

Q4FY2025

Quarterly Performance Report

Presented by

Edward Pidermann

Town Manager



Town of Miami Lakes

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TOWN MANAGER'S MESSAGE

-Edward Pidermann



I am pleased to present the Town of Miami Lakes fourth (4th) Quarter Performance Report for Fiscal Year 2024-2025. This report provides a narrative for each performance measure from August to September 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 hand holding a pen is positioned over a document featuring various charts, including a bar chart and a pie chart. A laptop keyboard is visible in the background. A semi-transparent blue rectangle is centered over the image, containing the text 'METRICS' and '4TH QUARTERLY REPORT'.

METRICS

4TH QUARTERLY REPORT

PUBLIC SAFETY: POLICE DEPARTMENT

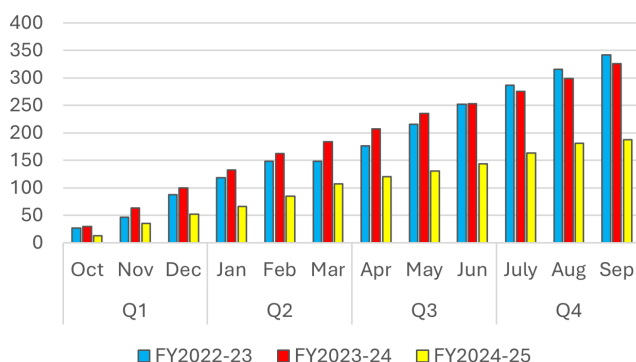


**RANKED TOP 10
SAFEST CITIES**
In Miami-Dade County

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

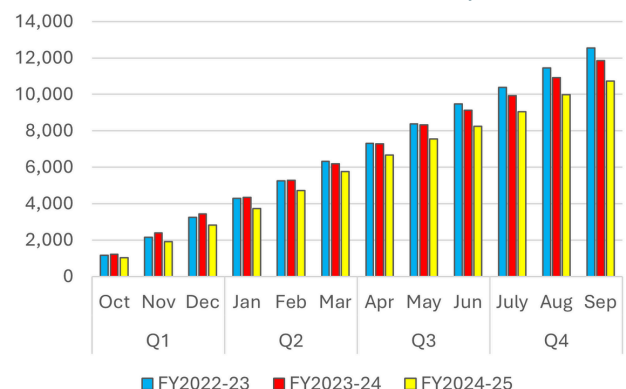
Cumulative Number of Targeted Crimes

Targeted crimes are crimes singled out to be tracked and targeted with police manpower. From July to September, the number of targeted crimes was 44 (19 in July, 18 in August, and 7 in September).



Cumulative Number of Police Calls for Service

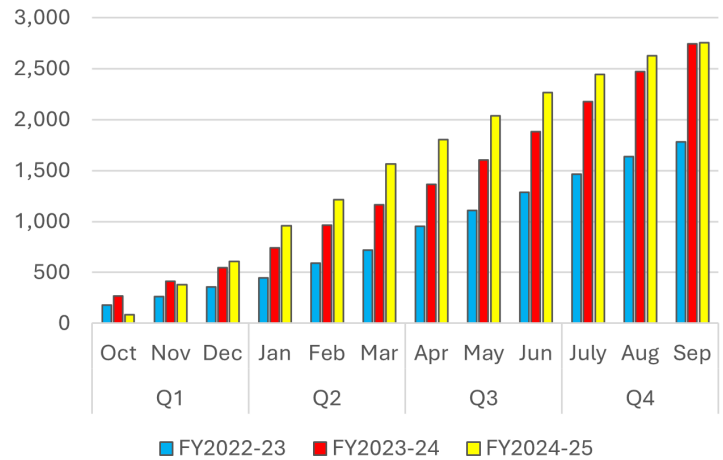
Between July and September, the Police Department recorded a total of 2,468 calls for service, averaging 822 calls per month. The monthly volume ranged from a low of 753 calls in September to a high of 918 calls in August. The Department continues to prioritize responsiveness to all calls to ensure residents receive consistent and timely assistance.



PUBLIC SAFETY: POLICE

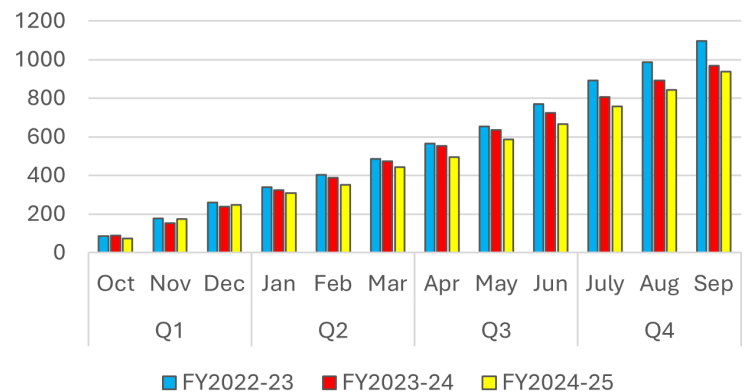
Cumulative Number of Police Citations

As of the end of the fourth quarter of FY2025, the Police Department has issued a total of 2,757 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.



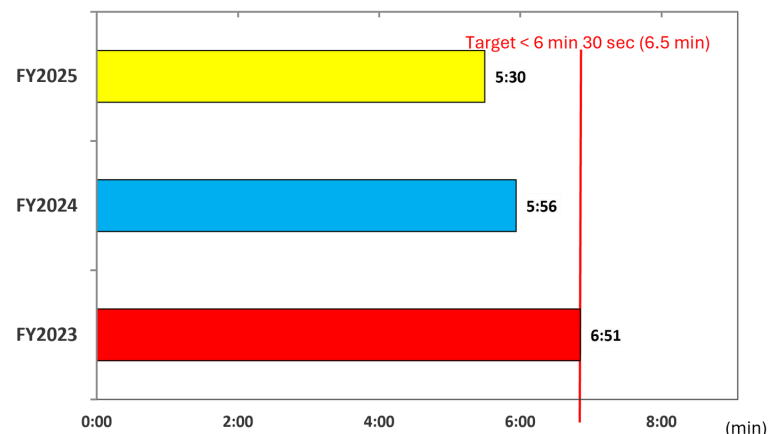
Cumulative Number of Police False Alarms

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 fourth quarter of FY2025, a total of 937 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 second quarter of FY2025 is 5.30 minutes (5min 18sec). 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

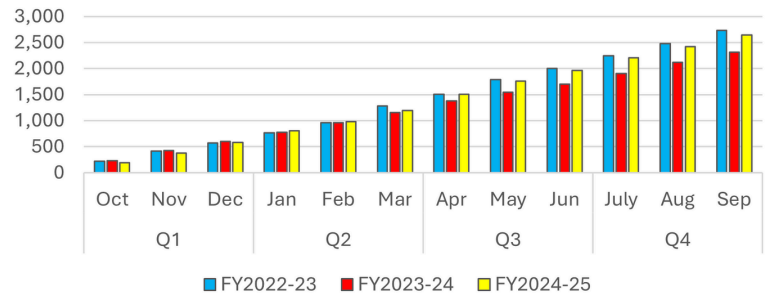
The Building Department provides customer-friendly services including review, processing, issuance and inspection of building permits and assurance that construction in the Town complies with the provisions of all applicable codes. The Building Department has continued to work on enhancing services overall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

BUILDING DEPARTMENT

Cumulative Number of Building Permits Issued

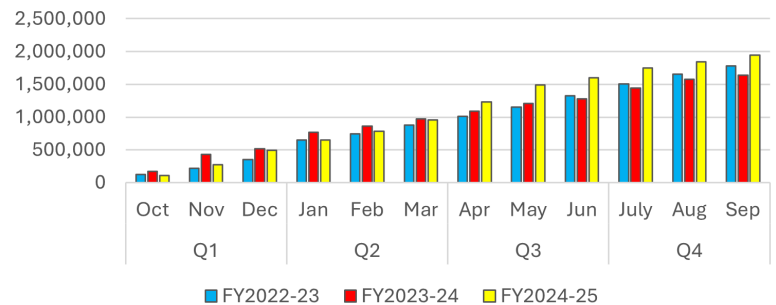
The number of building permits issued throughout this fiscal year FY2025 has reached 2,642.

