500 Collins Avenue
- North Shore Park and Youth Center: 501 72 Street
- Parkview Island Park: 7430 Wayne Avenue
- Parkview Island Park Annex: 75 Dickens Avenue
- Poinciana Park: 6301 Alton Road
- Stillwater Park: 8440 Hawthorne Avenue
- Tatum Park: 8050 Byron Avenue





# PLANNING

1700 Convention Center Drive, 2nd Floor | 305.673.7550

The Planning Department has four primary sections: Comprehensive and Neighborhood Planning; Zoning and Permit Review; Urban Design; and Historic Preservation. The department provides land use planning services for the city, helping to ensure that all development complies with the Land Development Regulations of the City Code (LDRs), the 2040 Comprehensive Plan and applicable Florida statutes.

The department is a liaison to four land use boards: Board of Adjustment, Design Review Board, Historic Preservation Board and Planning Board. They are responsible for reviewing all applications submitted for land use board approval, as well as building permits for compliance with land use board orders and the requirements of the LDRs. The Planning Department coordinates development approvals with the Miami-Dade County School Board, and is also responsible for implementing, maintaining and updating the city's neighborhood, citywide and comprehensive plans.

## Hours of Operation:

Open Monday through Friday at the following times:

- 8:30 a.m. to 4:30 p.m., closed from 12 p.m. and 1 p.m.

Planning staff is available for in-person and Teams or Zoom meetings. Planners and plan reviewers are generally available for walk-in questions and information until 4 p.m. daily.

For more information, visit [miamibeachfl.gov/planning](https://miamibeachfl.gov/planning).



# POLICE DEPARTMENT

**Headquarters | 1100 Washington Avenue**  
**Emergency: 911 | Nonemergency: 305.673.7900**

The Miami Beach Police Department (MBPD) is made up of highly-trained law enforcement professionals who are committed to setting the benchmark for quality police services. The agency accomplishes its mission by building strong community partnerships and upholding the highest ethical standards.

## CITIZEN POLICE ACADEMY

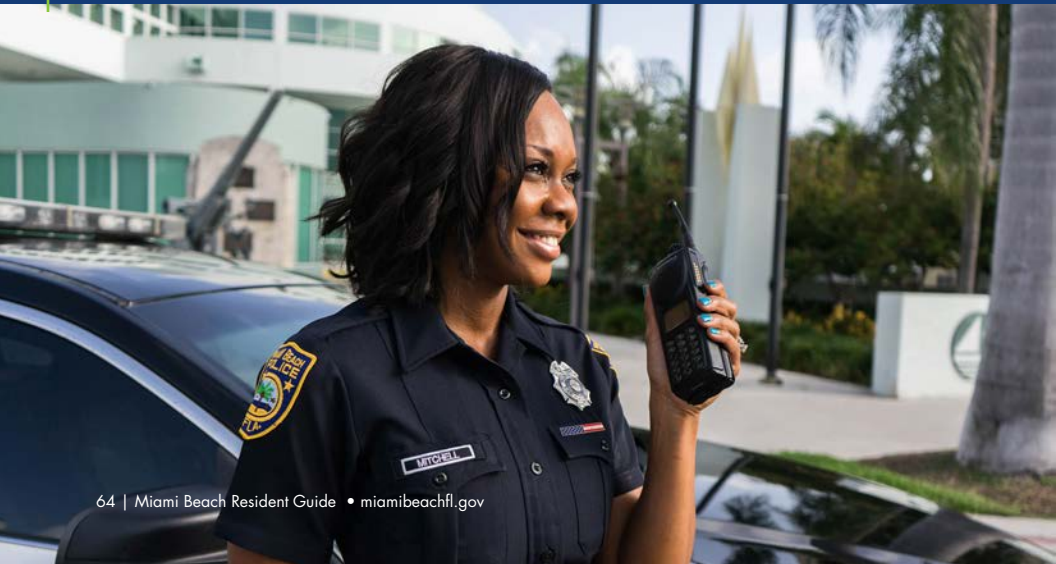
The Miami Beach Police Department offers residents an in-depth look at the agency through its Citizen Police Academy. This 12-week program gives residents and business owners an appreciation for the daily challenges that officers face as well as the comprehensive training they must undergo. The program was established to develop closer bonds with residents and businesses. The free program is offered throughout the year by MBPD employees. To apply, visit [miamibeachfl.gov/citizen-police-academy](http://miamibeachfl.gov/citizen-police-academy) and fill out the online form. Applicants must be 18 or older without any felony convictions or significant criminal history. Priority is given to residents.

