



Q1 FY2026

Quarterly Performance Report

Town of Miami Lakes

Presented By:

Edward Pidermann - Town Manager



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TOWN MANAGER'S MESSAGE

-Edward Pidermann



I am pleased to present the Town of Miami Lakes first (1st) Quarter Performance Report for Fiscal Year 2025-2026. This report provides a narrative for each performance measure from October to December 2025.

The Town continually works to improve how we deliver services and measure and evaluate our performance. Performance measures are effective and reliable ways to assess the efficiency and effectiveness of our service delivery, as well as our responsibility to be good stewards of your tax dollars.

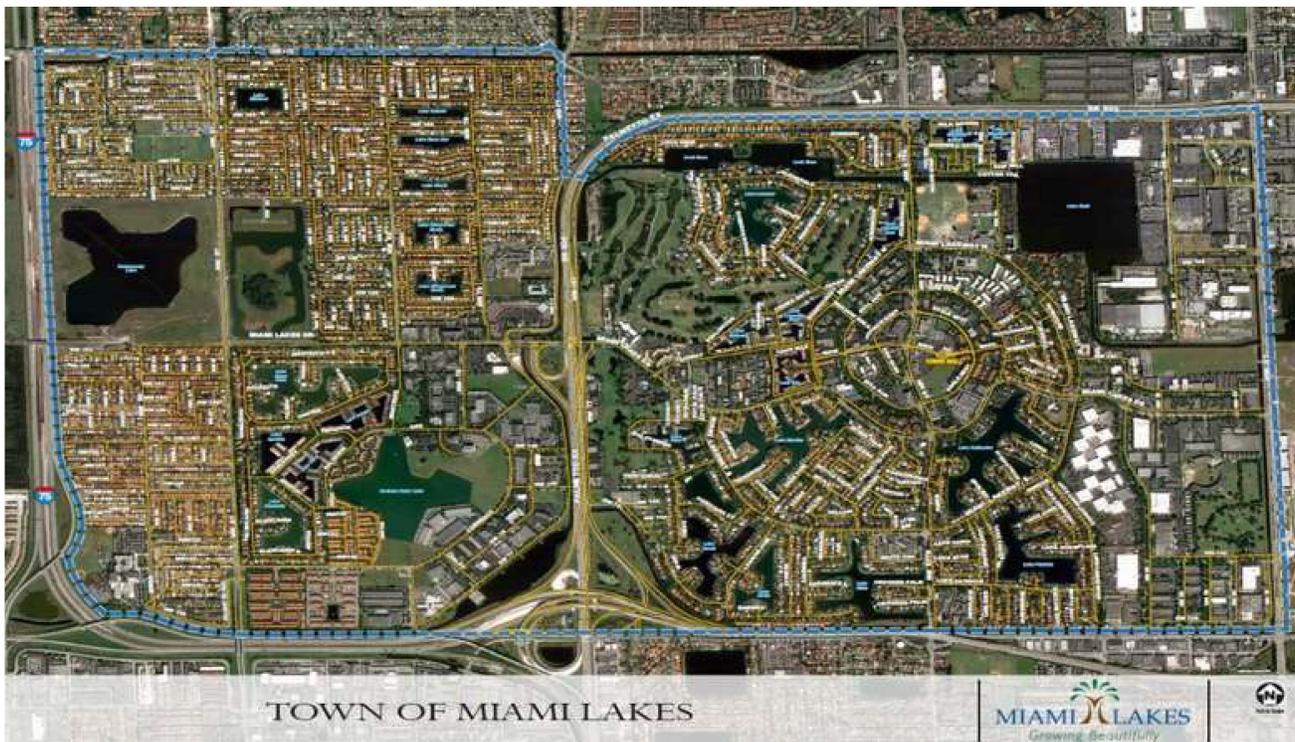
Our goals for this fiscal year include:

- 1.Ensure our measures are tracked and recorded accurately
- 2.Have departments set realistic goals and targets which they can work toward achieving
- 3.Analyze data to assess performance and adjust service levels as needed



OVERVIEW

The Town of Miami Lakes was incorporated on December 5, 2000. It is one of 34 municipalities in Miami-Dade County, Florida. Conveniently located just 16 miles north of Downtown Miami and only 10 miles from Miami International Airport, our Town is home to approximately 30,000 residents and 1,500 businesses. The Town encompasses about 6.5 square miles, bound by NW 170th Street and the Palmetto Expressway (SR 826) to the north, NW 138th Street to the south, NW 57th Avenue (Red Road) to the east, and Interstate 75 to the west.



Aerial View of the Town of Miami Lakes

Small-town feel...

Over the last 60 years, Miami Lakes has evolved from a dream on paper to a vibrant community that has been nationally recognized as one of the best examples of unique and innovative town planning. Although the Town is predominantly low-density, an active and popular Town Center, as well as strategically placed large parks, pocket parks, schools, religious and commercial centers throughout the Town, provide a variety of services and social interaction opportunities, creating a community with a small-town feel. The housing inventory is also varied, ranging from medium density multifamily to large waterfront single-family properties, including many lakefront town-house communities. The most prevalent nonresidential uses are light industrial and office parks comprising 13% of the Town's area, and lakes and canals making up about 11%; the town businesses employ around 30,000 people, 12% of which reside in Miami Lakes. The population of the Town of Miami Lakes is estimated to be between 31,200 and 31,300 based on the most recent 2023–2024 data (source: DataUSA.io) It currently ranks 12th in population size within Miami-Dade County. Comparable cities include Coral Gables on the high end of the population spectrum and Pinecrest on the lower end.

VISION

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

"Growing Beautifully"

MISSION

We want Miami Lakes to be the model of a friendly, open, innovative, effective and efficient government for its residents and businesses.

A background image showing a business meeting. A person's hand is holding a pen over a document with various charts, including a pie chart and a bar chart. A laptop is visible on the right side of the frame. The scene is set on a desk with a white surface.

METRICS

1ST QUARTERLY REPORT

PUBLIC SAFETY: POLICE DEPARTMENT

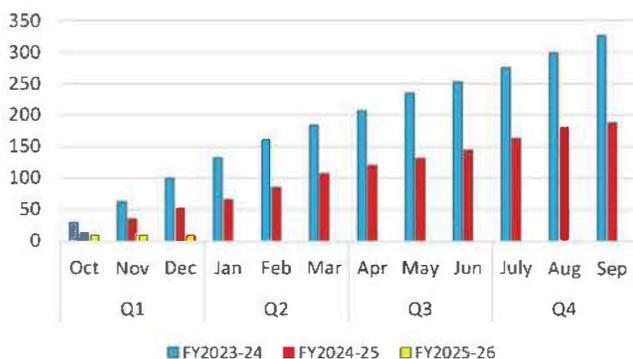


**RANKED TOP 15
SAFEST CITIES**
In Miami-Dade County

*Based on crime rates and overall safety
by Niche and Neighborhood Scout 2025*

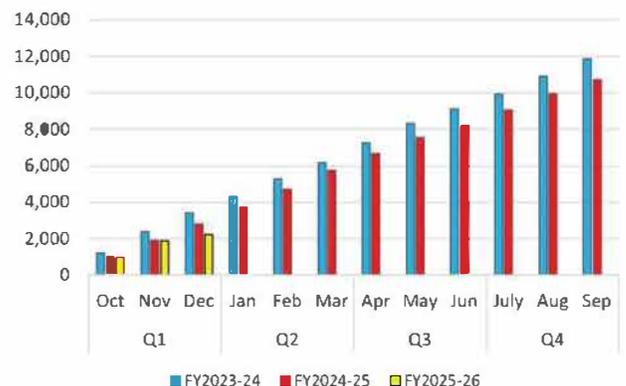
Cumulative Number of Targeted Crimes

Targeted crimes are crimes singled out to be tracked and targeted with police manpower. From October to December, the number of targeted crimes was 9 (9 in October, Not available in November, and Not available in December - system under maintenance).



Cumulative Number of Police Calls for Service

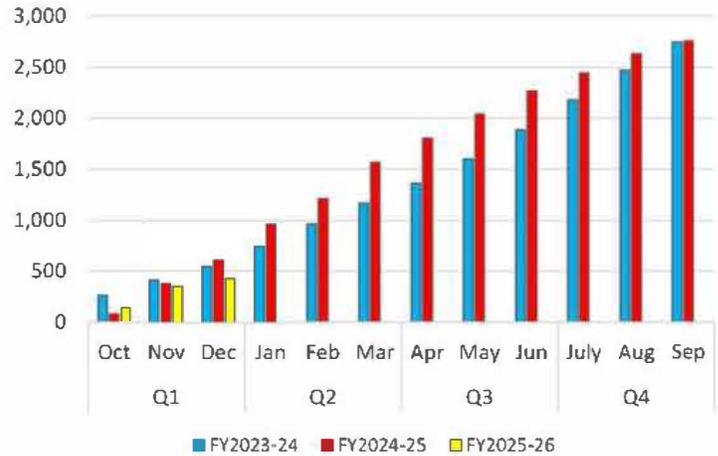
Between October and December, the Police Department recorded a total of 2,224 calls for service, averaging 742 calls per month. The monthly volume ranged from a low of 332 calls in December to a high of 971 calls in October. The Department continues to prioritize responsiveness to all calls to ensure residents receive consistent and timely assistance.