Throughout the fourth quarter, 680 permits were issued, in comparison to 609 in FY2024's fourth quarter and 726 in FY2023's fourth quarter.



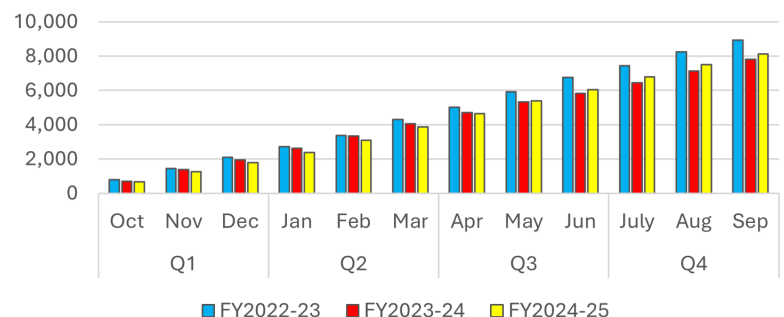
Cumulative Number of Building Fees Collected

Throughout fiscal year FY2025, a total of \$1,946,528 was collected in building fees. This amount is higher than the total collected in FY2024 and in FY2023.



Cumulative Number of Building Inspections

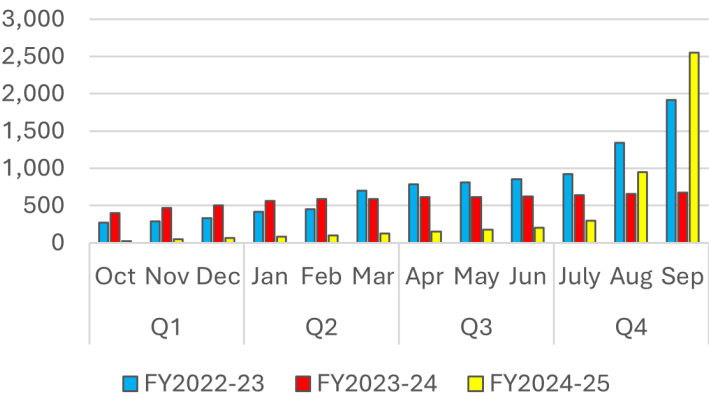
There have been a total of 8,114 inspections conducted this fiscal year FY2025. The Building Department is working harder to continue to provide excellent service, while keeping up with the number of requests from residents.



BUILDING DEPARTMENT

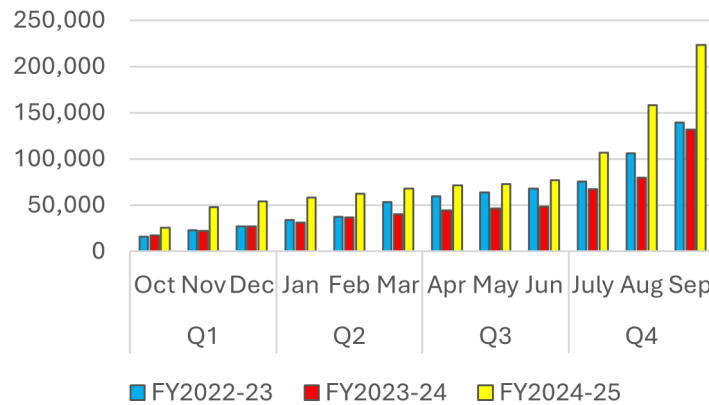
Cumulative Number of Business Tax Receipts (BTRs)

All Miami Lakes businesses are required to renew their business tax receipt on an annual basis. This fourth quarter of FY2025, there were a total of 2,348 BTRs renewals. Renewals are due by September 30th each year.



Cumulative Number of BTRs Fee's Collected

Over the fourth quarter of FY2025, there were \$107,626 received in BTR fees. The total BTR's fees throughout this fiscal year FY2025 has reached \$223,568.



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.

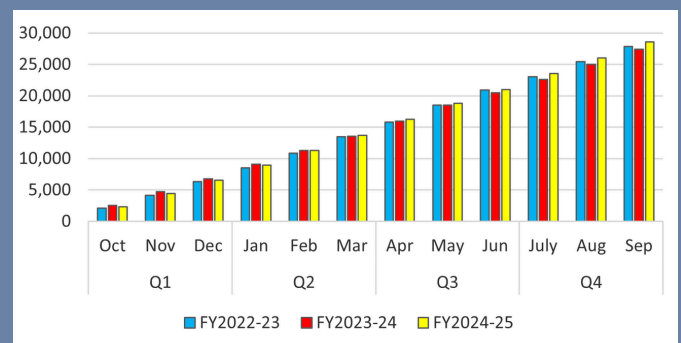
On January 2022, the program further expanded to provide peak-hour park-and-ride service to the Palmetto Metrorail Station every 20 minutes, starting at 6:00 AM and 4:00 PM providing commuting flexibility to both residents and businesses.

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 fourth quarter of FY2025, the Town provided 7,542 rides, reflecting a 9% increase in on-demand ridership compared to the same period in FY2024. Following CDC guidelines and County measures, we remain committed to increasing the number of residents utilizing our transportation system.

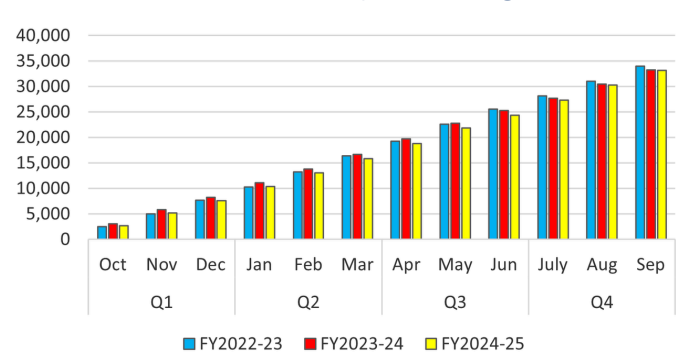
RIDERSHIP

The Town tracks ridership for the Freebee in the Lakes based on number of passengers per month. This fiscal year FY2025, there have been 28,564 riders from Freebee service in total.