## Police Department Locations:

Main Headquarters	1100 Washington Avenue
North End Substation	6840 Indian Creek Drive

## SAFE PLACE

The City of Miami Beach is committed to the safety of all lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ+) residents and visitors. The mission of the Safe Place initiative is to provide the LGBTQ+ community with easily accessible safety information and safe places throughout the city where anyone can turn free from persecution or judgement.



Through the Safe Place initiative, decals and/or posters are provided to city facilities, local businesses and other organizations as a symbol of safety for members of the LGBTQ+ community.

Anyone who seeks solace in a Safe Place location can be assured that police will promptly be called if they are the victim of a crime.

In addition to the regular 911 emergency response to crimes against the community, MBPD has an LGBTQ+ liaison officer who maintains an extensive network within the LGBTQ+ community and is available to respond to specific questions or concerns. For more information, visit [mbsafeplace.com](https://mbsafeplace.com).

## WOMEN'S SELF-DEFENSE CLASS

This three-hour class teaches students how to protect themselves against an assailant through a combination of physical techniques and mental conditioning. The class is provided periodically by Miami Beach police officers who are certified by the Florida Department of Law Enforcement as Police Defensive Tactics Instructors. To apply, fill out the online application at [miamibeachfl.gov/womens-self-defense](https://miamibeachfl.gov/womens-self-defense).

# PROCUREMENT

**1755 Meridian Avenue 3rd Floor | 305.673.7490**

The City of Miami Beach Procurement Department is responsible for the acquisition of goods and services by city departments in accordance with the City Code, Florida statutes and applicable federal laws. Given the wide range of goods and services acquired by the city, tremendous opportunity exists for local businesses. For bid opportunities visit [miamibeachfl.gov/procurement](https://miamibeachfl.gov/procurement).

The Procurement Department is comprised of a group of public procurement and contracting professionals dedicated to maximizing taxpayer resources for the acquisition of goods and services required by city departments to provide residents, businesses and visitors with a world-class experience.

Contact the department at [procurement@miamibeachfl.gov](mailto:procurement@miamibeachfl.gov) for any assistance you may need relating to the procurement and contracting activities of the city.







# PUBLIC LIBRARIES

You can apply online for a library card, as well as for access to a variety of services through the Miami-Dade Public Library System at [mdpls.org](http://mdpls.org).

Miami Beach Regional Library	305.535.4219	227 22 Street
North Shore Branch	305.864.5392	7501 Collins Avenue
South Shore Branch	305.535.4223	131 Alton Road

# PUBLIC WORKS

**1700 Convention Center Drive, 4th Floor | 305.673.7080**

The Public Works Department is a multidisciplined department comprised of four divisions: Engineering; Greenspace Management; Operations; and Sanitation. The department provides project management, planning, design, construction, maintenance, repairs and operation services for city infrastructure, including utility systems, roadways and greenways.

The department is also responsible for city cleanliness and manages the Solid Waste/Recycling Collection and Disposal Program. The department is represented by professional, semiprofessional and licensed disciplines working in administration, engineering, streets and streetlights, water distribution, sewer collection, stormwater management, sanitation and greenspace management.

The city infrastructure managed by the Public Works Department includes 24 city-owned bridges; 140 miles of streets; 242 miles of sidewalks; 200 miles of curb and gutter; 33 miles of alleyways; 7,487 streetlights; 1,275 landscape up-lights; 841 bollard lights, 286 miles of underground wiring; 180 miles of water distribution piping mains; four water storage tanks with total storage capacity of 14 million gallons; six water pumping stations; 13,550 water meters; 152 miles of sewer mains; 122 miles of sanitary gravity sewer pipes; 3,160 sanitary sewer manholes; 23 sewer pump stations; 110 miles of stormwater pipes; 367 stormwater outfalls; more than 7,800 stormwater structures (stormwater manholes, storm drains and catch basins) and 49 stormwater pump stations.

Visit [miamibeachfl.gov/publicworks](http://miamibeachfl.gov/publicworks) for more information.

