

# Q3FY2025

## Quarterly Performance Report

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### Presented by

Edward Pidermann

Town Manager



Town of Miami Lakes

6601 Main Street, Miami Lakes, Fl 33014

305.364.6100

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# TOWN MANAGER'S MESSAGE

*-Edward Pidermann*



I am pleased to present the Town of Miami Lakes second (3rd) Quarter Performance Report for Fiscal Year 2024-2025. This report provides a narrative for each performance measure from April to June 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 31,238 as of the 2023 census. It currently ranks 12th in population size within Miami-Dade County. Comparable cities include Coral Gables on the high end of the population spectrum and Pinecrest on the lower end.





## 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.



# METRICS

3RD QUARTERLY REPORT



# PUBLIC SAFETY: POLICE DEPARTMENT

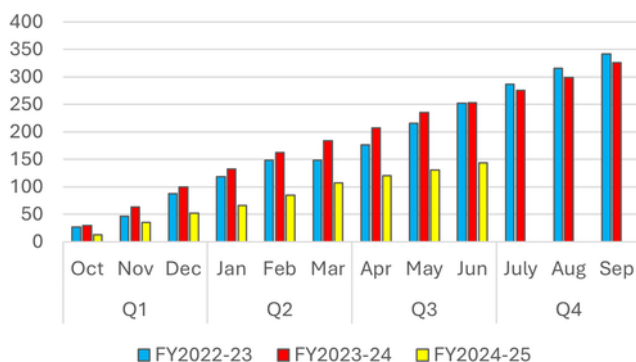


**RANKED TOP 10  
SAFEST CITIES**  
*In Miami-Dade County*

*Based on crime rates and overall safety  
by Niche and Neighborhood Scout 2024*

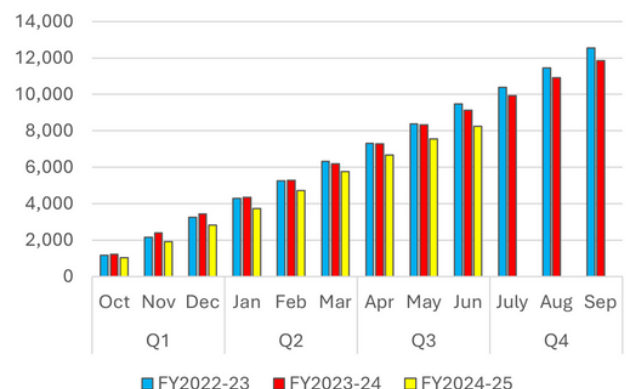
## Cumulative Number of Targeted Crimes

Targeted crimes are crimes singled out to be tracked and targeted with police manpower.  
From April to June, the number of targeted crimes was 37 (13 in April, 11 in May, and 13 in June).



## Cumulative Number of Police Calls for Service

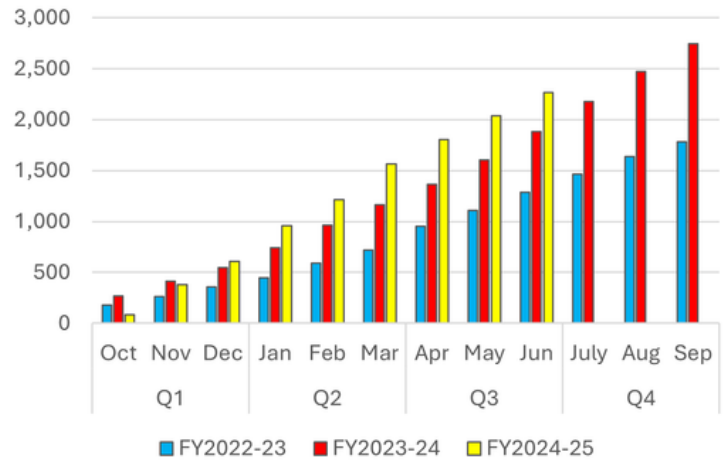
The number of police calls for service has ranged from a monthly low of 710 in June to a high of 921 in April, an average of 833 calls per month and a total of 2,500 police calls for service from April through June. Our police department strives to attend to every phone call received to ensure that each resident is assisted.



## PUBLIC SAFETY: POLICE

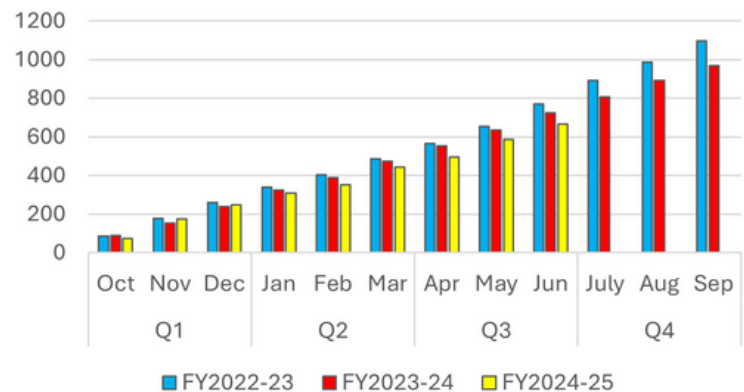
### Cumulative Number of Police Citations

As of the end of the third quarter of FY2025, the Police Department has issued a total of 2,268 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 raise awareness about Town events, encourage compliance with traffic laws, and support crime prevention and investigative efforts.



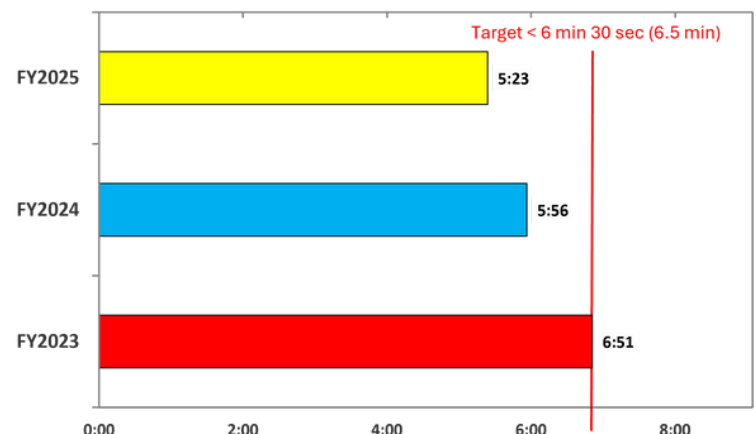
### Cumulative Number of Police False Alarms

Since the implementation of the false alarm monitoring system, there has been a consistent number of police false alarms reported. At the end of the third quarter of FY2025, a total of 665 false alarms had been reported. By reducing the number of false alarms reported, the Police Department is able to effectively place their focus on other emergency situations.