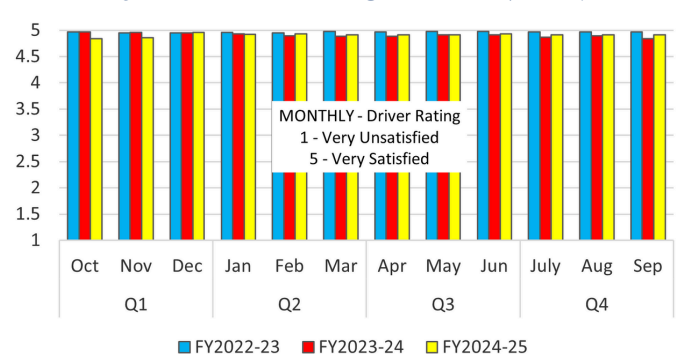


TRANSPORTATION DEPARTMENT - FREEBEE

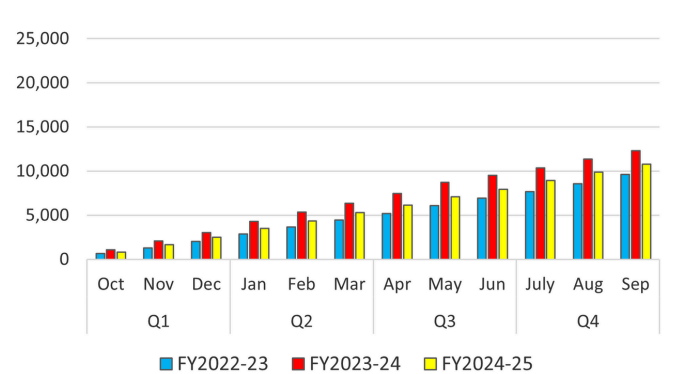
Cumulative Number of Passengers



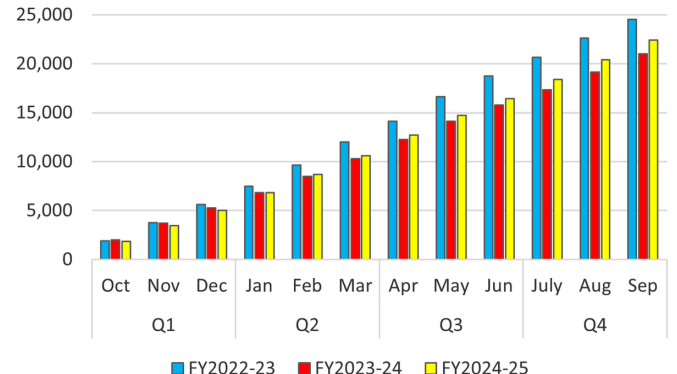
Monthly Driver Rating: 1 to 5 (best)



Cumulative Men Driven



Cumulative Women Driven





PUBLIC WORKS ENGINEER
MS. GABRIELA GONZALEZ

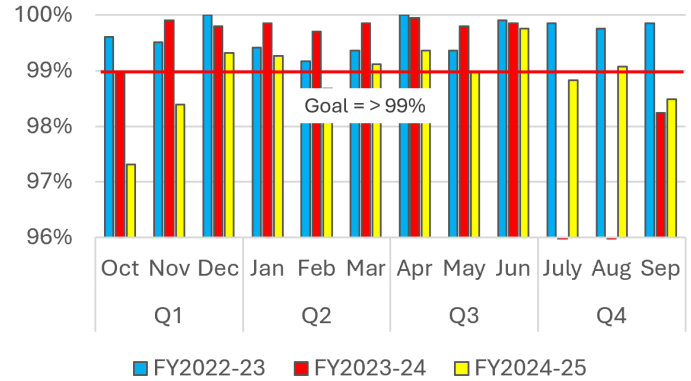
PUBLIC WORKS DEPARTMENT

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

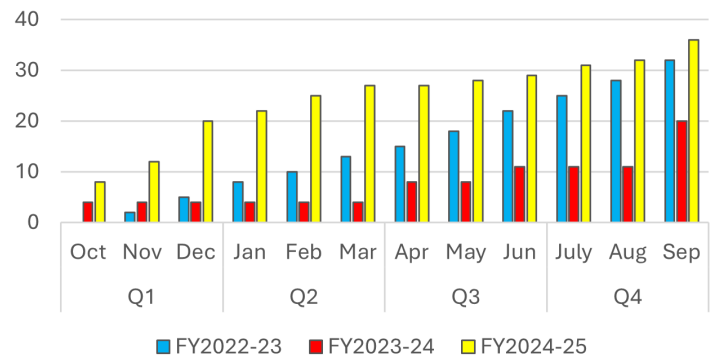
Percentage of Street Lights Working

There are currently 2,047 street lights in Miami Lakes of which 915 belong to the Town. Over the fourth quarter of FY2025, the Town maintained the percentage of streetlights working at an average of 99.0%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.



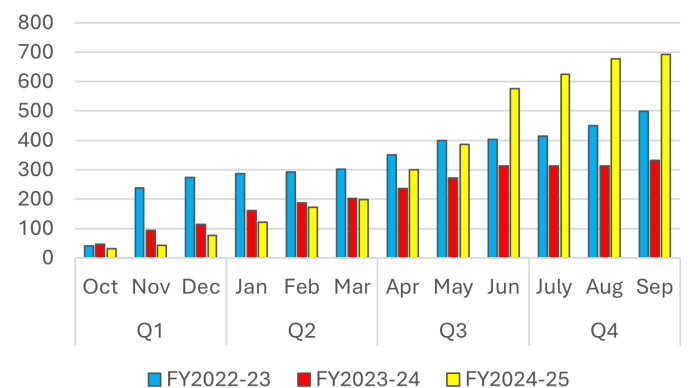
Cumulative Number of Potholes/Sinkholes Repaired

The total number of potholes/sinkholes repaired as of the fourth quarter of FY2025 was 36.



Cumulative Number of Catch Basins/Manholes Cleaned

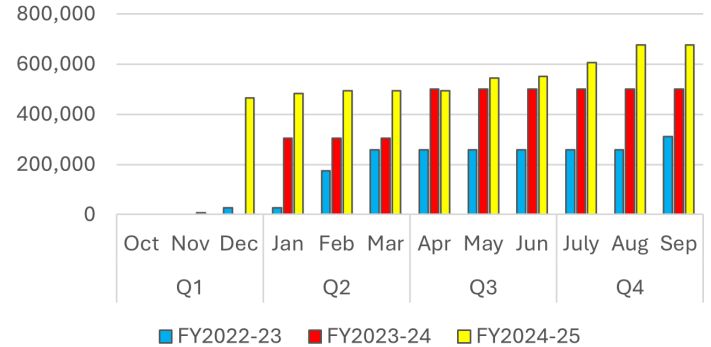
The total number of catch basins and manholes cleaned as of the fourth quarter of FY2025 was 692, averaging approximately 58 manholes cleaned per month. In addition, 43,741 linear feet of pipes have been desilted this fiscal year to improve stormwater flow. The Town's drainage system consists of catch 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

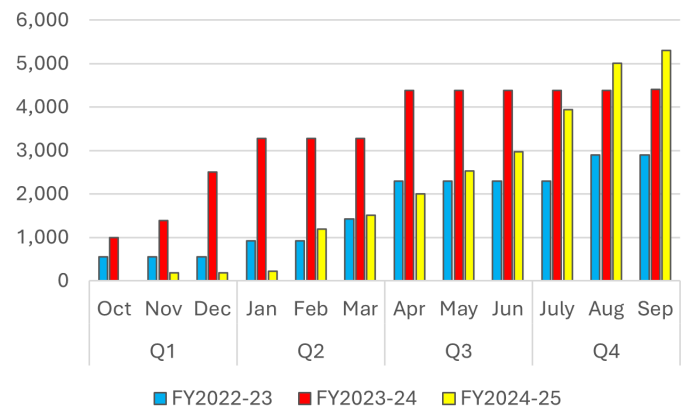
Cumulative Number of Sidewalk Square Footage Pressure Cleaned

The total square footage number of sidewalks pressure cleaned as of the fourth quarter of FY2025 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.