PUBLIC SAFETY: POLICE

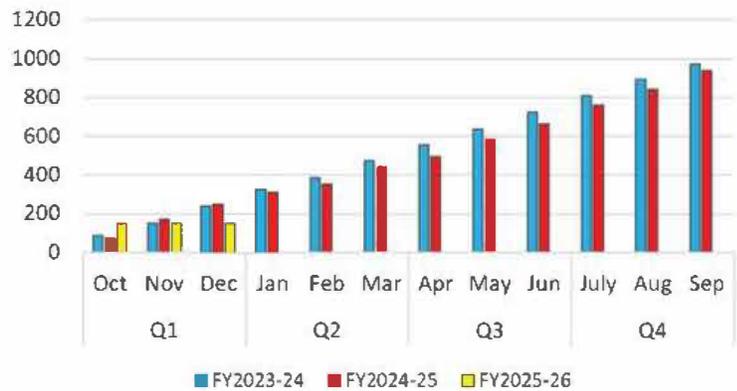
Cumulative Number of Police Citations

As of the end of the first quarter of FY2026, the Police Department has issued a total of 429 citations. In October 2019, the Town deployed a Variable Message Sign and a Speed Radar Trailer, both equipped with License Plate Recognition (LPR) cameras. These trailers are used to promote awareness of Town events, encourage compliance with traffic laws, and support crime prevention and investigative efforts. Since that initial deployment, the Town Police Department has continued to expand the use of LPR technology by deploying additional LPR readers at key locations and strategic areas throughout the Town.



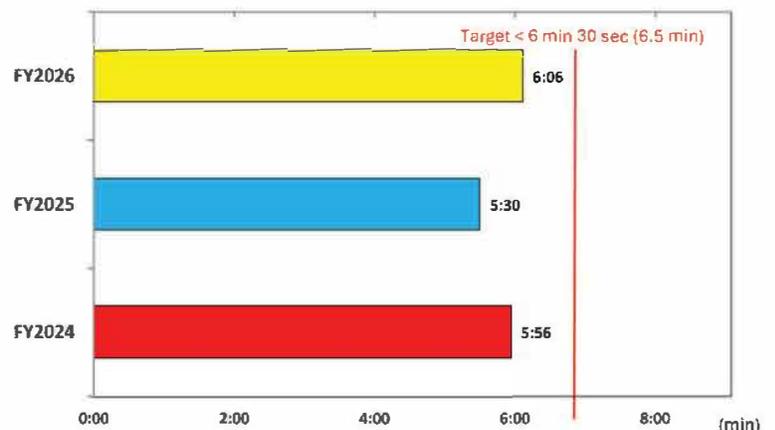
Cumulative Number of Police False Alarms

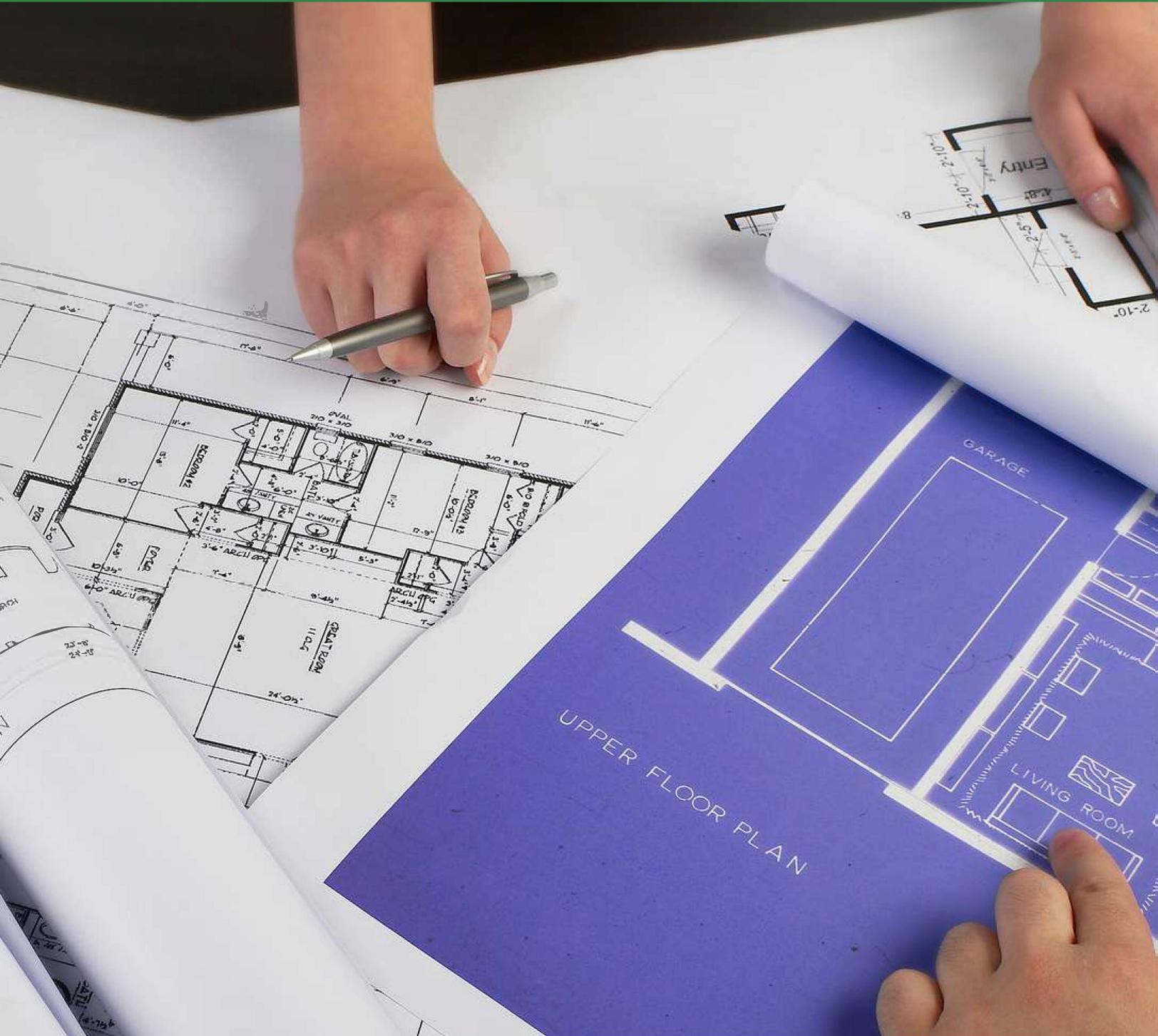
Since the implementation of the false alarm monitoring system, the number of police false alarms has remained consistent. As of the end of the first quarter of FY2026, a total of 150 false alarms had been reported (excluding the months of November and December, which were omitted due to the system being under maintenance). By reducing the number of false alarms, the Police Department is better able to focus its resources on other emergency situations.



Average Police Response Time

The average police response time as of the first quarter of FY2026 is 6.10 minutes (6min 6sec). The Average Response Time (ART) has remained consistent with previous fiscal years. In Q4-FY2019, the ART targeted goal of 8 minutes was shortened (improved) to a 6.5 minutes (6m30s). The average response time must remain under 6.5 minutes.





BUILDING DEPARTMENT

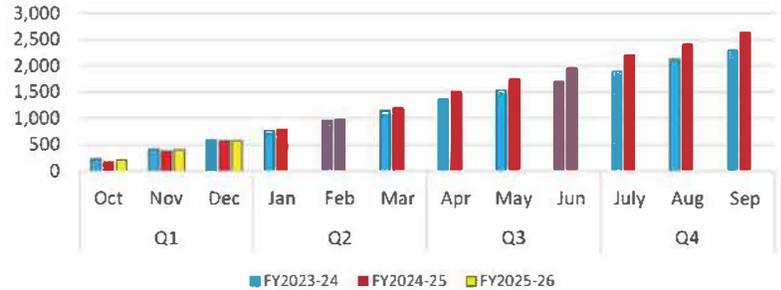
The Building Department provides customer-friendly services including review, processing, issuance and inspection of building permits and assurance that construction in the Town complies with the provisions of all applicable codes. The Building Department has continued to work on enhancing services overall to better serve the residents and businesses of the Town of Miami Lakes.

BUILDING DEPARTMENT

Cumulative Number of Building Permits Issued

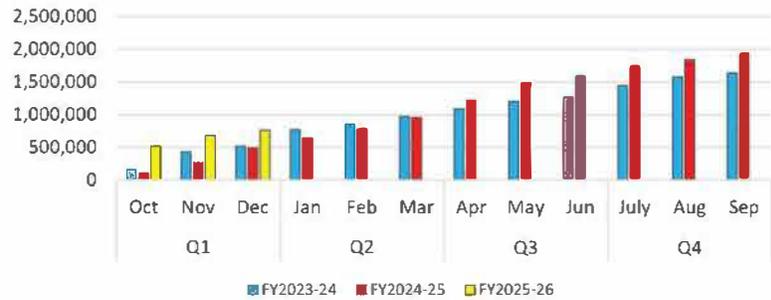
The number of building permits issued throughout this fiscal year FY2026 has reached 579.

Throughout the first quarter, 579 permits were issued, in comparison to 586 in FY2025's first quarter and 604 in FY2024's first quarter.



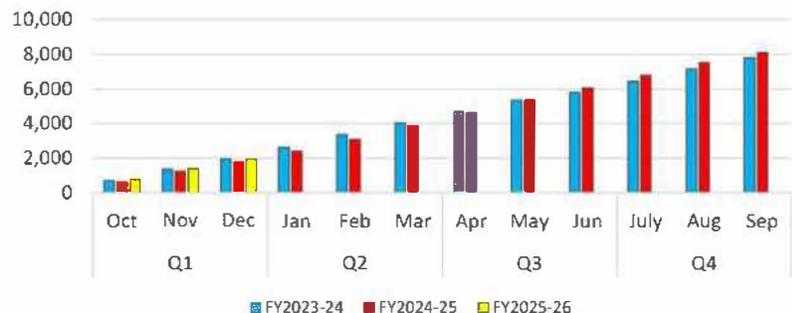
Cumulative Number of Building Fees Collected

Throughout fiscal year FY2026, a total of \$768,553 was collected in building fees. This amount is higher than the total collected in FY2025 and FY2024 when compared at the same point in time during each respective fiscal year.