### Average Police Response Time

The average police response time as of the third quarter of FY2025 is 5.23 minutes (5min 14sec). 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

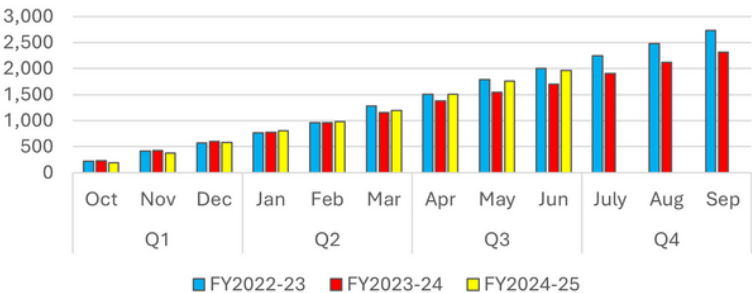
The Building Department provides customer-friendly services including review, processing, issuance and inspection of building permits and assurance that construction in the Town complies with the provisions of all applicable codes. The Building Department has continued to work on enhancing services overall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



BUILDING DEPARTMENT

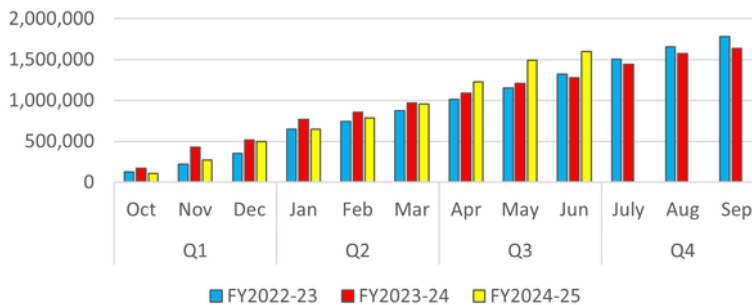
Cumulative Number of Building Permits Issued

The number of building permits issued throughout this fiscal year FY2025 has reached 1,962. Throughout the third quarter, 769 permits were issued, in comparison to 547 in FY2024's third quarter and 728 in FY2023's third quarter.



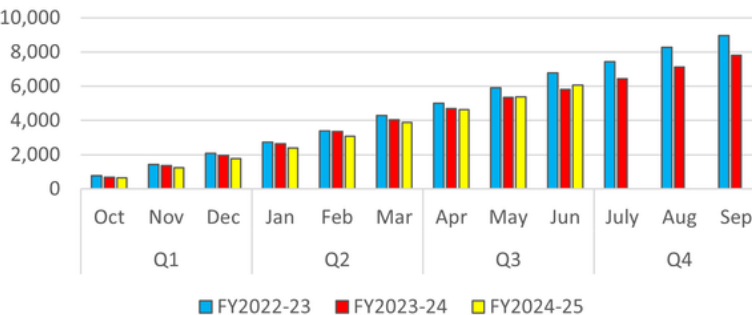
Cumulative Number of Building Fees Collected

Throughout FY2025, a total of \$1,601,901 was collected in building fees—exceeding the total collected in FY2024, as well as the amount collected during the same period in FY2023.



Cumulative Number of Building Inspections

There have been a total of 6,061 inspections conducted this fiscal year FY2025. The Building Department is working harder to continue to provide excellent service, while keeping up with the number of requests from residents.

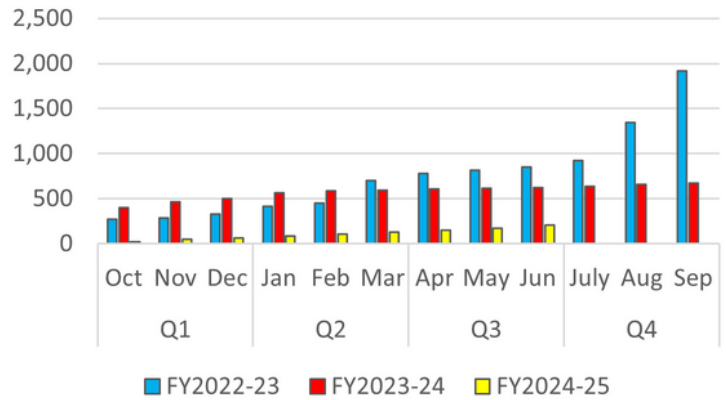


## BUILDING DEPARTMENT

### *Cumulative Number of Business Tax Receipts (BTRs)*

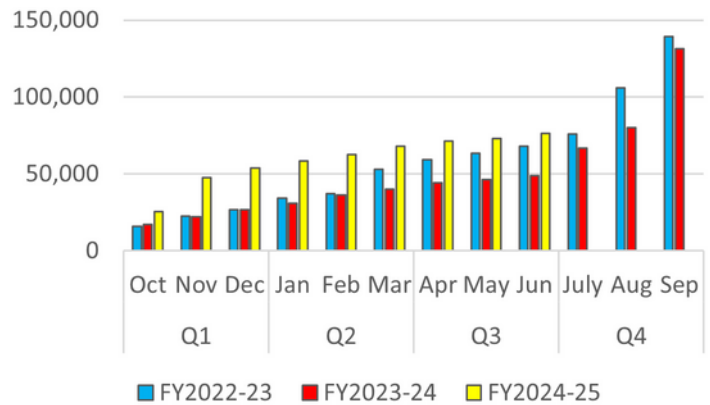
All Miami Lakes businesses are required to renew their business tax receipt on an annual basis.

This third quarter of FY2025, there were a total of 76 BTRs renewals. Renewals are due by September 30th each year.



### *Cumulative Number of BTRs Fee's Collected*

Over the third quarter of FY2025, there were \$8,670 received in BTR fees. The total BTR's fees throughout this fiscal year FY2025 has reached \$76,583.



# 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.

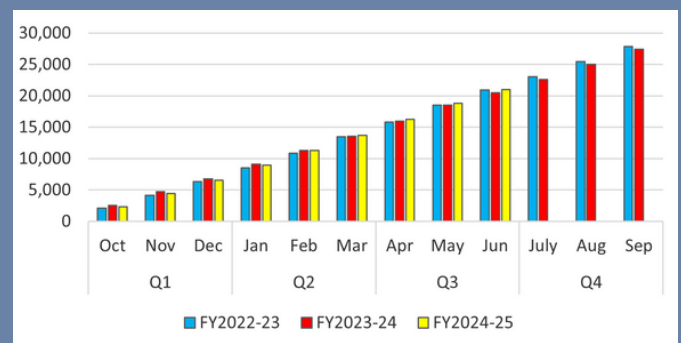
On January 2022, the program further expanded to provide peak-hour park-and-ride service to the Palmetto Metrorail Station every 20 minutes, starting at 6:00 AM and 4:00 PM providing commuting flexibility to both residents and businesses.