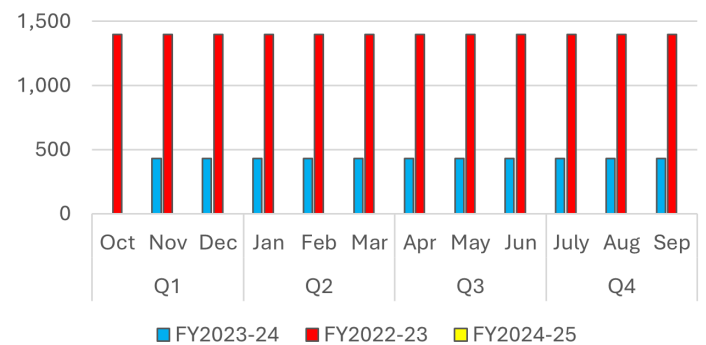
Cumulative Number of Sidewalk Square Yardage Replaced

The total square yardage number of sidewalks replaced as of the fourth quarter of FY2025 was 5,304 sq. yds. (47,736 sq. ft.), which include the Town's main corridors, parks, and school areas.



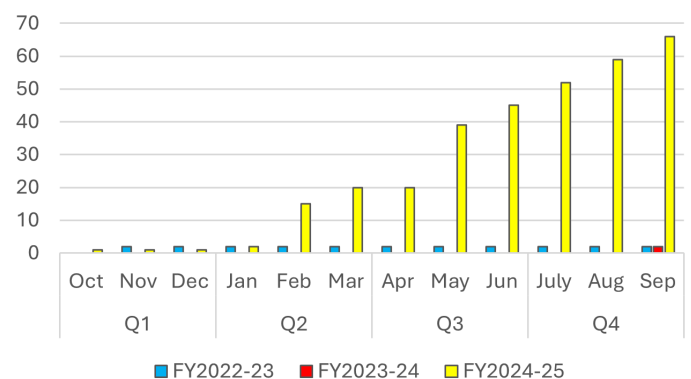
Cumulative Number of Sidewalk Flags Grinded

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

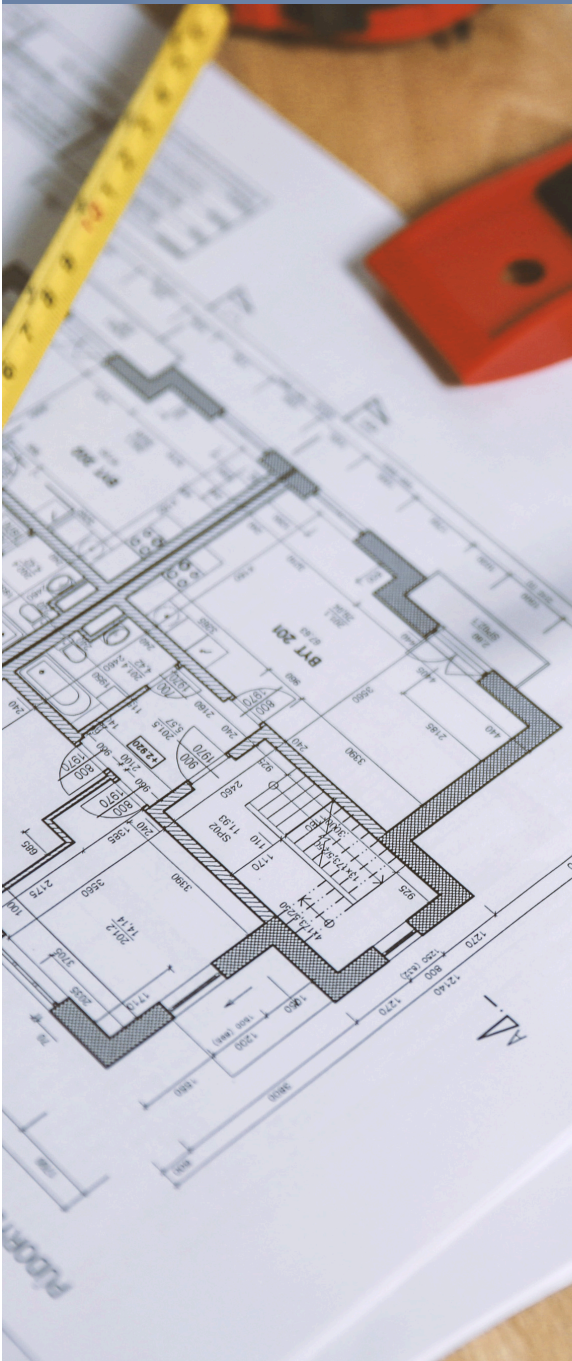


Cumulative Number of Street Signs Repaired

The graph depicts the number of street signs that have been repaired in the Town over the fiscal year. Sixty six (66) street sign has been repaired as of the fourth 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.

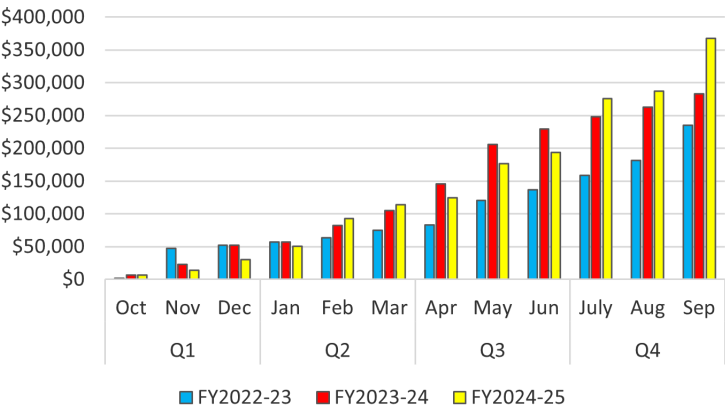
The Code Compliance team is responsible for assuring that all commercial, industrial and residential properties comply with the Town's Code, to ensure that the quality of life and property values continue to rise and the community continues "growing beautifully."

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

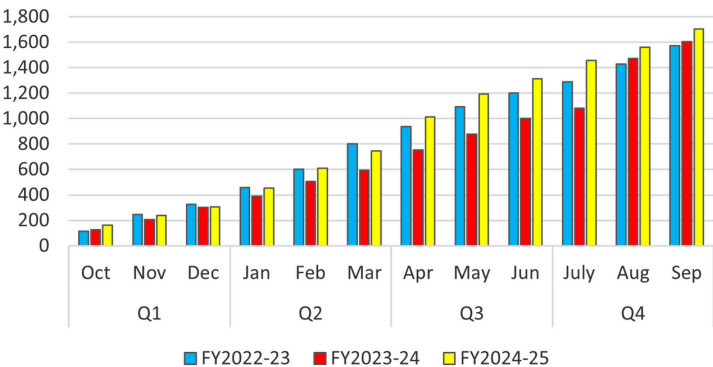
Total Code Fines Collected

A total of \$367,446 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 fourth quarter of FY2025 was 1,705. 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.