Cumulative Number of Building Inspections

There have been a total of 1,959 inspections conducted this fiscal year FY2026. The Building Department is working harder to continue to provide excellent service, while keeping up with the number of requests from residents.

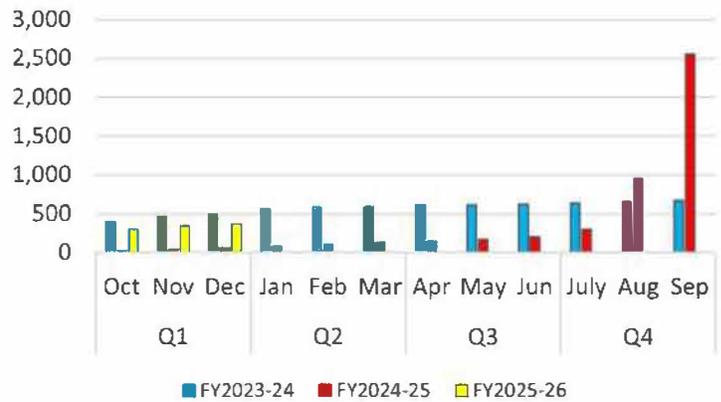


BUILDING DEPARTMENT

Cumulative Number of Business Tax Receipts (BTRs)

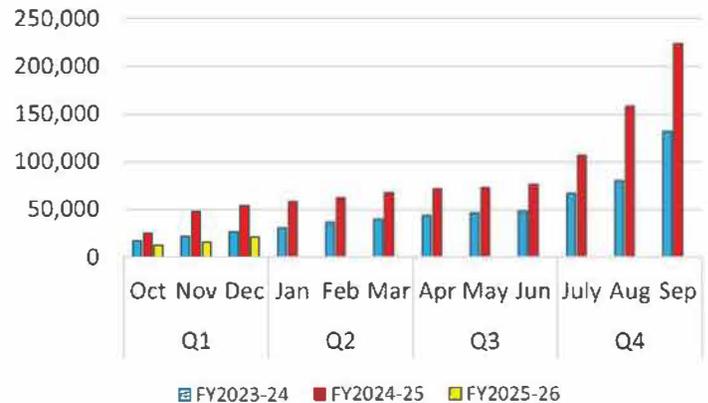
All Miami Lakes businesses are required to renew their business tax receipt on an annual basis.

This first quarter of FY2026, there were a total of 367 BTRs renewals. Renewals are due by September 30th each year.



Cumulative Number of BTRs Fee's Collected

Over the first quarter of FY2026, there were \$21,593 received in BTR fees. The total BTR's fees throughout this fiscal year FY2026 has reached \$21,593.



TRANSPORTATION DEPARTMENT



Transportation Planning in Miami Lakes is adapting quickly to the 21st-century challenges and opportunities.

Our main goal is to provide a variety of multimodal mobility options that offer reliable, affordable, equitable, and sustainable access to all residents, commuters, and services.

We are working to increase mobility choices and accessibility throughout the Town by planning and securing funds for pedestrian and bicycle improvements, public transportation, and ADA infrastructure.

Guided by the Town's Transportation Master Plan, Strategic Plan, and the Trip Commuter Reduction Program, the Department of Transportation and Planning strengthens the foundation, enhances the value, and improves the quality of life and sustainability of all the Town's neighborhoods to continue to :

Growing Beautifully!!



TRANSIT

In FY2018, the Town switched to On-Demand transportation providers and contracted with Freebee to provide service. The program has been so welcome by the community that it has grown to include two five-passenger vehicles, as well as two 10-passenger vans with ADA accessibility.

On January 2022, the program further expanded to provide peak-hour park-and-ride service to the Palmetto Metrorail Station every 20 minutes, starting at 6:00 AM and 4:00 PM providing commuting flexibility to both residents and businesses.

Currently, the Miami Lakes Freebee Public Transit Service hours of operation are from Mondays through Friday from 9:00 a.m. to 7:30 pm, Saturdays from 1:30 p.m. to 7:30 pm, and Sundays from 10:00 a.m. to 2:00 p.m.

In the first quarter of FY2026, the Town provided 6,860 rides, reflecting a 5% increase in on-demand ridership compared to the same period in FY2025. Following CDC guidelines and County measures, we remain committed to increasing the number of residents utilizing our transportation system.

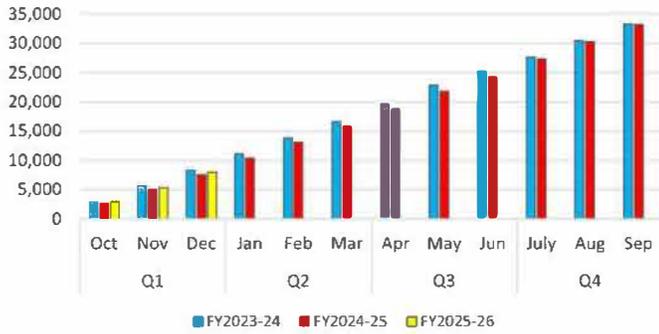
RIDERSHIP

The Town tracks ridership for the Freebee in the Lakes based on number of passengers per month. This fiscal year FY2026, there have been 6,860 riders from Freebee service in total.

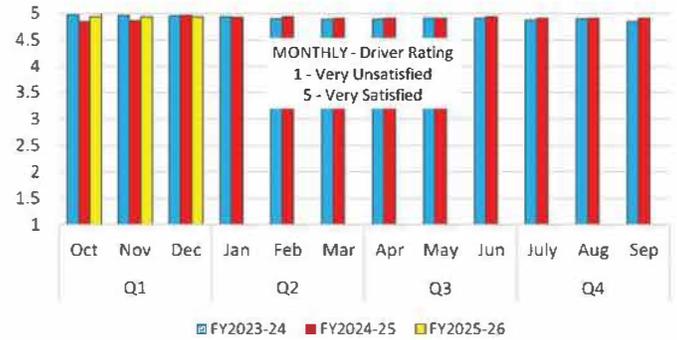


TRANSPORTATION DEPARTMENT - FREEBEE

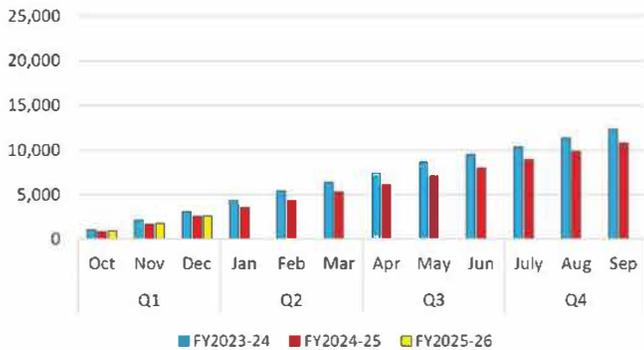
Cumulative Number of Passengers



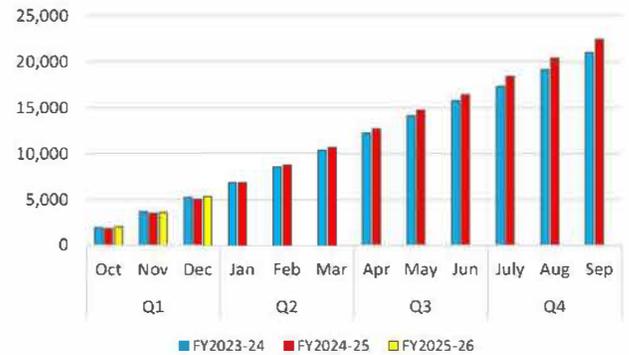
Monthly Driver Rating: 1 to 5 (best)



Cumulative Men Driven



Cumulative Women Driven





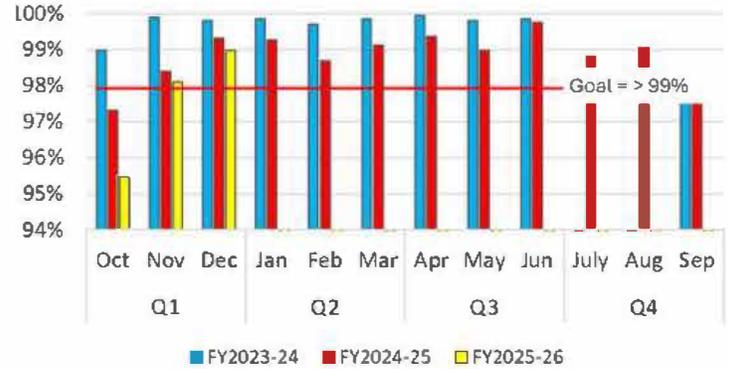
PUBLIC WORKS DEPARTMENT

The Public Works Department provides safe, reliable, and effective services to residents, employees, businesses, and visitors of the Town. The Department is responsible for the operations, maintenance, and improvements of the Town's infrastructure. This includes canal cleaning, street sweeping, litter debris pick up, signs repairs and replacement, sidewalk repairs, roadway repairs, storm drainage system maintenance and repair, street lights, capital improvement projects, and facility maintenance. As part of its Stormwater Master Plan, the Town of Miami Lakes is undertaking a series of drainage improvement projects to protect surface water quality and reduce flooding within the Town.