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 third quarter of FY2025, the Town provided 7,326 rides, reflecting a 6% increase in on-demand ridership compared to the same period in FY2024. Following

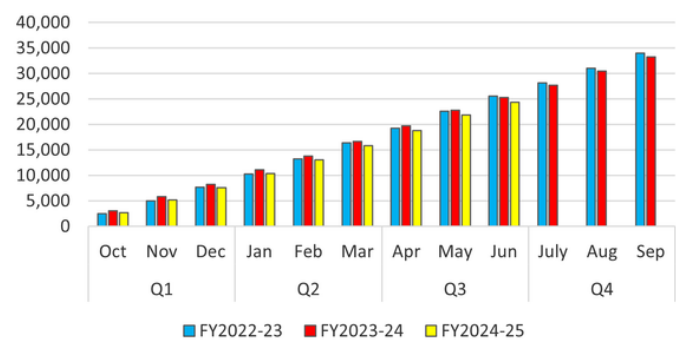
## RIDERSHIP

The Town tracks ridership for the Freebee in the Lakes based on number of passengers per month. This fiscal year FY2025, there have been 21,022 riders from Freebee service in total.

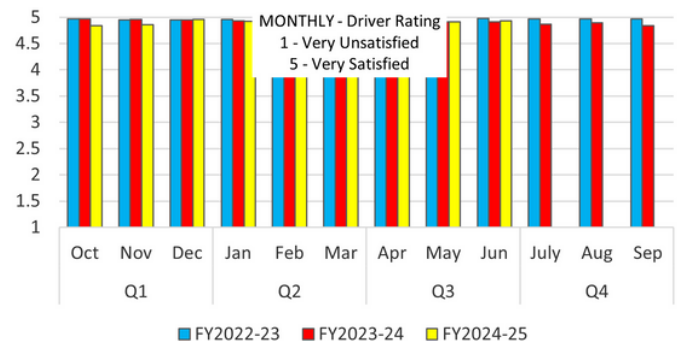


# TRANSPORTATION DEPARTMENT - FREEBEE

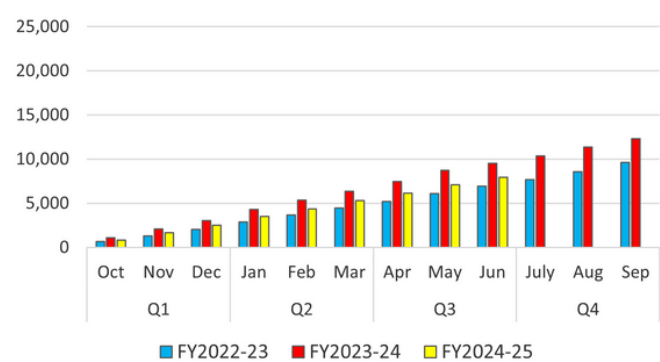
Cumulative Number of Passengers



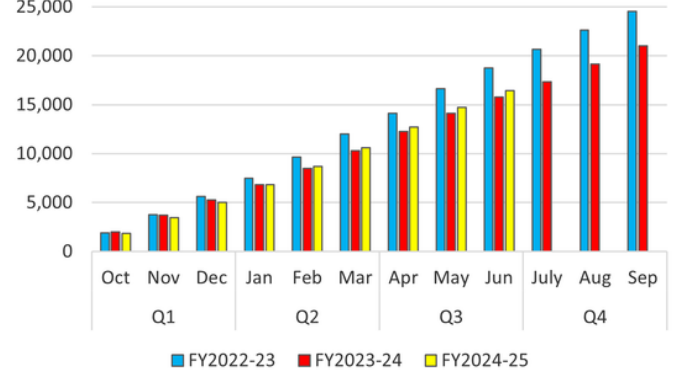
Monthly Driver Rating: 1 to 5 (best)



Cumulative Men Driven



Cumulative Women Driven







## PUBLIC WORKS DEPARTMENT

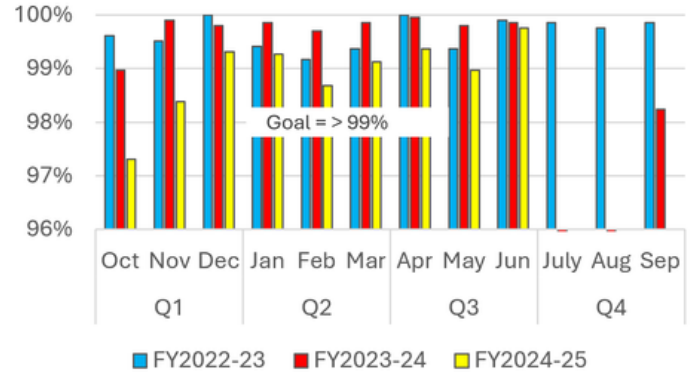
The Public Works Department provides safe, reliable, and effective services to residents, employees, businesses, and visitors of the Town. The Department is responsible for the operations, maintenance, and improvements of the Town's infrastructure. This includes canal cleaning, street sweeping, litter 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

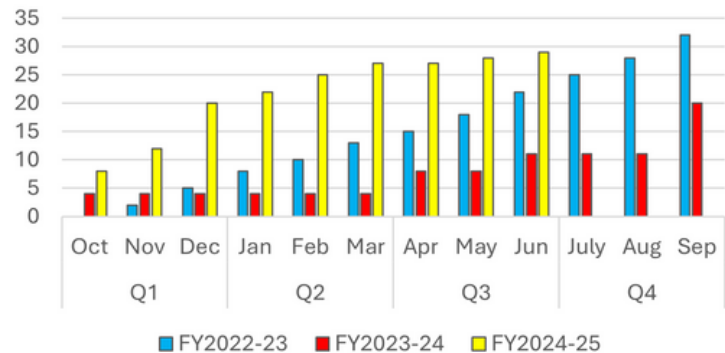
### Percentage of Street Lights Working

There are currently 2,047 street lights in Miami Lakes of which 915 belong to the Town. As of the third quarter of FY2025, the Town maintained the percentage of streetlights working at an average of 98.9%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.



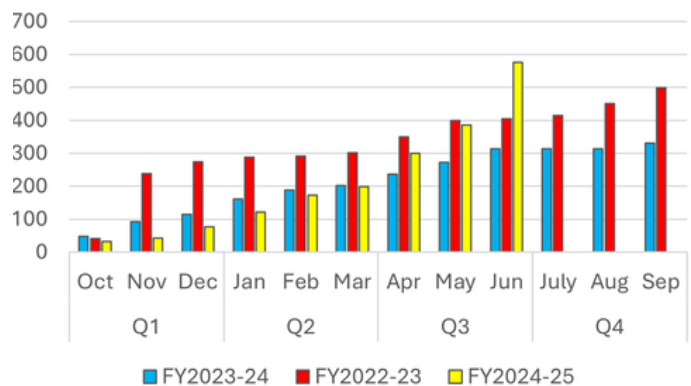
### Cumulative Number of Potholes/Sinkholes Repaired

The total number of potholes/sinkholes repaired as of the third quarter of FY2025 was 29.