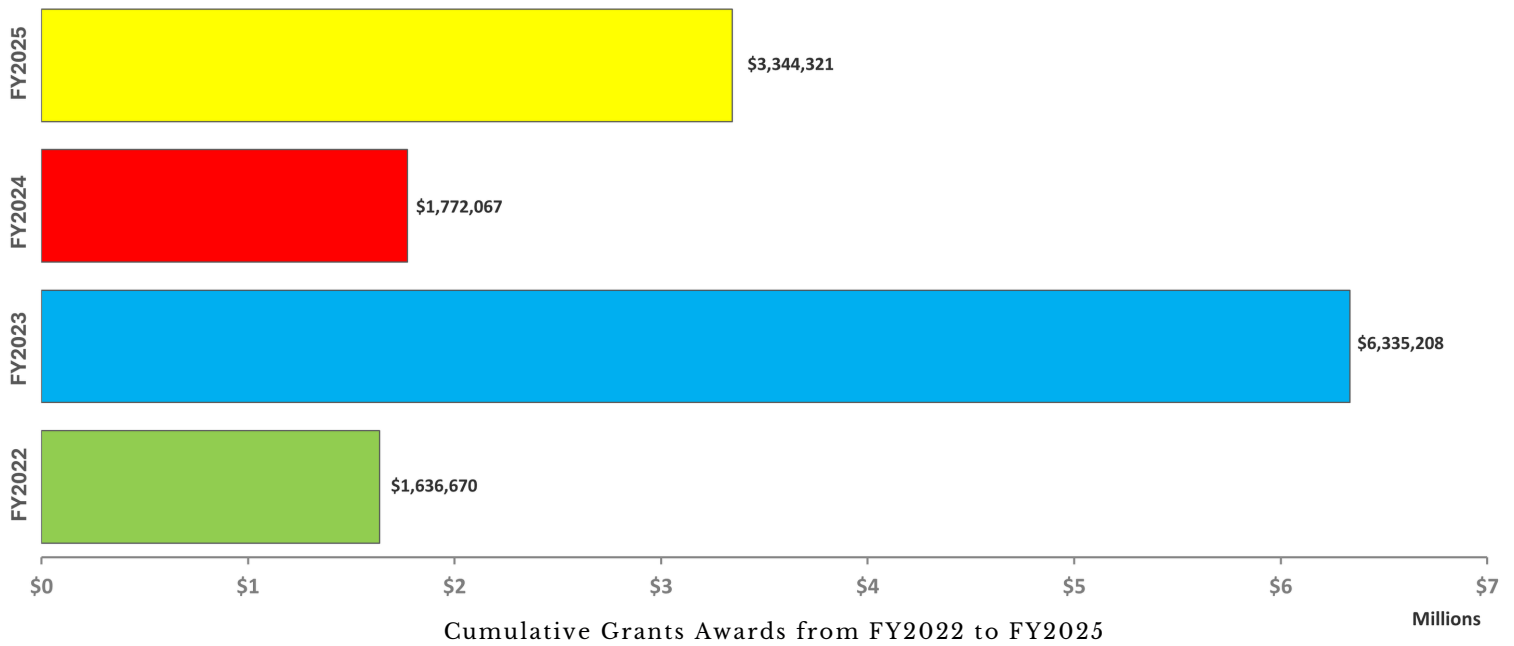


Applications

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 - 4TH QUARTER FY2025

- FDLE Edward Bryne Memorial Justice Assistance Grant (JAG) Direct- Law Enforcement Equipment | \$4,054
- FDLE Edward Bryne Memorial Justice Assistance Grant (JAG) Countywide- Law Enforcement Equipment | \$4,267
- FDEP Resilient Florida Implementation Program- Lake Elizabeth Drainage Improvements Project Phase # 1 | \$530,000
- FLDS Local Government Cybersecurity Grant Program- Email Security Software (no monetary award they provide the software to us)

GRANTS AWARDS - 4TH QUARTER FY2025

- FDOT Transportation Alternatives Program- NW 170th Greenway Trail Safety Enhancements | \$1,500,000
- FDLE Edward Bryne Memorial Justice Assistance Grant (JAG) Direct- Law Enforcement Equipment | \$4,054
- FDLE Edward Bryne Memorial Justice Assistance Grant (JAG) Countywide- Law Enforcement Equipment | \$4,267

PARKS AND RECREATION



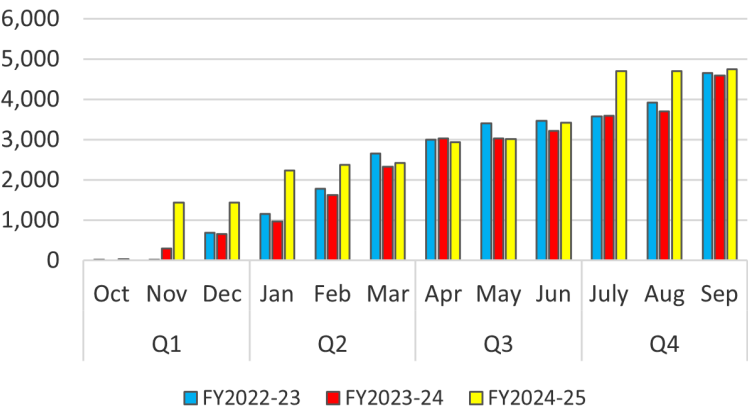
The Town of Miami Lakes is only the 3rd Sterling Tree City recognized in Miami -Dade County and the 26th in the State of Florida.

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

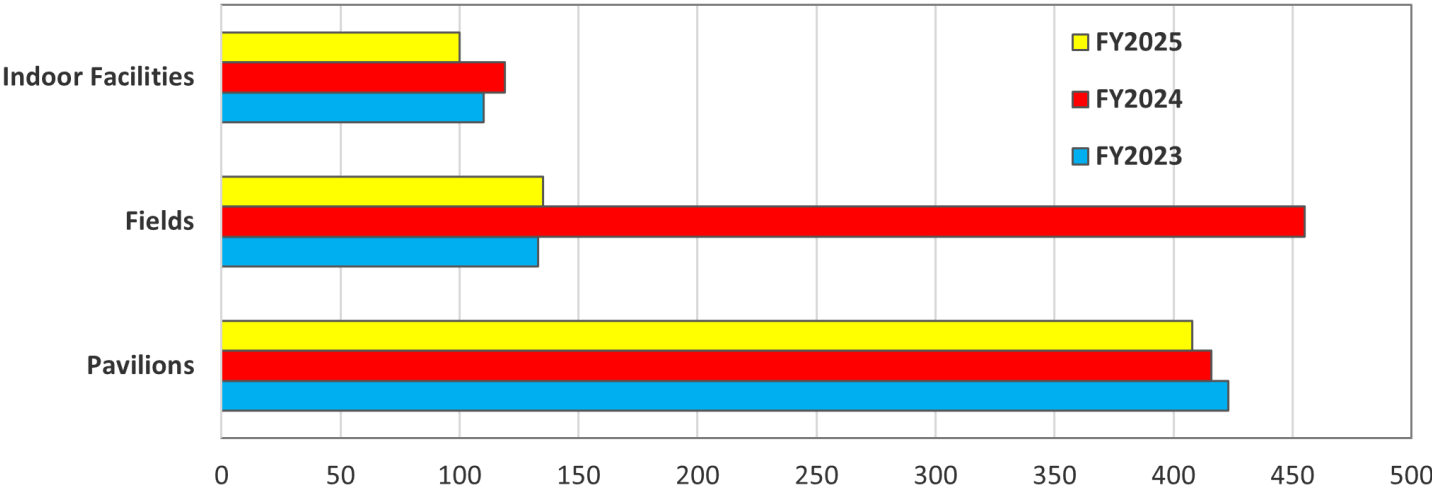
Cumulative Number of trees Trimmed

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 fourth quarter of FY2025, the Parks & Open Spaces Department has trimmed 4,750 trees in total.