## BULK WASTE PICKUP

**786.515.2726**

Each resident is entitled to six free on-call bulk waste collections (pickups) per calendar year. Once a resident has used up all six bulk waste pickups, additional pickups may be scheduled at \$20 per cubic yard. Call to schedule an appointment before you set any bulk waste at the curb. Keep the city looking its best by setting your bulk waste out the night before your scheduled pickup. Simply call Waste Management's Customer Care line to schedule your pickup within seven working days. Your items will be picked up on the day of your appointment.

## BULK WASTE WEEKENDS

Take your bulk trash to one of two dumpster locations from 8 a.m. to 6 p.m. on the first full weekend of every month. Miami Beach residents must present proof of residency (identification with a Miami Beach address and/or a utility bill along with photo identification) in order to take advantage of the two locations specified below:

- 140 MacArthur Causeway at Terminal Island.
- 75 Street and Dickens Avenue.

## ELECTRONICS RECYCLING

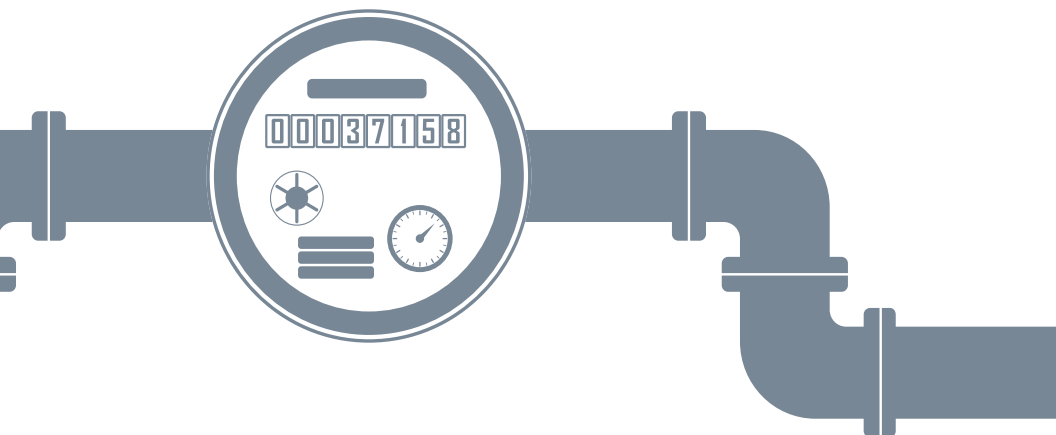
Phones, computers and other electronic equipment can be recycled at the city's Green Waste Facility at 2800 Meridian Avenue, Monday through Saturday from 7 a.m. to 5 p.m.

## ENGINEERING

The Engineering Division is comprised of five sections: Surveying, Geographic Information Systems (GIS), Right-of-Way (ROW) Management as well as ADA and Elevator Safety. ROW Management is responsible for plan review of the public and private projects within the city's right-of-way and the engineering design of ROW projects. GIS is the keeper of the maps for the city's entire infrastructure, which includes water mains, sanitary sewer and stormwater systems. ADA is responsible for reviewing and ensuring accessibility compliance in the city's construction projects and is also the liaison for employees, residents and visitors for ADA accommodations and services. The Surveying Section is the first resource for all construction projects to coordinate the data acquisition of field information. Elevator Safety is responsible for the certification of all public and private elevators, escalators, moving walks and lifts within the city.

## GREENSPACE MANAGEMENT

This division provides design, installation and maintenance service to all city-designated properties, including gateways to the city, all municipal buildings, parking facilities, dunes, medians, swales and landscape areas.



## GREEN WASTE FACILITY (GWF)

Bring your green vegetative yard waste to 2800 Meridian Avenue from 7 a.m. to 5 p.m. Monday through Saturday. There is no charge to residents arriving in a car, pickup truck or SUV. Motorists arriving in vans or trailers will be charged \$21.84 per cubic yard. Proof of Miami Beach residency is required.

## HAZARDOUS WASTE

Leftover household products that contain corrosive, toxic, ignitable or reactive ingredients are considered household hazardous waste. These products contain hazardous ingredients that require special care during disposal to protect human health and the quality of our environment. The city organizes household hazardous waste events throughout the year for residents to drop off their hazardous waste and select electronics at no cost.