### Cumulative Number of Catch Basins/Manholes Cleaned

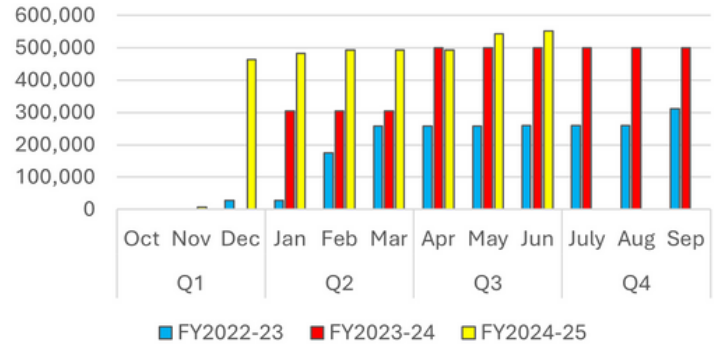
The total number of catch basins and manholes cleaned as of the third quarter of FY2025 was 576, averaging approximately 64 manholes cleaned per month. In addition, 35,976 linear feet of pipes have been desilted this fiscal year to improve stormwater flow. The Town's drainage system consists of catch 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

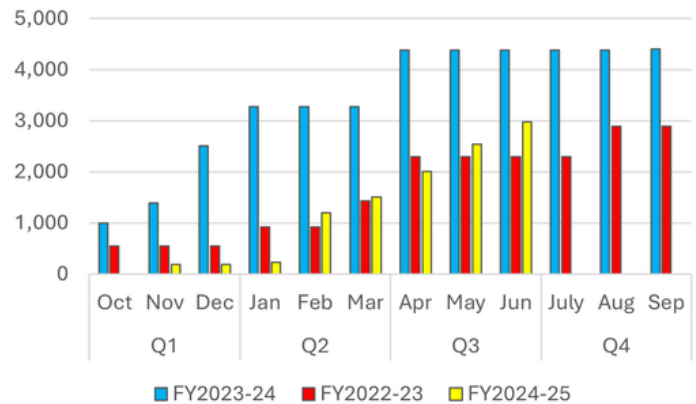
### *Cumulative Number of Sidewalk Square Footage Pressure Cleaned*

The total square footage number of sidewalks pressure cleaned as of the third quarter of FY2025 was 551,526 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.



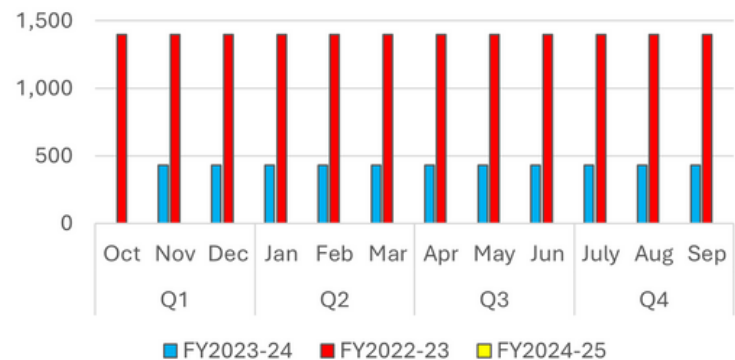
### *Cumulative Number of Sidewalk Square Yardage Replaced*

The total square yardage number of sidewalks replaced as of the third quarter of FY2025 was 2,977 sq. yds. (26,793 sq. ft.), which include the Town's main corridors, parks, and school areas.



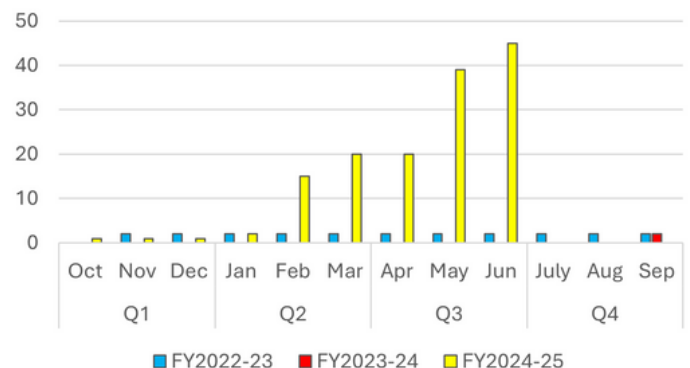
### *Cumulative Number of Sidewalk Flags Grinded*

The total number of sidewalks grinded as of the third quarter of FY2025 was 0 flags, which include the Town's main corridors, parks, and school areas.

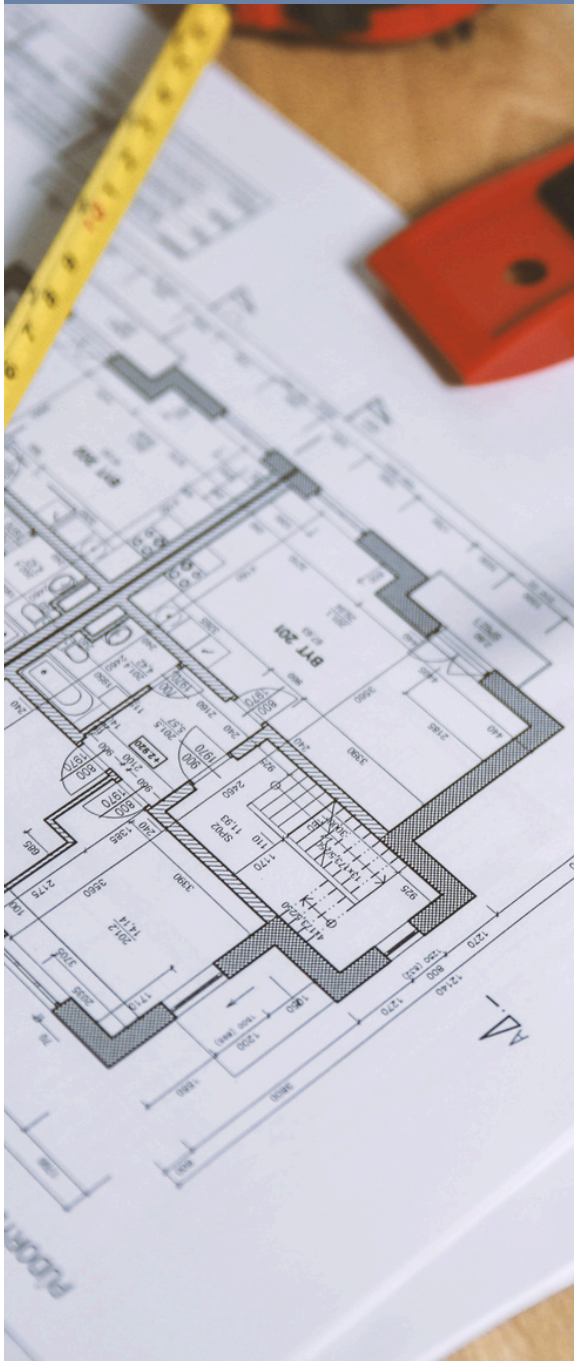


### *Cumulative Number of Street Signs Repaired*

The graph depicts the number of street signs that have been repaired in the Town over the fiscal year. Forty five (45) street sign has been repaired as of the third quarter of FY2025. Street Signs are repaired when damaged or 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.