PUBLIC WORKS

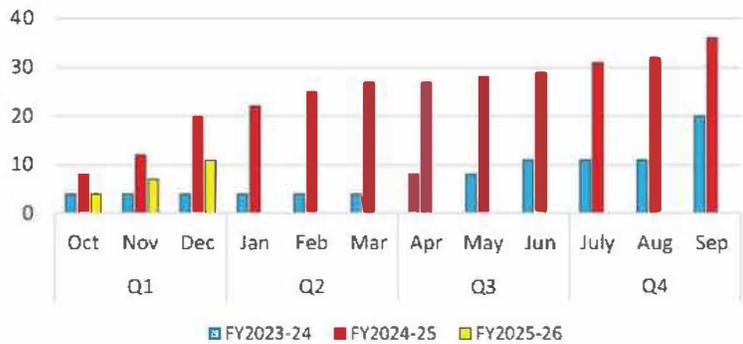
Percentage of Street Lights Working

There are currently 2,047 street lights in Miami Lakes of which 915 belong to the Town. Over the first quarter of FY2026, the Town maintained the percentage of streetlights working at an average of 97.5%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.



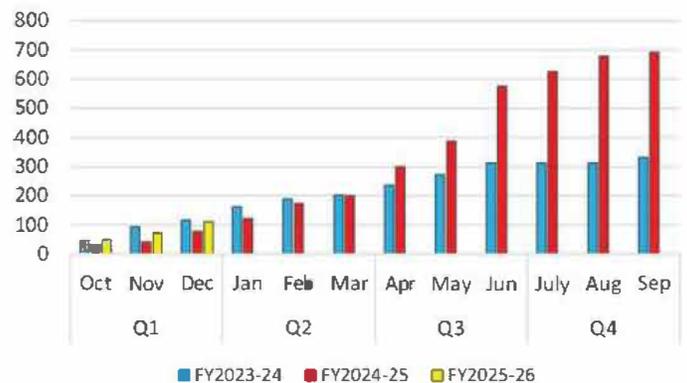
Cumulative Number of Potholes/Sinkholes Repaired

The total number of potholes/sinkholes repaired as of the first quarter of FY2026 was 11.



Cumulative Number of Catch Basins/Manholes Cleaned

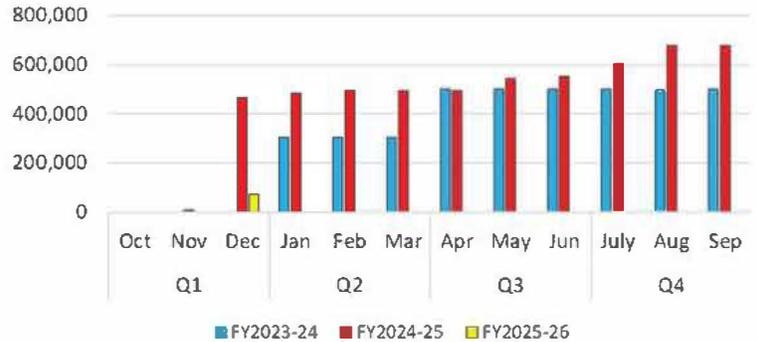
The total number of catch basins and manholes cleaned as of the first quarter of FY2026 was 110, averaging approximately 37 manholes cleaned per month. In addition, 11582 linear feet of pipes have been desilted this fiscal year to improve stormwater flow. The Town's drainage system consists of catch basins, pipes and outfalls. The drainage system is cleaned in accordance with the Town's proactive drainage cleaning cycle or per request as reported through our Citizens Request App (Miami Lakes Connect) and website.



PUBLIC WORKS

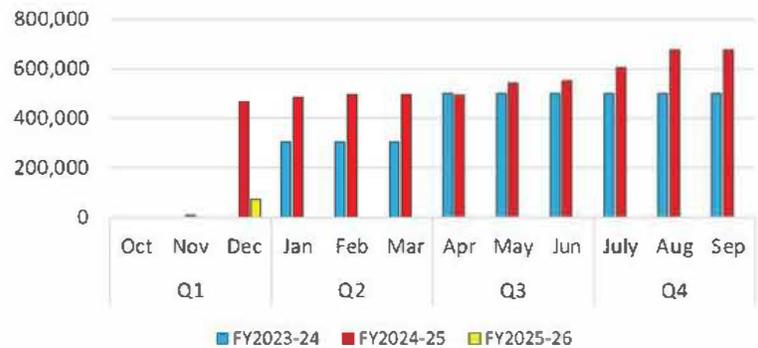
Cumulative Number of Sidewalk Square Footage Pressure Cleaned

The total square footage number of sidewalks pressure cleaned as of the first quarter of FY2026 was 676,952 sq. ft., which include the Town’s main corridors, parks, and school areas. Sidewalks are routinely inspected and scheduled for pressure cleaning services on an as-needed basis.



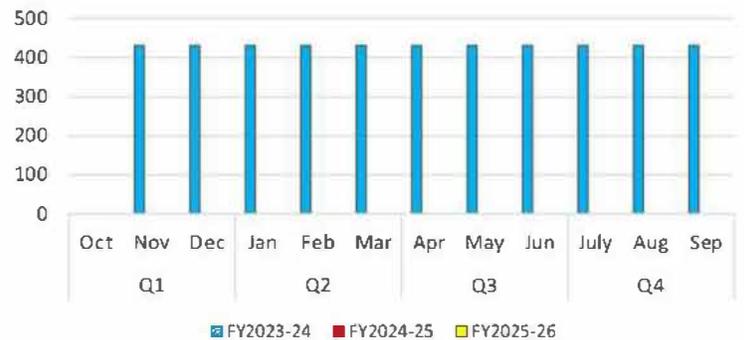
Cumulative Number of Sidewalk Square Yardage Replaced

The total square yardage number of sidewalks replaced as of the first quarter of FY2026 was 956 sq. yds. (8,604 sq. ft.), which include the Town’s main corridors, parks, and school areas.



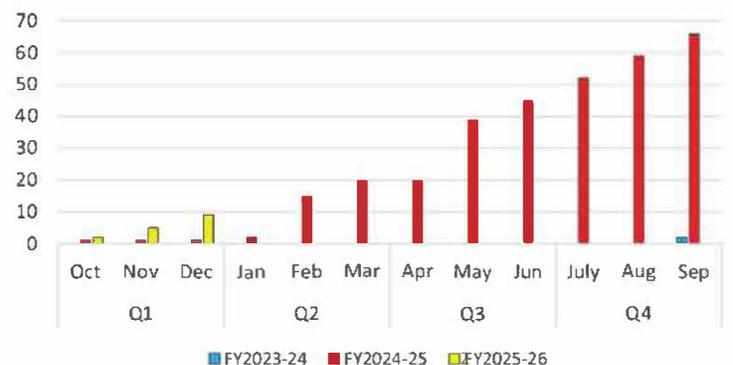
Cumulative Number of Sidewalk Flags Grinded

The total number of sidewalks grinded as of the first quarter of FY2026 was 0 flags, which include the Town’s main corridors, parks, and school areas.

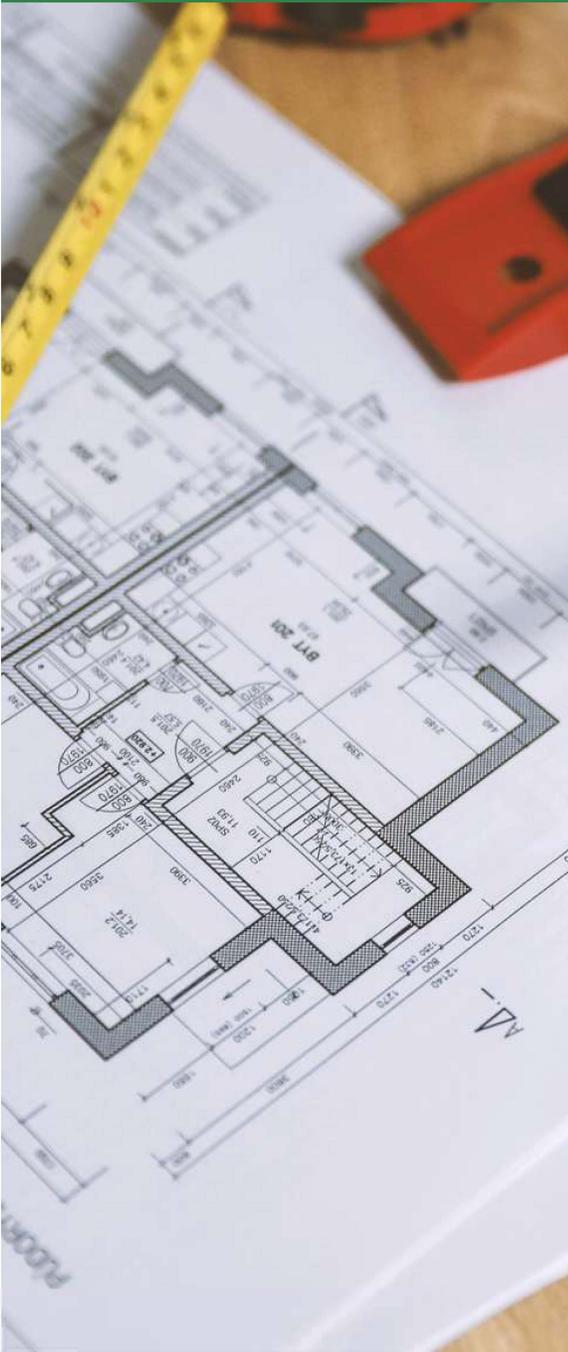


Cumulative Number of Street Signs Repaired

The graph shows the number of street signs repaired in the Town over the fiscal year. As of the first quarter of FY2026, nine (9) street signs have been repaired. Street signs are repaired when they are damaged or their visibility is reduced due to fading.