See the hazardous waste disposal options below:

- Household Hazardous Waste Events  
Check [mbrisingabove.com/hhw](http://mbrisingabove.com/hhw) for details.
- West Dade Home Chemical Collection Center  
Wednesday - Sunday | 9 a.m. to 5 p.m.  
8801 NW 58 Street, Doral, Florida 33178.
- South Dade Home Chemical Collection Center  
Wednesday - Sunday | 9 a.m. to 5 p.m.  
23707 SW 97 Avenue - Gate B, Homestead, Florida 33032.

## ILLEGAL DISPOSAL

**305.604.2489**

All residents should be advised that the illegal disposal of garden trash, tree and shrubbery trash as well as special handling trash is a violation of the City of Miami Beach code. Violations may result in the issuance of citations. Anyone caught illegally dumping will be billed for all trash/waste removal charges, including labor, equipment and dumping fees in addition to an administrative fee. Interest will accrue at 10% per year until paid as provided by the Miami Beach City Code. Unpaid charges may result in a lien placed upon your property.

## MIAMI-DADE SOLID WASTE

Call 311 for Miami-Dade County information regarding county waste disposal programs and facilities.



## OPERATIONS DIVISION

**305.673.7620**

This division oversees the operation and maintenance of the city's water distribution, wastewater collection, stormwater, street and street lighting systems. Each year the Operations Division ensures the safe transmission of billions of gallons of fresh water to residents and the transport of wastewater to the treatment plant. In addition, it ensures that all streets, streetlights, sidewalks and storm drains are operational and maintained. Our 24/7 Control Room can be reached at 305.673.7625.

## RESIDENTIAL GARBAGE /TRASH COLLECTION

Material in your garbage that results from general housekeeping can be collected from the back or side yard two times per week. Regular residential garbage does not have to be placed on the swale, the area in front of your home adjacent to the street. Waste Connections will collect residential waste from back or side yards. Cans or bags cannot weigh more than 50 pounds. Please place all garbage in bags inside your garbage can. Only material placed in the garbage will be removed.

Do not place your garbage out for collection more than 24 hours before your scheduled pickup. If a scheduled pickup is missed, please contact the Sanitation Division at 305.673.7616 before 4:30 p.m.

## ROUTE INFORMATION – GARBAGE/TRASH

- South Beach (South Pointe Drive to 41 Street, and islands) Monday - Thursday.
- Mid Beach (41 Street to 67 Street ) Tuesday - Friday.
- North Beach (67 Street to 87 Terrace) Wednesday - Saturday.

Garbage will not be collected on Christmas Day. Collection will resume on your next scheduled pickup day.

## RECYCLING

Recycling is the law in Miami Beach and all properties are required to have a single-stream recycling program in place. For single-family residences and multifamily buildings of eight units or less that are on city garbage collection service, recyclables are collected every Wednesday from your curbside. Place all containers and paper fibers mixed in one single container, instead of being sorted into separate commodities (newspaper, cardboard, plastic, glass, etc.). Multifamily residences with eight units or more must sign up for recycling service through a licensed waste hauler. Pickup dates vary depending on your service provider.





# TEXTILE RECYCLING

Clothes, shoes and other household textiles can be dropped off 24/7 at the locations below. All proceeds go to supporting sustainability programs.

Location	Address	Times
Fire Station 4	6880 Indian Creek Drive	24 Hours
North Shore Youth Center	501 72 Street	24 Hours
Scott Rakow Youth Center	2700 Sheridan Avenue	24 Hours
Green Waste Facility	2800 Meridian Avenue	Mon - Sat   7 a.m. to 5 p.m

# SANITATION DIVISION

With its fleet of street sweepers, pressure washers and other collection equipment, the Sanitation Division maintains streets, parking lots, pedestrian paths and ensures sidewalks are free and clear of debris and litter. The division also manages trash and recycling contracts.

# WASTE DISPOSAL

**305.673.7616**

The Sanitation Division oversees the collection and disposal of residential garbage, trash and refuse generated at municipal buildings; the residential recycling program; street sweeping on public rights of way and collection and disposal of litter from public litter bins. Collection and disposal services for residential garbage, as well as residential recycling, are provided by Waste Management through a contract with the city. The city provides mobile and manual streetsweeping and litter control programs.

Contact the Sanitation Division for information on the disposal of garbage and refuse in residential areas, requirements for picking up garden/yard waste materials, disposal of discarded appliances, furniture, metals and junk as well as designated refuse areas for private refuse containers. The department is located at 140 MacArthur Causeway.