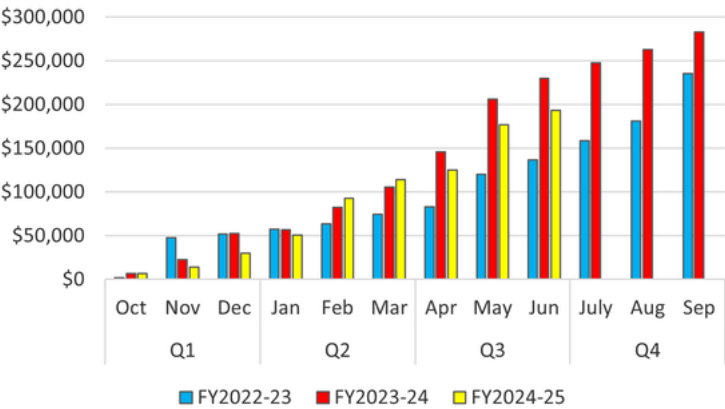
The Code Compliance team is responsible for assuring that all commercial, industrial and residential properties comply with the Town's Code, to ensure that the quality of life and property values continue to rise and the community continues "growing beautifully."

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

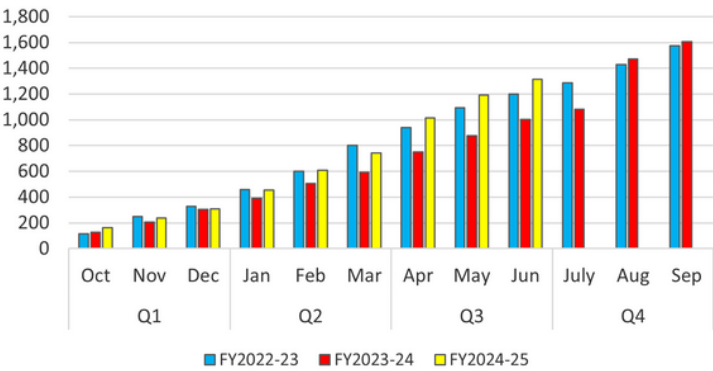
## Total Code Fines Collected

A total of \$193,589 in fines has been collected this fiscal year FY2025. 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 third quarter of FY2025 was 1,313. 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.



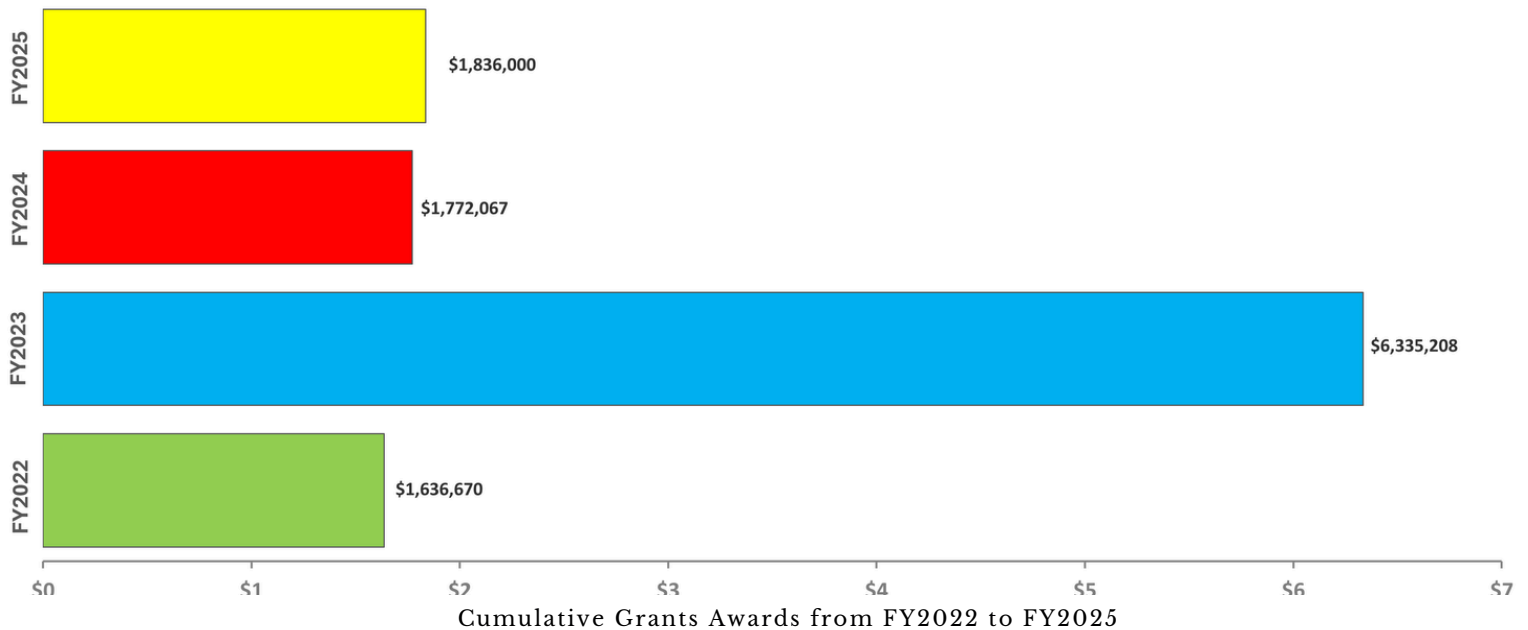


# Applications

# 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 - 3RD QUARTER FY2025

- USDOT Safe Streets and Roads for All Grant Program – Miami Lakes Comprehensive Freight and Commercial Safety Action Plan  
The program funds up to 80% of project costs.  
-Funding Requested: \$56,000  
-Total Project Cost: \$70,000
- FDOT Public Transit Service Development Program – Miami Lakes On-Demand Public Transit Service Improvements Project  
The program funds 50% of project costs.  
-Funding Requested: \$225,000  
-Total Project Cost: \$450,000

### GRANTS AWARDS - 3RD QUARTER FY2025

- State Appropriations- Miami Lakes Big Cypress Drainage Improvements Project- \$630,000
- State Appropriations- Miami Lakes NW 154 Turn Lane Extension- \$1,002,500