Cumulative Number of Facility Rentals

As of the fourth quarter of FY2025, there were 135 fields rentals, 408 pavilion rentals, and 100 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

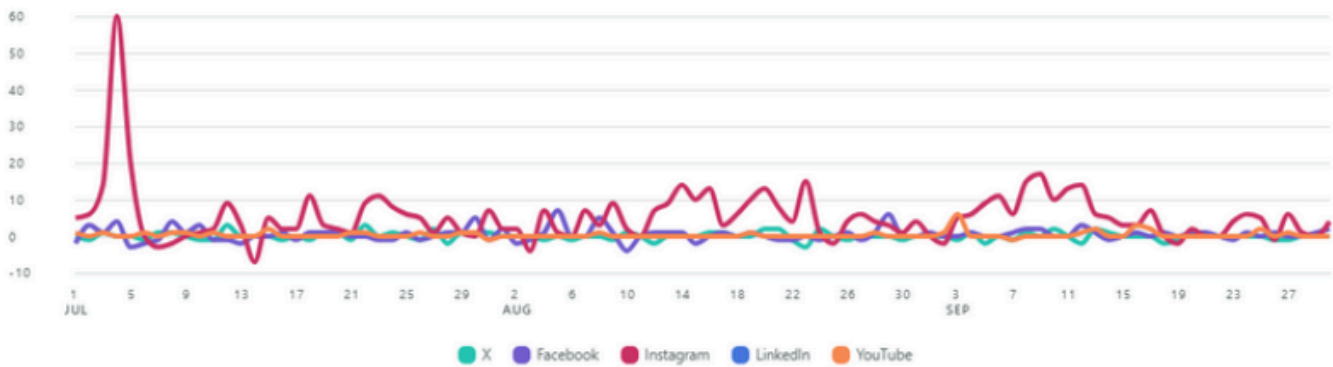
DIGITAL MARKETING PRESENCE

From July 1 to September 30, 2025, the Town’s social media audience reached 38,509, growing by 581 new followers. Instagram continued to lead growth, adding 502 followers between @town_of_miami_lakes and @shopmiamilakes. The main Town account drove the majority of reach with 488,139 impressions, 6,617 engagements, and 89,149 video views. Facebook added 45 followers with 77,072 impressions and a 1% engagement rate, while YouTube gained 32 subscribers. X showed minimal change with 2 new followers. In total, content across all platforms generated 594,311 impressions, 7,769 engagements, and 99,561 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		38,509
Net Audience Growth		581
X Net Follower Growth		2
Facebook Net Follower Growth		45
Instagram Net Follower Growth		502
LinkedIn Net Follower Growth		—
YouTube Net Subscriber Growth		32

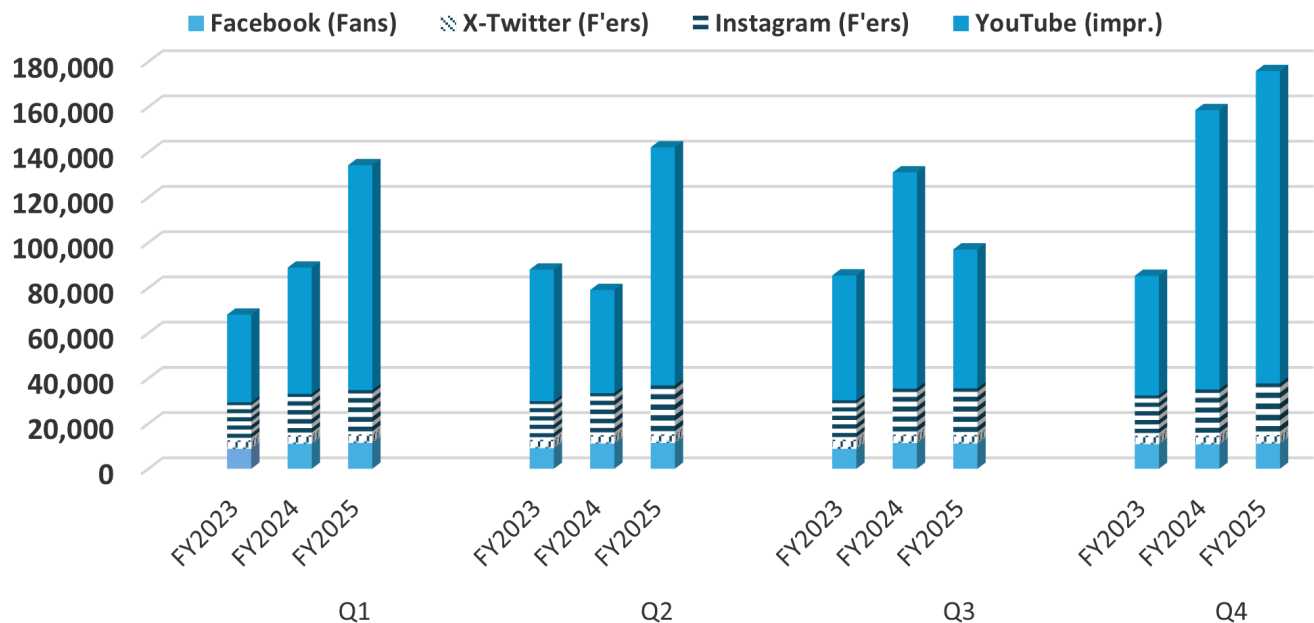
DIGITAL MARKETING PRESENCE

Facebook: From July 1 to September 30, 2025, the Town of Miami Lakes Facebook page reached an audience of 11,172 and gained 45 new followers. With 20 published posts, the page generated 77,072 impressions, 772 engagements, and an engagement rate of 1%. Facebook content also produced 2,531 video views, showing steady reach and consistent interaction from the community.

Instagram: From July 1 to September 30, 2025, the Town's Instagram presence reached a combined audience of 22,786, gaining 502 new followers across both accounts. The main account, @town_of_miami_lakes, led performance with 21,035 followers, 464 new followers, 246 posts, and 488,139 impressions. It also generated 6,617 engagements, a 1.4% engagement rate, and 89,149 video views, remaining the strongest driver of reach and interaction. The @shopmiamilakes page grew by 38 followers, reaching 1,751 total followers. With 216 posts, this account produced 27,963 impressions, 139 engagements, a 0.5% engagement rate, and 2,331 video views, providing steady visibility for local businesses.