## WATER SERVICE

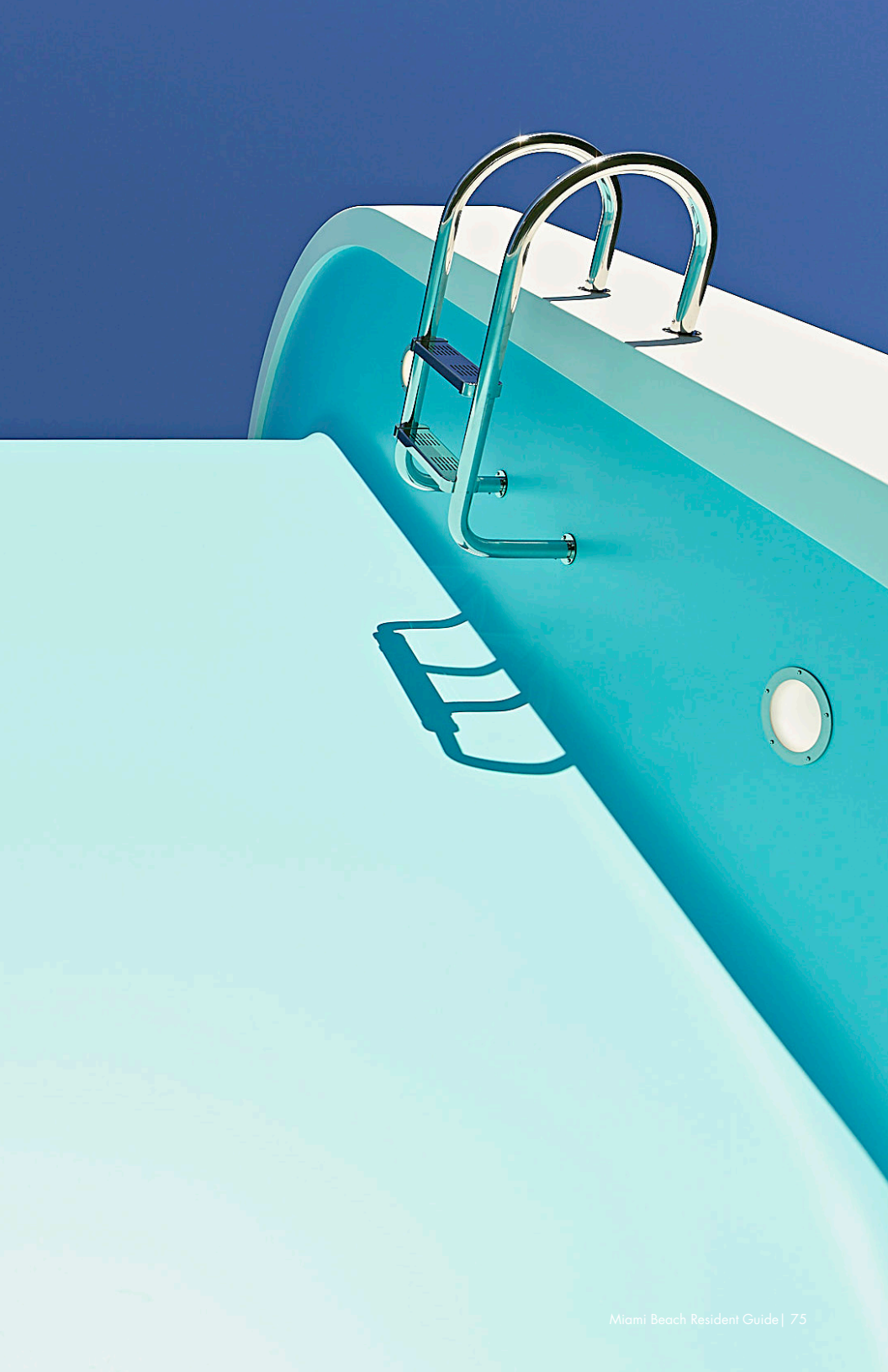
The City of Miami Beach purchases its water from the Miami-Dade County Water and Sewer Department (WASD), which operates and manages the drinking water and wastewater service for the entire county. You can call the Water Line at 305.448.SAVE (7283) for the latest information about water restrictions, drinking water treatment, lead and drinking water, water conservation, environmental tips and water-saving devices. WASD also provides free water conservation kits. For additional information on water conservation and water restrictions, please call the South Florida Water Management District at 800.432.2045 (Florida only) or visit [sfwmd.gov](http://sfwmd.gov).