# 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.*

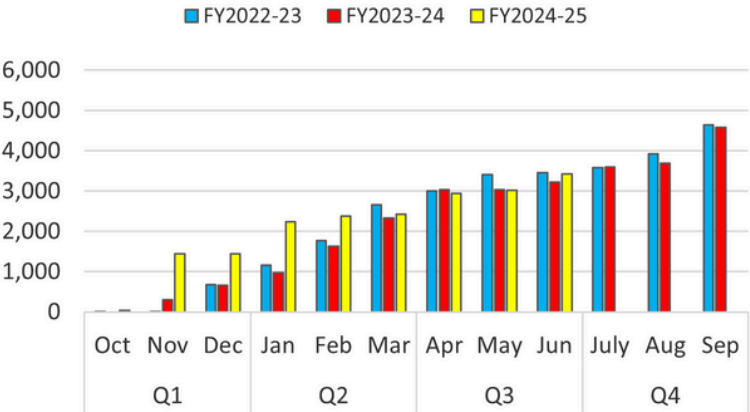
The Parks and Recreation department oversees the operation and maintenance of the Town's 101 parks, rights-of-way, median green spaces, six lakefront beaches and its urban tree canopy. The parks are open seven days a week and feature a variety of amenities for residents of every age and lifestyle including: 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

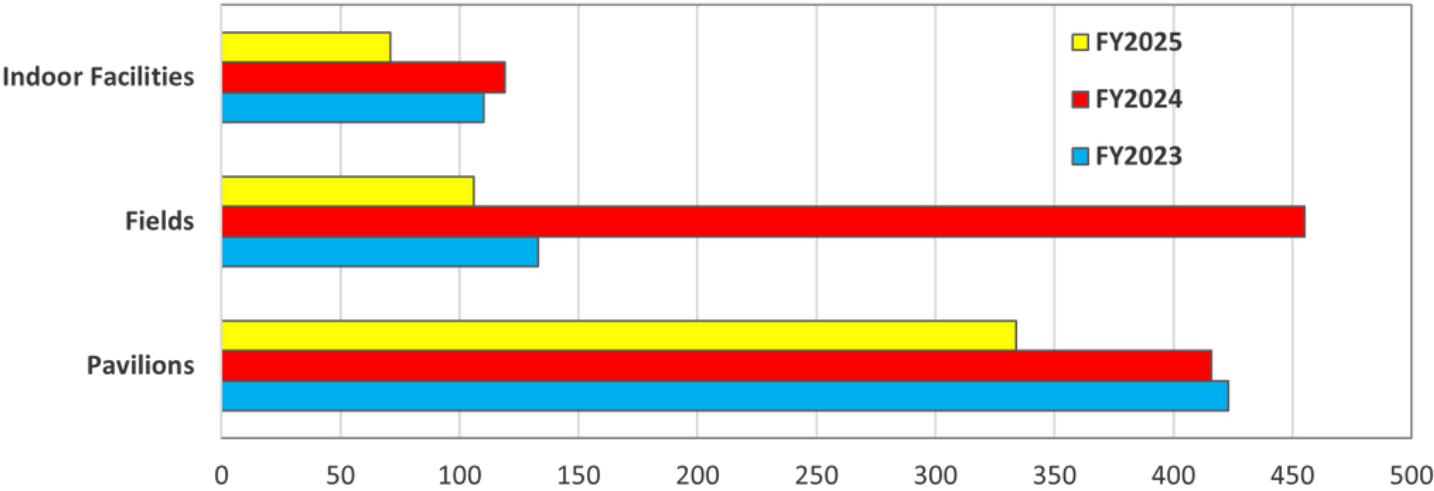
Cumulative Number of trees Trimmed

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 third quarter of FY2025, the Parks & Open Spaces Department has trimmed 3,430 trees in total.



Cumulative Number of Facility Rentals

As of the third quarter of FY2025, there were 106 fields rentals, 334 pavilion rentals, and 71 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**



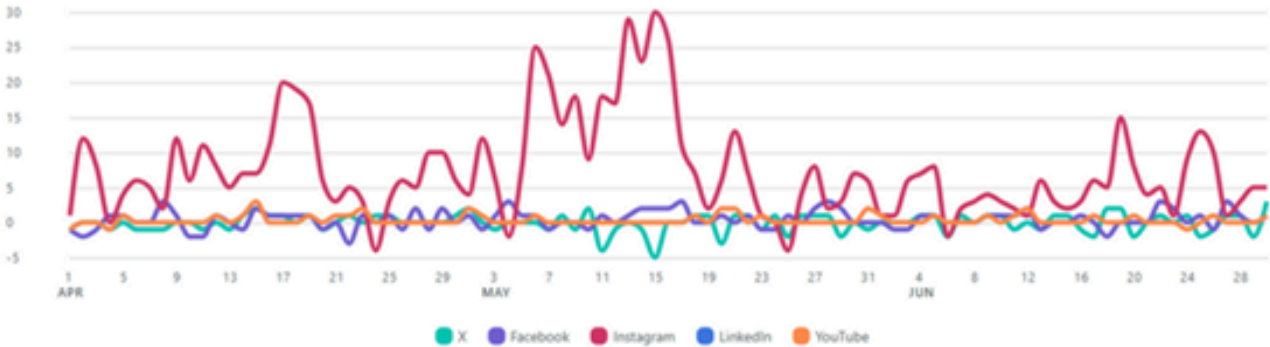
DIGITAL MARKETING PRESENCE

From April 1 to June 30, 2025, the Town’s social media audience reached 37,997, growing by 751 followers. Instagram drove the most growth with 685 new followers between @town\_of\_miami\_lakes and@shopmiamilakes. The main Town account gained 586 followers, 343,061 impressions, 7,227 engagements, and 52,957 video views, while @shopmiamilakes added 99 followers with 28,853 impressions and 10,190 video views. Facebook grew by 40 followers with 49,980 impressions and a 2.3% engagement rate, YouTube gained 30 subscribers with 3,463 views, and X saw a slight decline of four followers. Overall, content generated 422,696 impressions, 8,952 engagements, and 71,816 video views, with Instagram remaining the top-performing platform.



Audience Growth

See how your audience grew during the selected time period.



Audience Metrics		Totals
Audience		37,997
Net Audience Growth		751
X Net Follower Growth		-4
Facebook Net Follower Growth		40
Instagram Net Follower Growth		685
LinkedIn Net Follower Growth		—
YouTube Net Subscriber Growth		30