CODE COMPLIANCE DEPARTMENT



Our mission is to educate the residents and business owners of the Town of Miami Lakes on local code regulations and ordinances, to assist residents and business owners in achieving compliance, and help to preserve the aesthetics, health, safety and welfare of the Town which makes this community one of the preferred and safest communities to live, work and play.

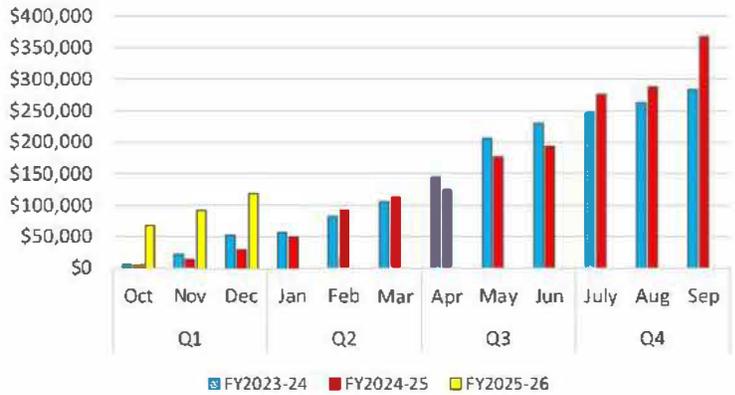
The Code Compliance team is responsible for assuring that all commercial, industrial and residential properties comply with the Town's Code, to ensure that the quality of life and property values continue to rise and the community continues "growing beautifully."

The Code Compliance's mission is to create an "Education First Process" for our residents. One of the Departments objectives is to emphasize closer coordination with the Police Department which will ensure that residents continue to enjoy a safe and beautiful environment.

CODE COMPLIANCE

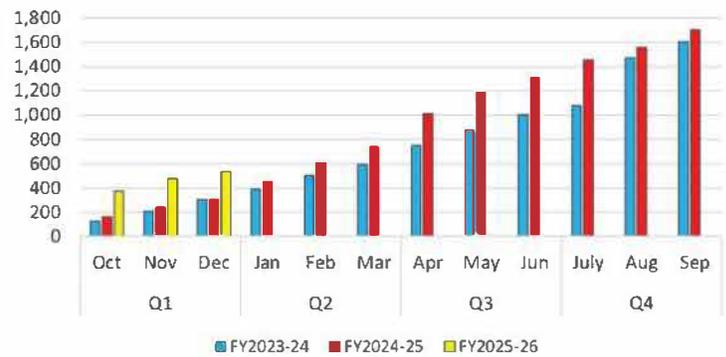
Total Code Fines Collected

A total of \$117,388 in fines has been collected this fiscal year FY2026. Revenue is primarily driven by requests to satisfy liens and comply with citations.



Cumulative Number of Code Cases Opened

The Code Compliance Department has maintained its level of proactive monitoring and notification. The total number of code cases opened as of the first quarter of FY2026 was 537. Code cases are opened on an as-needed basis and are not opened to meet a quota, therefore no goal can be set with this measure.



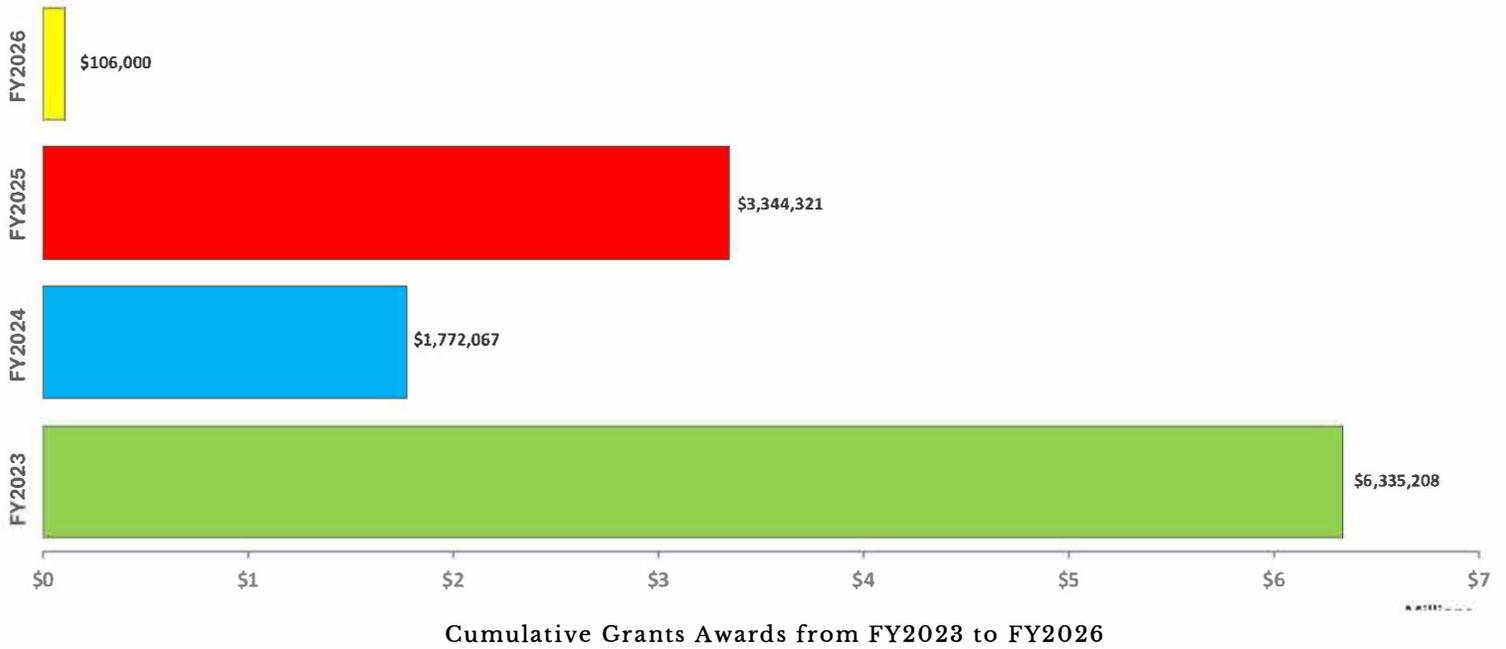


Applications

Grants

GRANTS OFFICE

The Grants Office works in partnership with Departments and Offices to research, compose, edit, and submit Federal, State, Local, and Foundation funding opportunities to support the goals and objectives of our Master and CIP Plans.



GRANTS APPLICATIONS - 1ST QUARTER FY2026

- Florida Department of Agriculture and Consumer Services (FDACS) 2024 Community Forestry Capacity Grant- Miami Lakes Tree Inventory | \$50,000
- FDOT Transportation Alternatives Program- Miami Lakes Commerce Way Bicycle and Pedestrian Improvements Project | \$1,500,000
- FDOT Transportation Alternatives Program- Miami Lakes Pedestrian Safety and Signalization Improvements Project | \$828,000

GRANTS AWARDS - 1ST QUARTER FY2026

- USDOT 2025 Safe Streets and Roads for All (SS4A) Grant- Town of Miami Lakes Freight and Commercial Safety Action Plan | \$56,000
- FDACS 2024 Community Forestry Capacity Grant- Miami Lakes Tree Inventory | \$50,000

PARKS AND RECREATION



The Town of Miami Lakes is only the 3rd Sterling Tree City recognized in Miami -Dade County and the 26th in the State of Florida.

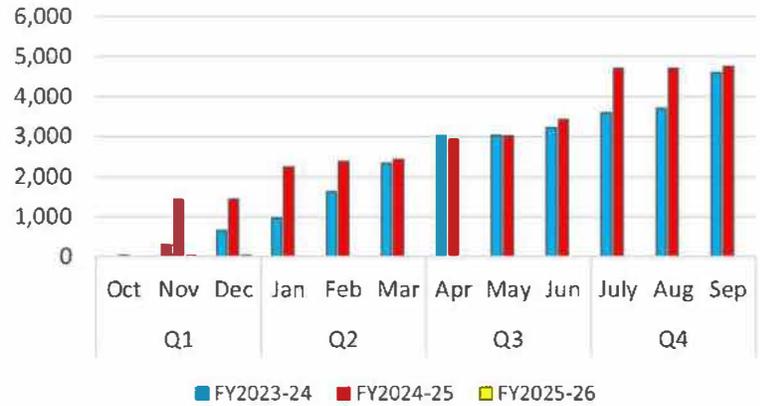
The Parks and Recreation department oversees the operation and maintenance of the Town's 101 parks, rights-of-way, median green spaces, six lakefront beaches and its urban tree canopy. The parks are open seven days a week and feature a variety of amenities for residents of every age and lifestyle including: lighted sports fields, basketball courts, tennis courts, jogging trails, exercise stations, tot lots, shaded playgrounds, passive areas and covered pavilions/picnic tables.