## YARD WASTE

All material from yard maintenance, including tree and shrub trimmings, grass clippings and palm fronds must be placed in a container or bundled with a combined weight under 50 pounds. Each limb cannot exceed 4 feet in length or 4 inches in diameter. This material must be placed at the curb no earlier than 24 hours prior to your second pickup day. Gardeners must remove and properly dispose of yard waste immediately after performing work.







# TOURISM & CULTURE

1755 Meridian Avenue, 5th Floor | 305.673.7577

## ART IN PUBLIC PLACES PROGRAM

Two percent of the cost of city-owned construction projects is set aside for “works of art in public places, which enrich and enhance the aesthetic environment of the city.” The Art in Public Places Committee carries out this mandate and oversees and manages the art collection.

## ARTIST STREET VENDING AND PERFORMING 305.673.7466

Street vending and street performing is permitted on Ocean Drive and Lincoln Road in designated areas. Special permits are available for street vendors and/or performers by filling out an application at the Customer Service Center. Nonprofit vendors or street performers may submit an application on a quarterly basis to participate in a lottery for those designated locations on Ocean Drive and Lincoln Road. For applications or additional information, contact the Finance Department at 305.673.7466.

## CULTURAL CALENDAR OF EVENTS

The City of Miami Beach plays host to a variety of exciting events for residents and visitors. For a complete listing of cultural events taking place on public property or in a city facility, visit [mbartsandculture.org](http://mbartsandculture.org).

## CULTURAL AFFAIRS DIVISION

The Cultural Affairs Program advances, supports and promotes arts and culture in order to strengthen the local economy and quality of life for all who live, work and visit the City of Miami Beach and manages the Cultural Affairs Committee.

## ENTERTAINMENT INDUSTRY

If you are planning to open an entertainment office in the city, all the applicable procedures for opening a business must be followed. The Tourism and Culture Department is available to assist entertainment industry businesses with relocation needs.

## FILM & PRINT PERMITS

305.673.7070

The Film & Print Division of the Tourism & Culture Department supports film, photography and television productions, including film permitting in public and residential neighborhoods. If you feel that your neighbor is using their property for film shoots without a permit, please contact the Film and Print Division or the Code Compliance Department at 305.673.7555.



## SPECIAL EVENT PERMITS

A City of Miami Beach Special Event Permit is required for any event that takes place on public property or on private commercial property requiring approvals from city departments. Depending on the location of the event, application deadlines range from 30 days to 90 days prior to the activation. Special Event Community Review meetings take place on the third Thursday of every month. Residents wishing to provide feedback for upcoming events may find meeting details on the City Clerk's page at [miamibeachfl.gov/city-clerk](http://miamibeachfl.gov/city-clerk).

For more information on Special Event Permits and application forms, visit [miamibeachfl.gov/tourism-culture](http://miamibeachfl.gov/tourism-culture).

## ART & CULTURAL VENUES

<b>Bass Museum of Art</b>	<b>305.673.7530</b>
<b>Colony Theatre</b>	<b>305.674.1040</b>
<b>The Fillmore Miami Beach at The Jackie Gleason Theater</b>	<b>305.938.2505</b>
<b>Holocaust Memorial</b>	<b>305.538.1663</b>
<b>Jewish Museum of Florida – FIU</b>	<b>305.672.5044</b>
<b>Miami Beach Bandshell</b>	<b>786.453.2897</b>
<b>Miami Beach Botanical Garden</b>	<b>305.673.7256</b>
<b>Miami Beach Urban Studios – FIU</b>	<b>305.535.1463</b>
<b>Miami City Ballet</b>	<b>305.929.7010</b>
<b>Miami Design Preservation League &amp; Art Deco Museum</b>	<b>305.672.2014</b>
<b>New World Symphony/New World Center</b>	<b>305.673.3330</b>
<b>The Wolfsonian-FIU</b>	<b>305.531.1001</b>
<b>O Cinema</b>	<b>786.471.3269</b>
<b>Oolite Arts</b>	<b>305.674.8278</b>



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miamibeachtrolley.com

# TRANSPORTATION AND MOBILITY

1755 Meridian Avenue | 305.673.7514

## CITI BIKE BICYCLE SHARING PROGRAM

The City of Miami Beach, in collaboration with Citi Bike, provides residents and visitors with an extra transportation option for traveling around the city through a bike sharing and rental program. To learn more about bike share membership or hourly rentals visit [citibikemiami.com](http://citibikemiami.com).