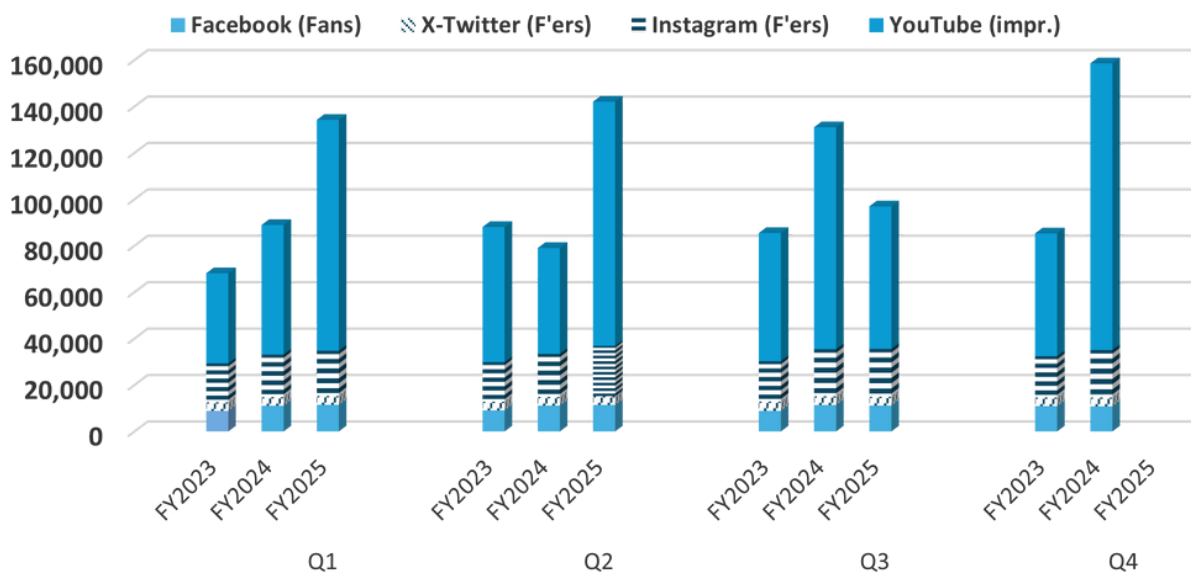
## DIGITAL MARKETING PRESENCE

**Facebook:** From April 1 to June 30, 2025, the Town of Miami Lakes' Facebook page generated 49,980 impressions and 1,151 engagements, resulting in an engagement rate of 2.3%. The page also recorded five post link clicks during this period. Engagement peaked in early May, with notable spikes around community updates and event promotions, followed by smaller increases in early and mid-June. Overall, Facebook maintained steady reach and a consistent engagement rate, positioning it as a reliable platform for connecting with the community.

**Instagram:** From April 1 to June 30, 2025, the Town of Miami Lakes' Instagram accounts generated a combined 371,914 impressions and 7,656 engagements, resulting in an engagement rate of 2.1%. Over the quarter, Instagram gained 685 new followers, bringing the total audience to 22,326. Engagement peaked in mid-May, with additional spikes in late June, largely driven by event coverage and visually engaging content. Instagram continues to be the Town's strongest platform for both reach and audience growth, maintaining consistent interaction levels and serving as a key driver of overall social media performance.

**X (fka Twitter):** From April 1 to June 30, 2025, the Town of Miami Lakes' X (Twitter) account generated 802 impressions and achieved an engagement rate of 4.4%. While the account experienced a net loss of four followers during the quarter, engagement peaked in early April and late June, with additional spikes in early and mid-May tied to timely updates and announcements. Although overall reach remained modest compared to other platforms, the higher engagement rate indicates that the audience is responsive to posted content, suggesting an opportunity to grow reach through more frequent and targeted posting.

### Social Media Likes/Followers/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 April 1 to June 30, 2025, the Town of Miami Lakes’ YouTube channel gained 30 new subscribers, bringing the total audience to 708. Over the quarter, the channel generated 110 engagements, with activity peaking in early May and mid-June. Subscriber growth was steady throughout the period, and while engagement levels were moderate compared to other platforms, YouTube continues to serve as a valuable space for hosting and sharing video content that supports broader communication efforts.

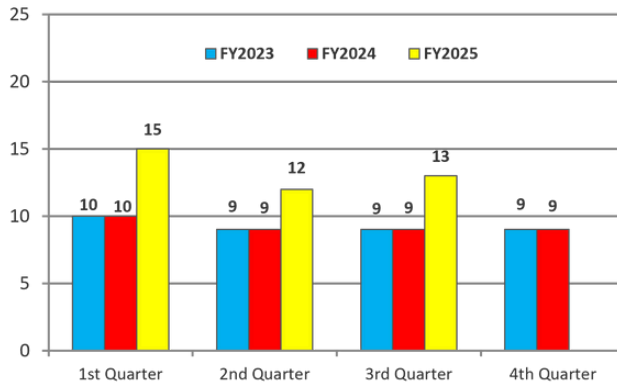


# FINANCE AND ACCOUNTING

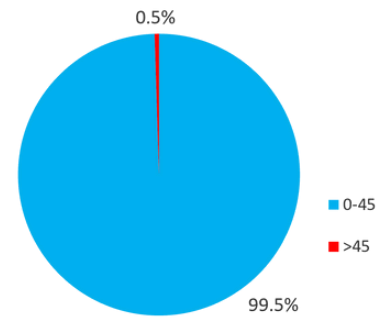


The Finance Department records and reports the financial transactions of the Town in accordance with Generally Accepted Accounting Principles applicable to governmental entities. This includes activities such as the preparation of financial statements and other reports, cash management, revenue collection,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

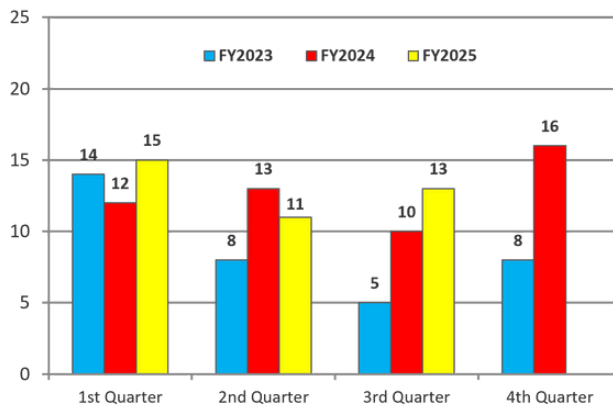
Standard Invoices-Average Payment Days



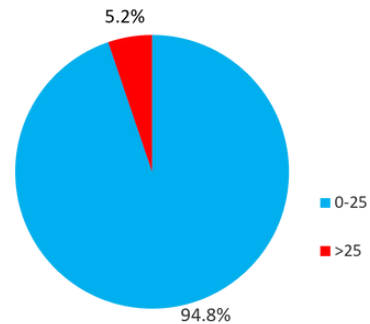
Standard Invoices-Percentage of Invoices Paid Within Allotted Time



Construction Invoices-Average Payment Days



Construction Invoices-Percentage of Invoices Paid Within Allotted 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 third quarter of FY2025, the Town has kept the number of days until payment below statutory requirements and has processed over 99.5% and 94.8% of standard and construction invoices respectively within that time frame.



# OFFICE OF THE CLERK



(Left to right) Alexis Martinez-DTC, Gina Inguanzo-TC, and Julianne Morales-TCA.