PARKS & OPEN SPACES

Cumulative Number of trees Trimmed

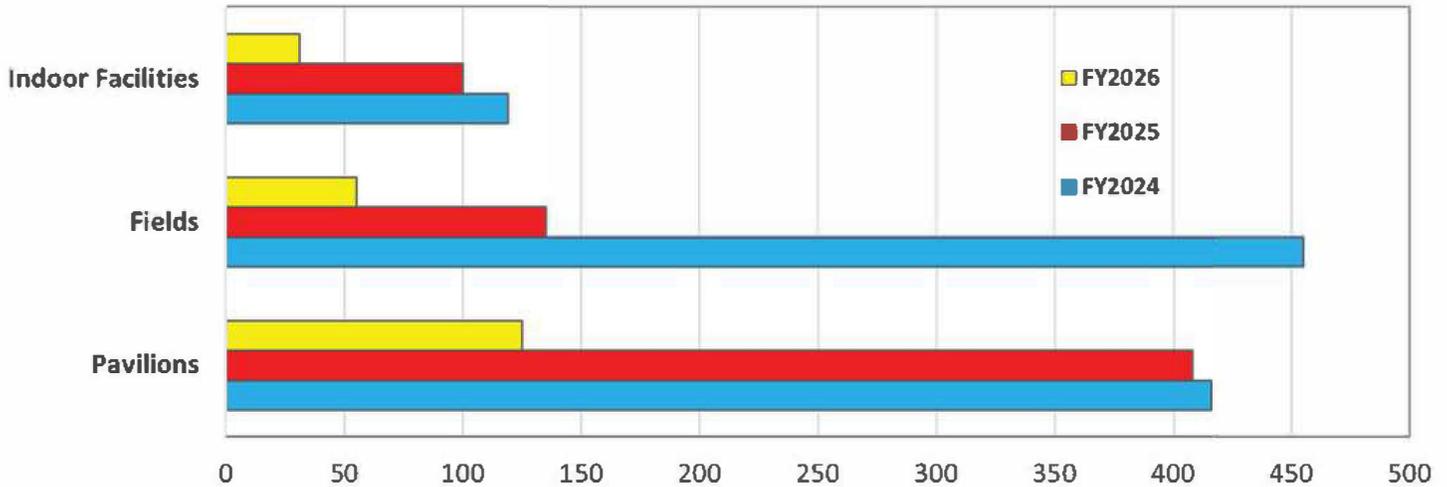
The Town has a total of 17,832 trees, and all trees are trimmed following a tree trimming maintenance schedule which specifies designated areas to be trimmed and when they will be trimmed.

As of the first quarter of FY2026, the Parks & Open Spaces Department has trimmed 37 trees in total.



Cumulative Number of Facility Rentals

As of the first quarter of FY2026, there were 55 fields rentals, 125 pavilion rentals, and 31 indoor facility rentals.



COMMUNICATIONS AND COMMUNITY AFFAIRS



The Department of Communications and Community Affairs directs and supports the Town's communications efforts to Miami Lakes residents through proactive and responsive activities, including media relations, publications, special events, and website content management.

Examples of these efforts and measures include:

Communications:

- *Expand Social Media Presence*
- *Monthly eNewsletter*
- *Media Relations*
- *Live and Recorded Videos*

Citizen Response:

- *MiamiLakesConnect.com (and mobile App)*
- *Facebook & Instagram Messenger*

Website

Committees and Special Events

DIGITAL MARKETING PRESENCE



From October 1 to December 31, 2025, the Town’s social media audience reached 37,376, growing by 650 new followers during the first quarter of the fiscal year. Instagram led overall growth, adding 561 followers, followed by Facebook with 75 new followers and YouTube with 18 new subscribers, while X experienced a slight decrease of 4 followers.

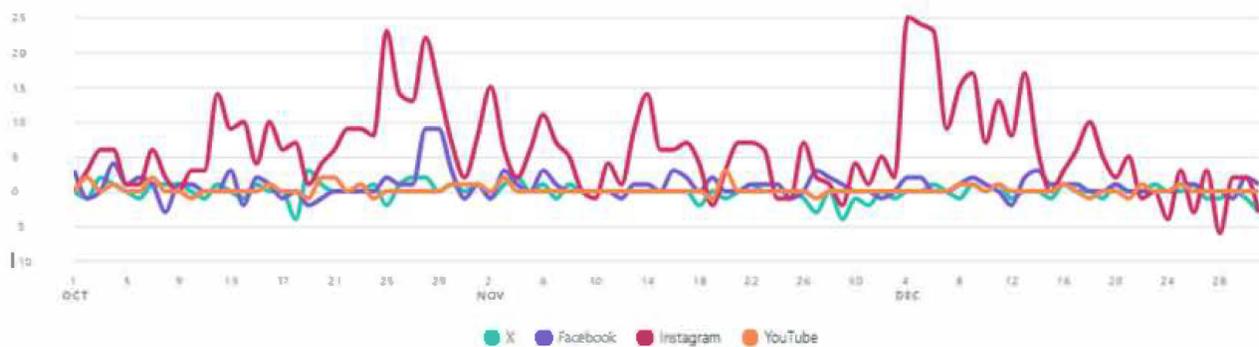
Across all platforms, the Town published 392 posts, generating 1,201,845 impressions, 14,264 engagements, and 78,391 video views, with an overall engagement rate of 1.2%. Instagram remained the top-performing platform, producing 874,832 impressions, 8,845 engagements, and 69,962 video views. Facebook generated 325,750 impressions, 5,235 engagements, and 3,881 video views, with a 1.6% engagement rate. X recorded 1,263 impressions and a 3.7% engagement rate across 10 posts. YouTube contributed 4,496 video views and 137 engagements.

Overall, Q1 demonstrated strong visibility and steady audience growth, with Instagram continuing to drive the majority of reach and engagement across the Town’s digital platforms.

Audience Growth

See how your audience grew during the selected time period.

96



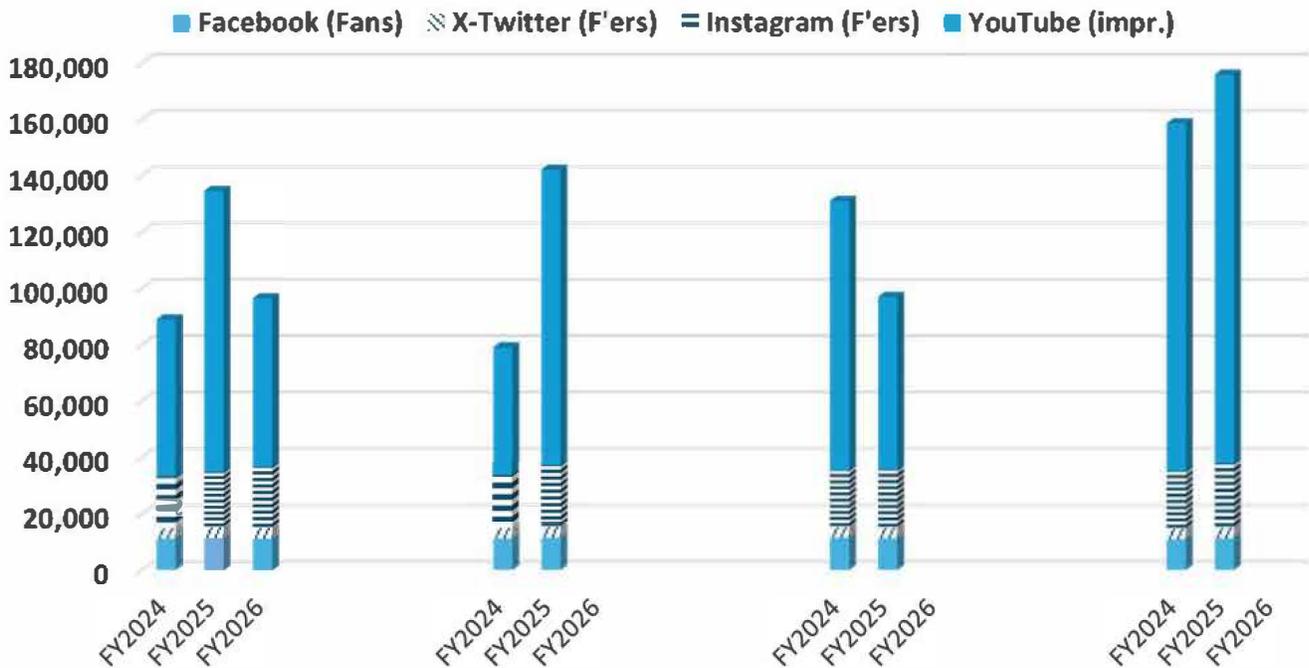
Audience Metrics	Total	
Audience	37,376	—
Net Audience Growth	650	—
X Net Follower Growth	-4	—
Facebook Net Follower Growth	75	—
Instagram Net Follower Growth	561	—
YouTube Net Subscriber Growth	18	—

DIGITAL MARKETING PRESENCE

Facebook: From October 1 to December 31, 2025, the Town’s Facebook audience reached 11,232 followers, growing by 75 new followers during the first quarter of the fiscal year. During this period, 16 posts generated 325,750 impressions, 5,235 engagements, and 2,259 link clicks, resulting in a 1.6% engagement rate. Content performance peaked in late November and early December, driving the highest spikes in reach and engagement for the quarter. Overall, Facebook demonstrated steady audience growth and strong engagement, serving as a key platform for driving impressions and link clicks during Q1.

Instagram: From October 1 to December 31, 2025, the Town’s Instagram audience reached 21,579 followers, growing by 561 new followers during the first quarter of the fiscal year, making it the leading platform for audience growth. During this period, Instagram generated 874,832 impressions and 8,845 engagements, with an overall 1% engagement rate. Content performance peaked in late October and early December, producing the highest spikes in reach and engagement for the quarter. Overall, Instagram remained the Town’s top-performing platform in Q1, driving the majority of impressions and audience growth while continuing to serve as the primary channel for visibility and community engagement.

X (fka Twitter): From October 1 to December 31, 2025, the Town’s X audience reached 3,807 followers, reflecting a slight decrease of 4 followers during the first quarter of the fiscal year. During this period, X generated 1,263 impressions, 47 engagements, and 1 link click, resulting in a 3.7% engagement rate, the highest engagement rate percentage among all platforms despite lower overall volume. Overall, X maintained steady engagement with consistent posting throughout the quarter. While audience growth was minimal, the platform demonstrated strong relative engagement compared to impressions.