## FREEBEE SERVICE

855.918.3733

The City of Miami Beach Transportation and Mobility Department is currently offering the following on-demand transit service programs to the public:

- **On-Demand Transit Service for Seniors**

The City of Miami Beach offers an on-demand Freebee service for residents 65 and older living in affordable housing facilities throughout the city. Service is provided to/from approximately 40 senior facilities located in South, Mid and North Beach and the closest Publix supermarket or pharmacy. The service is also available to Miami Beach seniors who participate in any of the senior programs provided by UNIDAD, Jewish Community Services or Little Havana Activities and Nutrition Center (advanced registration with Freebee is required). The service operates seven days a week from 7 a.m. to 5:30 p.m. For ADA compliant vehicles to accommodate wheelchairs, car seats, booster seats, etc., please contact Freebee one hour ahead of time.

- **Mid Beach On-Demand Transit Service**

The Mid Beach Freebee service provides first/last mile connectivity in areas of Mid Beach that are not served or are underserved by the Miami Beach trolley or Miami-Dade County bus services. Additionally, the service connects to transit hubs outside the Mid Beach service area, where riders can transfer to the Miami Beach trolley or Miami-Dade County bus routes. For ADA compliant vehicles to accommodate wheelchairs, car seats, booster seats, etc., please contact Freebee one hour ahead of time.

- **North Beach On-Demand Transit Service**

The city expanded its free Freebee on-demand transit service to North Beach to help mitigate the impact of Miami-Dade County's discontinuation of Bus Route 115 on our community.

To request a ride, download the RIDE FREEBEE mobile app or call. For more information visit, [mbfreebee.com](http://mbfreebee.com).

## TROLLEYS

**305.673.7117**

Miami Beach's FREE citywide trolley provides a reliable transportation alternative complementing the existing transit network and providing a connection to regional transit routes, improving the mobility and quality of life for residents and visitors alike.

The popular trolley service operates 15 hours each day, seven days per week, from 8 a.m. to 11 p.m. For more information, visit [miamibeachtrolley.com](http://miamibeachtrolley.com).

## TROLLEY ROUTES

- South Beach Loop
- Mid Beach Loop
- Collins Express
- North Beach Loop

## TROLLEY TIPS

- Service dogs must be harnessed or leashed and under control at all times. All other animals must be in carriers able to fit under the trolley seat.
- To ensure passenger safety, drivers are ONLY permitted to pick up or drop off passengers at designated trolley stops.
- No loud music, nudity, food or drinks are permitted on vehicles.
- All trolley vehicles have identification numbers located in the front area, near the driver. Use this ID when reporting a concern.
- All trolley vehicles are bicycle friendly, with two racks available for storage.

# COUNTYWIDE TRANSPORTATION SERVICES

## MIAMI-DADE TRANSIT

Residents and visitors can purchase transit passes at the Miami-Dade Transit ticket vending machine outside City Hall on the first floor, 1700 Convention Center Drive.

## BUS PASSES

**305.884.7567**

Metro passes, reduced-fare permits and transit tokens are sold throughout Miami-Dade County for use on Miami-Dade Transit buses. Some Miami Beach businesses also sell Miami-Dade County bus passes.

Metropass or tokens can be purchased at the Transit Information Center, second level of Government Center Metrorail station (downtown Miami) and at the Civic Center Metrorail station. Tokens can be purchased from change machines at all Metrorail stations.



# GOLDEN AND PATRIOT PASSPORTS

Senior citizens and Social Security beneficiaries can ride transit for free with a Golden Passport EASY Card. Miami Beach residents can submit their application in person at the Miami Beach Customer Service Center located at 1755 Meridian Avenue, 1st Floor. Make an appointment online or call 305.673.7420. For more information, visit [miamidade.gov](http://miamidade.gov) and search “Golden Passport” in the top right search bar.

<b>Golden Passport</b>	<b>311</b>
<b>Lost And Found</b>	<b>305.375.3366</b>
<b>Medicaid Transportation</b>	<b>305.630.5300</b>
<b>Route Information Hotline</b>	<b>305.770.3131</b>