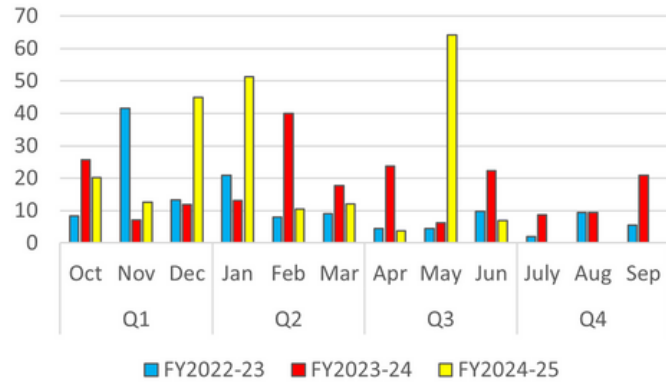
Pursuant to the Town Charter, the Town Clerk shall give notice of all Council meetings to its members and the public, and shall keep minutes of the Council's proceedings. The Town Clerk is responsible for keeping and distributing the official Town Record.

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

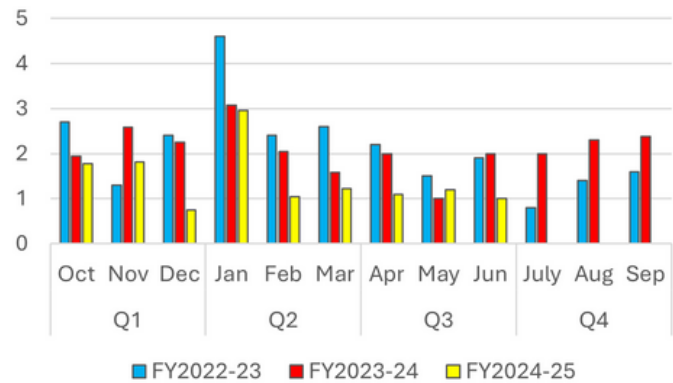
### Turnaround Time for Public Records Requests

This third quarter of FY2025, the average turnaround time for public records request was 25 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.



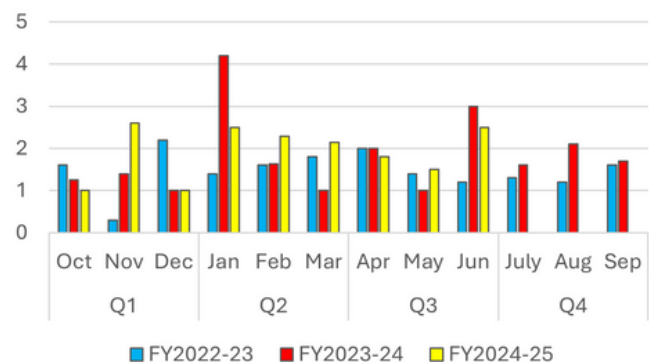
### Turnaround Time for Regular Lien Letters

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 third quarter of FY2025, there average turnaround time for standard lien letters was 1.1 days.



### Turnaround Time for Expedited Lien Letters

This measures tracks the average number of days it takes to complete expedited lien letter requests. This third quarter of FY2025, the average turnaround time for expedited lien letters was 1.9 days.



# THANK YOU



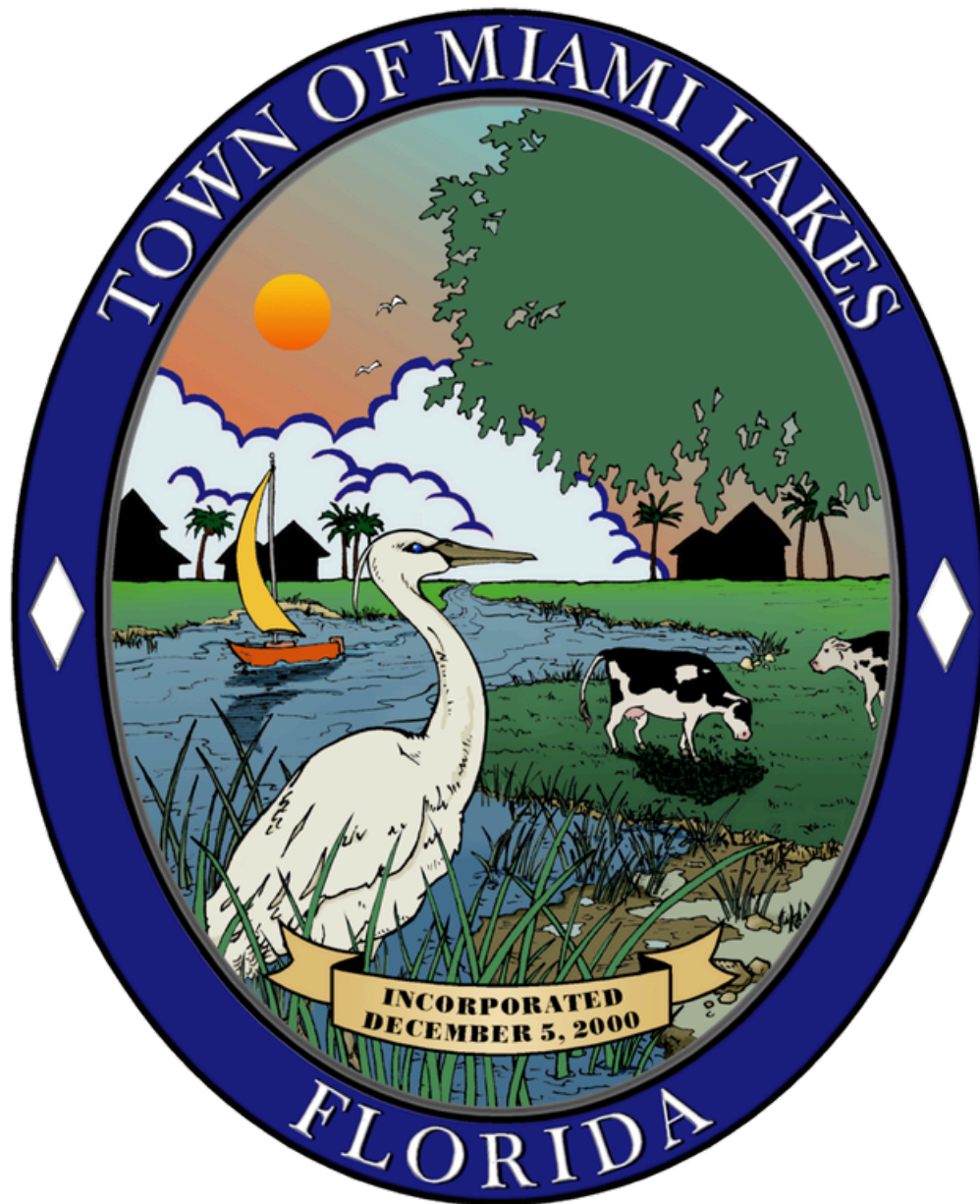
As part of our mission, the Town strives to be a friendly, peaceful, safe and beautiful place where residents and business leaders take pride in where they work and play.

We believe that this Q3-FY2025 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.

*"Growing Beautifully"*





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





...growing beautifully!!