X (fka Twitter): From July 1 to September 30, 2025, the @MiamiLakesNews account maintained an audience of 3,811, gaining 2 new followers. With 6 published posts, the account generated 1,137 impressions, 91 engagements, and an impressive 8% engagement rate, along with 56 video views. Despite low posting frequency, the account continues to see strong interaction from its audience.

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

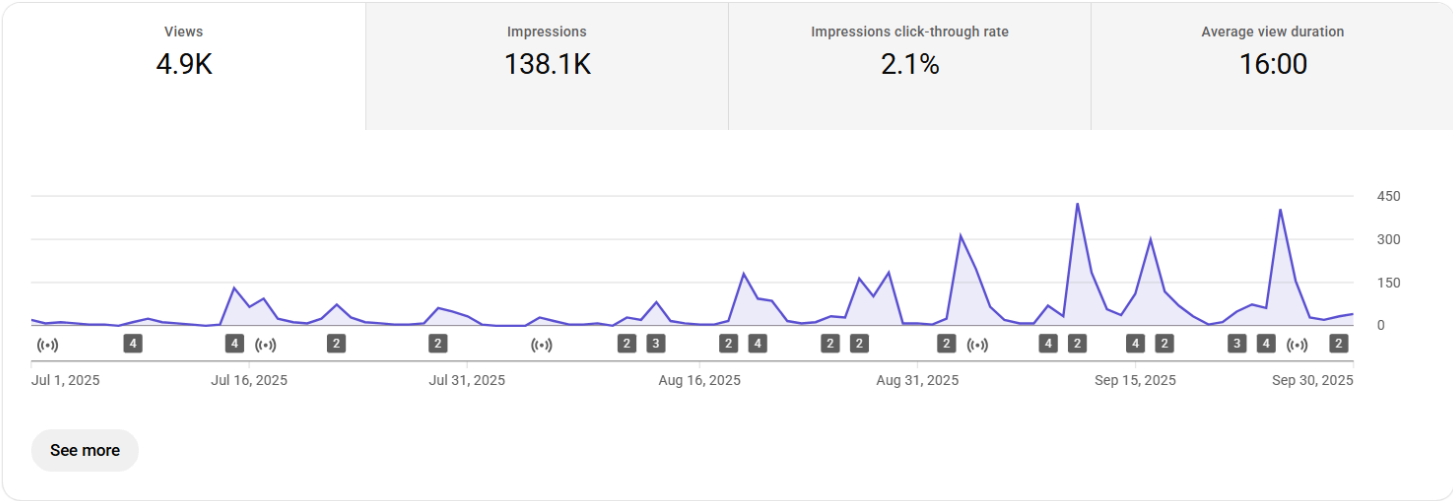
X (fka Twitter) Followers (F'ers): People who receive the Town of Miami Lakes' Tweets

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 July 1 to September 30, 2025, the Town of Miami Lakes YouTube channel reached an audience of 740 subscribers, gaining 32 new subscribers during the quarter. With 63 published videos, the channel generated 150 engagements, 5,494 video views, and 138,100 impressions.



↑ Ascending by Profile

Profile	Audience	Net Audience Growth	Published Posts	Impressions	Engagements	Engagement Rate (per impression)	Video Views
Reporting Period	740	32	63	—	150	—	5,494
Jul 1, 2025 – Sep 30, 2025							
Town of Miami Lakes	740	32	63	N/A	150	N/A	5,494

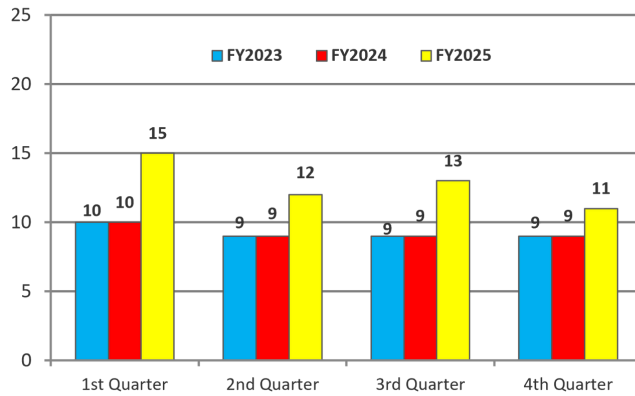
LinkedIn: From July 1 to September 30, 2025, the Town of Miami Lakes LinkedIn Page maintained 13,367 followers, gaining 29 new followers organically. The page recorded 231 total page views and 108 unique visitors, with traffic split between 140 desktop views and 91 mobile views. LinkedIn content generated 1,077 impressions, 13 reactions, and no comments or reposts during this period. While engagement volume remains modest, the account continues to attract steady professional interest and incremental audience growth.

FINANCE AND ACCOUNTING

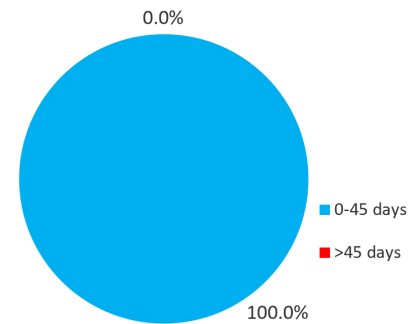


The Finance Department records and reports the financial transactions of the Town in accordance with Generally Accepted Accounting Principles applicable to governmental entities. This includes activities such as the preparation of financial statements and other reports, cash management, revenue collection,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

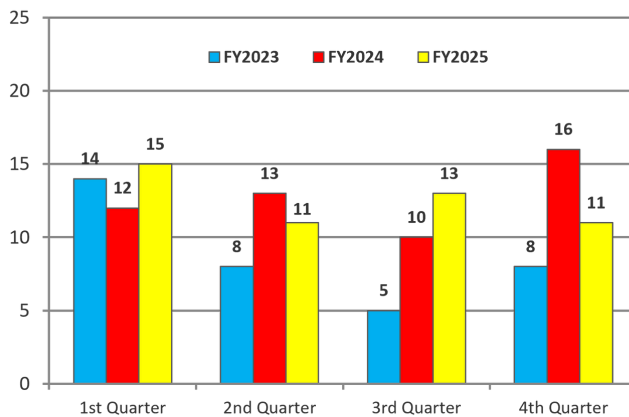
Standard Invoices-Average Payment Days



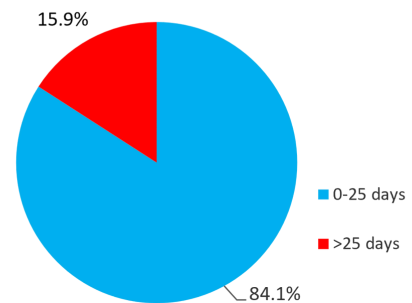
Standard Invoices-Percentage of Invoices Paid Within Allotted Time