Facebook Fans: Users who "likes" the Town of Miami Lakes' page and are able to get updates from the Town's administrator through status updates, link posts, and event invitation

X (fka Twitter) Followers (F'ers): People who receive the Town of Miami Lakes' Tweets

Instagram Followers (F'ers): Users who follow the Town of Miami Lakes' account and are able to see, like, and comment on any media the Town posts

YouTube Impressions: Number of times the Town of Miami Lakes' thumbnail was seen by a viewer

DIGITAL MARKETING PRESENCE

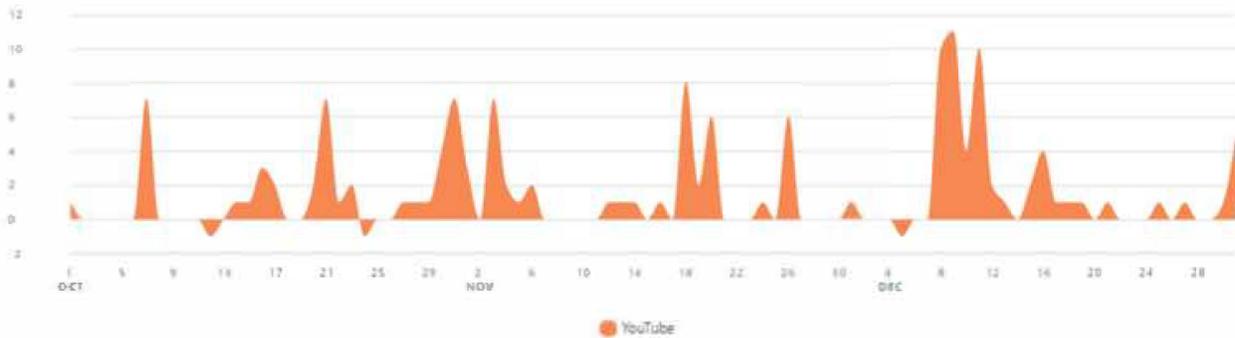
YouTube: From October 1 to December 31, 2025, the Town’s YouTube channel reached 758 subscribers, gaining 18 new subscribers during the first quarter of the fiscal year. During this period, the channel generated 59,672 impressions, resulting in 2,868 views from long-form and live stream content, with an impressions click-through rate of 2.9%. Viewers demonstrated strong retention, with an average view duration of 11 minutes and 8 seconds.

Overall, YouTube content earned 4,496 total video views and 137 engagements across the quarter. Viewership spikes in late October, early November, and early December aligned with key uploads and live broadcasts, indicating strong audience interest in event-based and informational content. These results reflect steady channel growth and continued success in expanding the Town’s digital reach through long-form video programming.

Engagements

See how people are engaging with your posts during the selected time period.

96



Engagement Metrics

Total

Engagements

137

YouTube Engagements

137

LinkedIn: From October 1 to December 31, 2025, the Town’s LinkedIn page generated 978 impressions, reflecting a 9% decrease compared to the previous period. All impressions were organic, with no sponsored content during the quarter. LinkedIn recorded 213 page views from 98 unique visitors, with desktop traffic accounting for 166 views and mobile for 47 views. While page views decreased by 7.8% and unique visitors declined by 9.3%, engagement performance showed improvement. The page received 21 reactions, representing a 61.5% increase, along with 0 comments and 0 reposts. Overall, LinkedIn demonstrated steady professional visibility with improved audience interaction despite a slight decline in overall reach during Q1.

Visitor highlights

213
Page views
▼7.8%

98
Unique visitors
▼9.3%

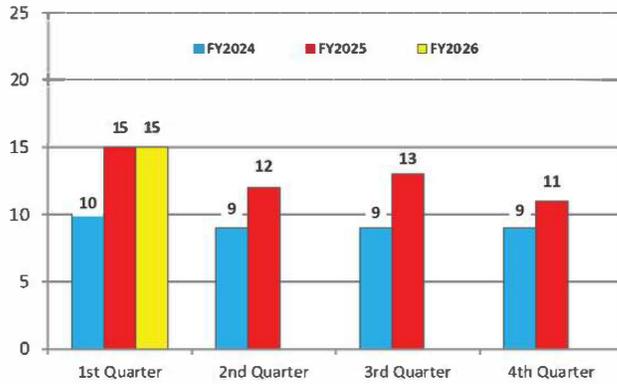
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FINANCE AND ACCOUNTING

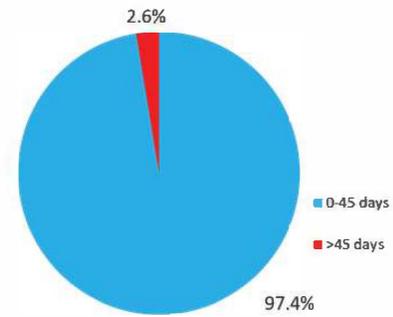


The Finance Department records and reports the financial transactions of the Town in accordance with Generally Accepted Accounting Principles applicable to governmental entities. This includes activities such as the preparation of financial statements and other reports, cash management, revenue collection, disbursements, payroll, audit coordination and risk management, as well as providing assistance with the preparation and monitoring of the annual budget.

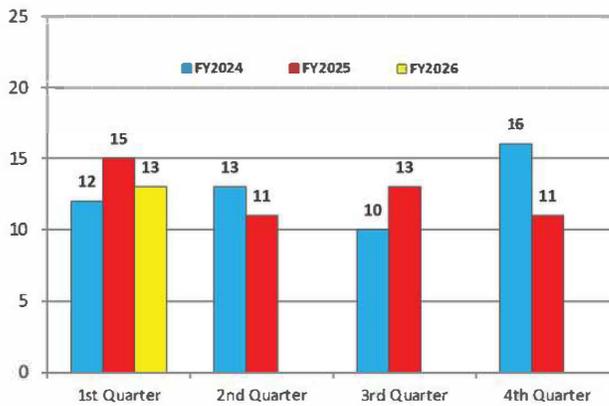
Standard Invoices-Average Payment Days



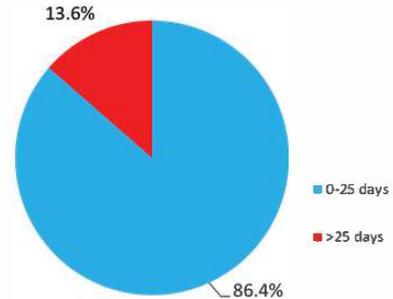
Standard Invoices-Percentage of Invoices Paid Within Alotted Time



Construction Invoices-Average Payment Days



Construction Invoices-Percentage of Invoices Paid Within Alotted Time



FINANCE DEPARTMENT

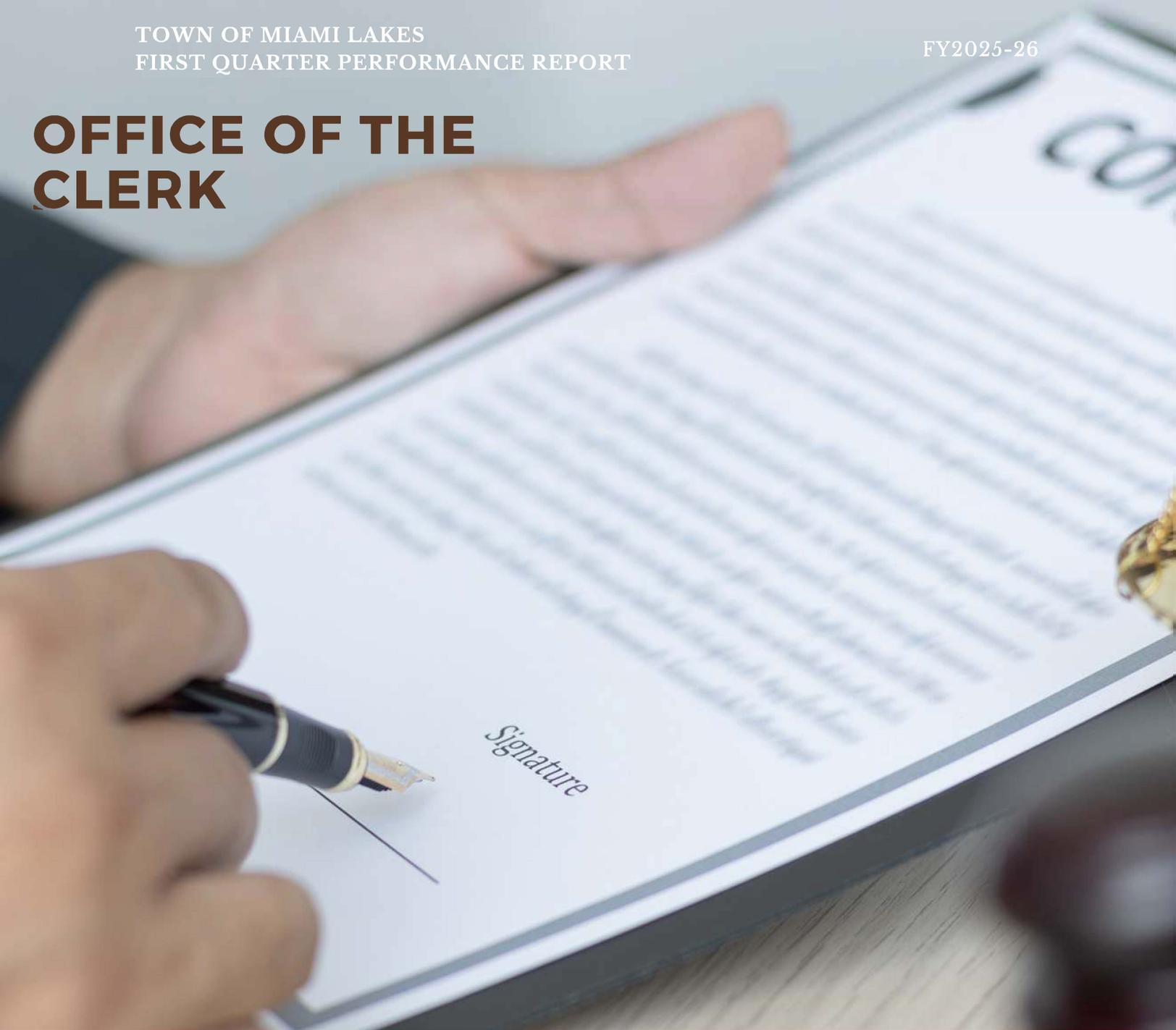
The Town’s Finance Department provides support on financial and fiscal matters and strives toward the accomplishment of its goals which include the following:

- Maintain proper accountability over the Town’s financial resources
- Prepare accurate and timely financial reports on the Town’s financial condition
- Ensure proper implementation of financial and accounting practices for the effective and efficient use of the Town’s financial resources

PROMPT PAYMENT ACT

In an effort to comply with The Florida Prompt Payment Act, the Town monitors the average number of days between invoice receipt and subsequent payment and the percentage of invoices paid within the mandated time frame. The State Statute states that all non-construction invoices must be paid within 45 days after receipt and all construction invoices must be paid within 25 business days after receipt. On average, this first quarter of FY2026, the Town has kept the number of days until payment below statutory requirements and has processed over 97.4% and 86.4% of standard and construction invoices respectively within that time frame.

OFFICE OF THE CLERK



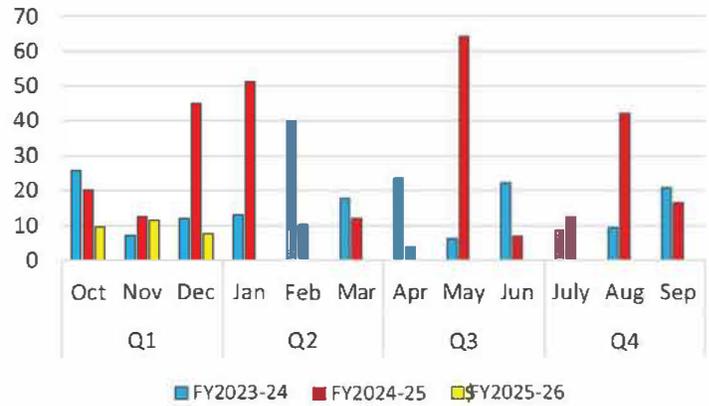
Pursuant to the Town Charter, the Town Clerk shall give notice of all Council meetings to its members and the public, and shall keep minutes of the Council's proceedings. The Town Clerk is responsible for keeping and distributing the official Town Record.

In accordance with Florida's Government in the Sunshine Laws, the Town of Miami Lakes municipal records shall be transparent and open for inspection from anyone.

OFFICE OF THE CLERK

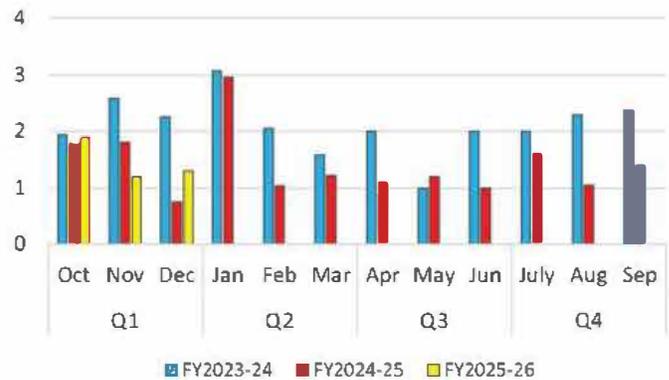
Turnaround Time for Public Records Requests

This first quarter of FY2026, the average turnaround time for public records request was 10 days. This measure tracks the time it takes to complete a public records request, starting on the day the request was made, lead time from feedback and/or follow up questions or comments by requestor, and ending with the date the request has been closed.



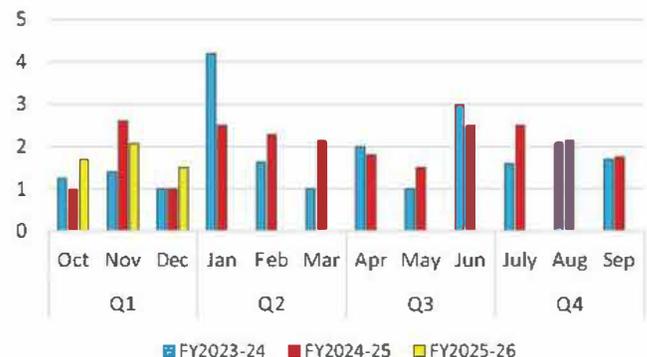
Turnaround Time for Regular Lien Letters

The turnaround time for lien letters is a new measure that was added to the performance reporting as of July of 2017. This measures tracks the average number of days it takes from the receipt of lien letter request to the day the request is fulfilled and sent to the requester. This first quarter of FY2026, there average turnaround time for standard lien letters was 1.46 days.



Turnaround Time for Expedited Lien Letters

This measures tracks the average number of days it takes to complete expedited lien letter requests. This first quarter of FY2026, the average turnaround time for expedited lien letters was 1.8 days.





THANK YOU!

...growing beautifully!!!

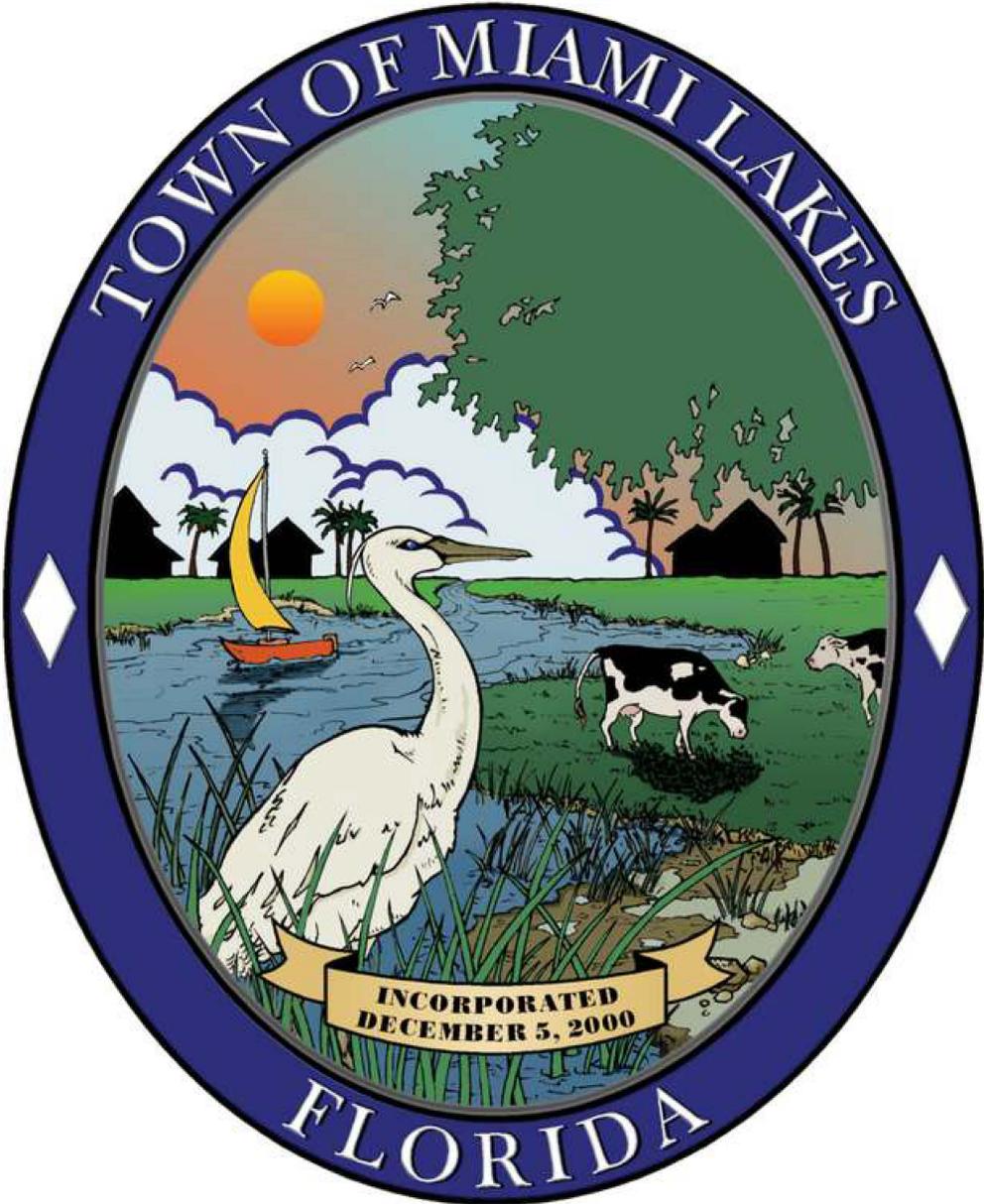
As part of our mission, the Town strives to be a friendly, peaceful, safe and beautiful place where residents and business leaders take pride in where they work and play.

We believe that this Q1-FY2026 report provides educational and statistical evidence that the Town is performing at a high level. Also, the Town Council and staff are consistently working to maintain those standards and enhance the quality of life for residents.

We look forward to continuing to provide quality services to the community we serve in this fiscal year.

Edward Pidermann





Questions, comments or suggestions about this report?
Please contact our **Chief Technology & Innovation Officer** at:
cureg@MiamiLakes-fl.Gov; P- 305.512.7139