Construction Invoices-Average Payment Days



Construction Invoices-Percentage of Invoices Paid Within Allotted Time



FINANCE DEPARTMENT

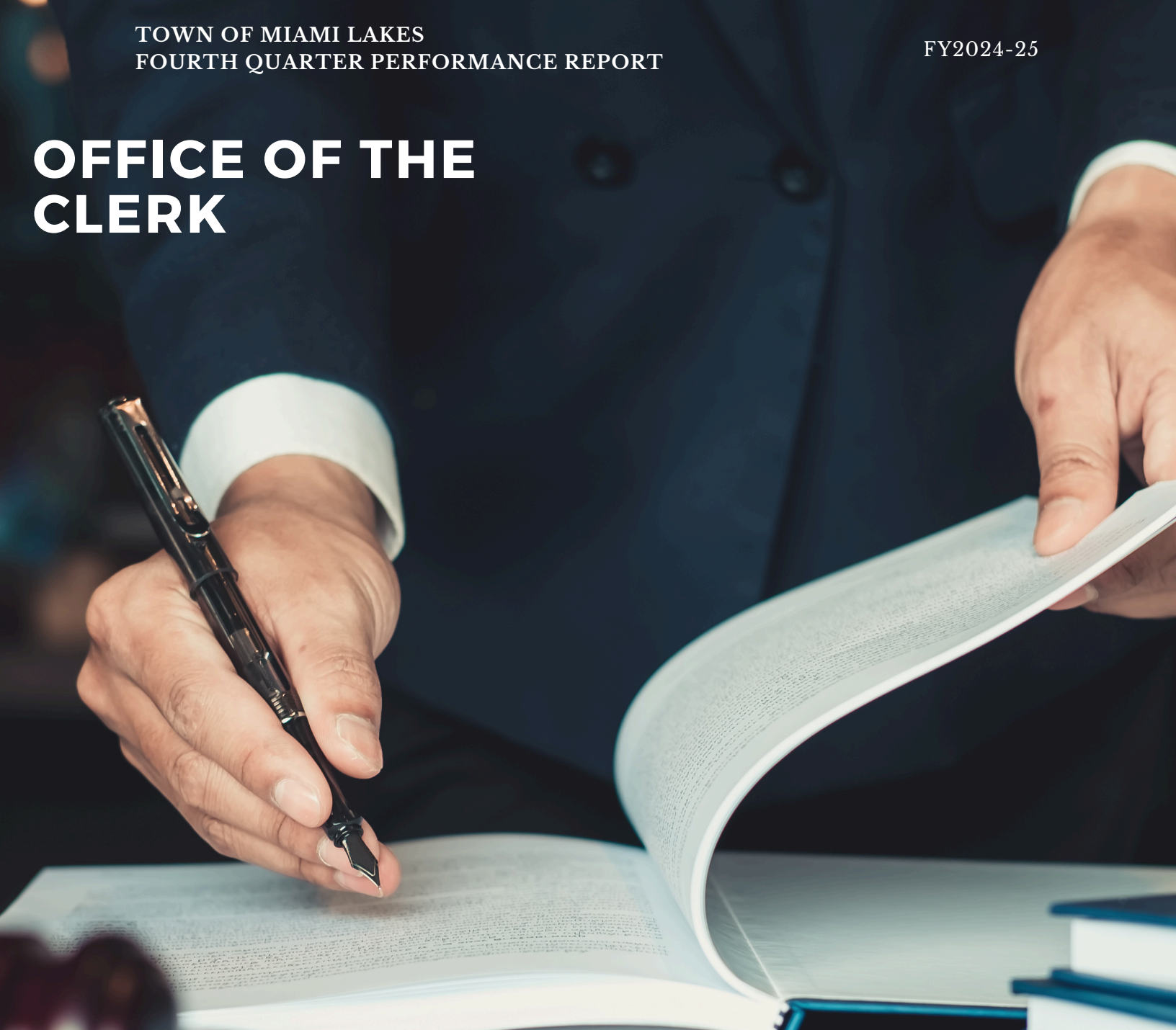
The Town's Finance Department provides support on financial and fiscal matters and strives toward the accomplishment of its goals which include the following:

- 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 second quarter of FY2025, the Town has kept the number of days until payment below statutory requirements and has processed over 100% and 84.1% of standard and construction invoices respectively within that time frame.

OFFICE OF THE CLERK



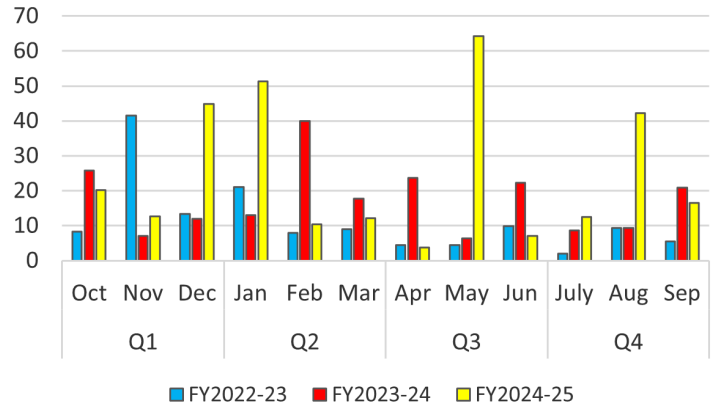
Pursuant to the Town Charter, the Town Clerk shall give notice of all Council meetings to its members and the public, and shall keep minutes of the Council's proceedings. The Town Clerk is responsible for keeping and distributing the official Town Record.

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

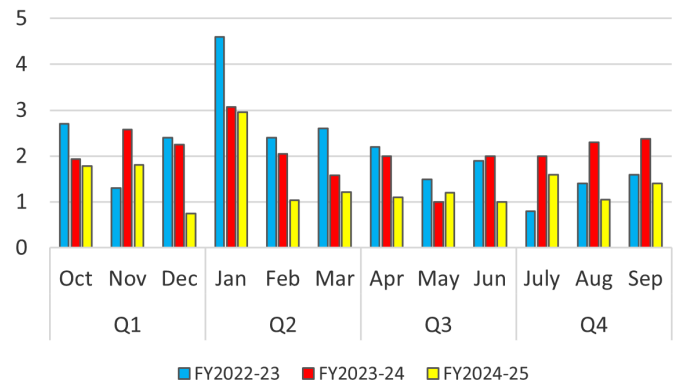
Turnaround Time for Public Records Requests

This fourth quarter of FY2025, the average turnaround time for public records request was 24 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.



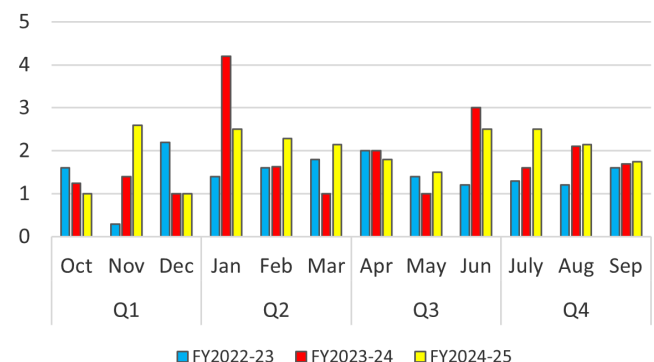
Turnaround Time for Regular Lien Letters

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 fourth quarter of FY2025, there average turnaround time for standard lien letters was 1.35 days.



Turnaround Time for Expedited Lien Letters

This measures tracks the average number of days it takes to complete expedited lien letter requests. This fourth quarter of FY2025, the average turnaround time for expedited lien letters was 2.1 days.



THANK YOU

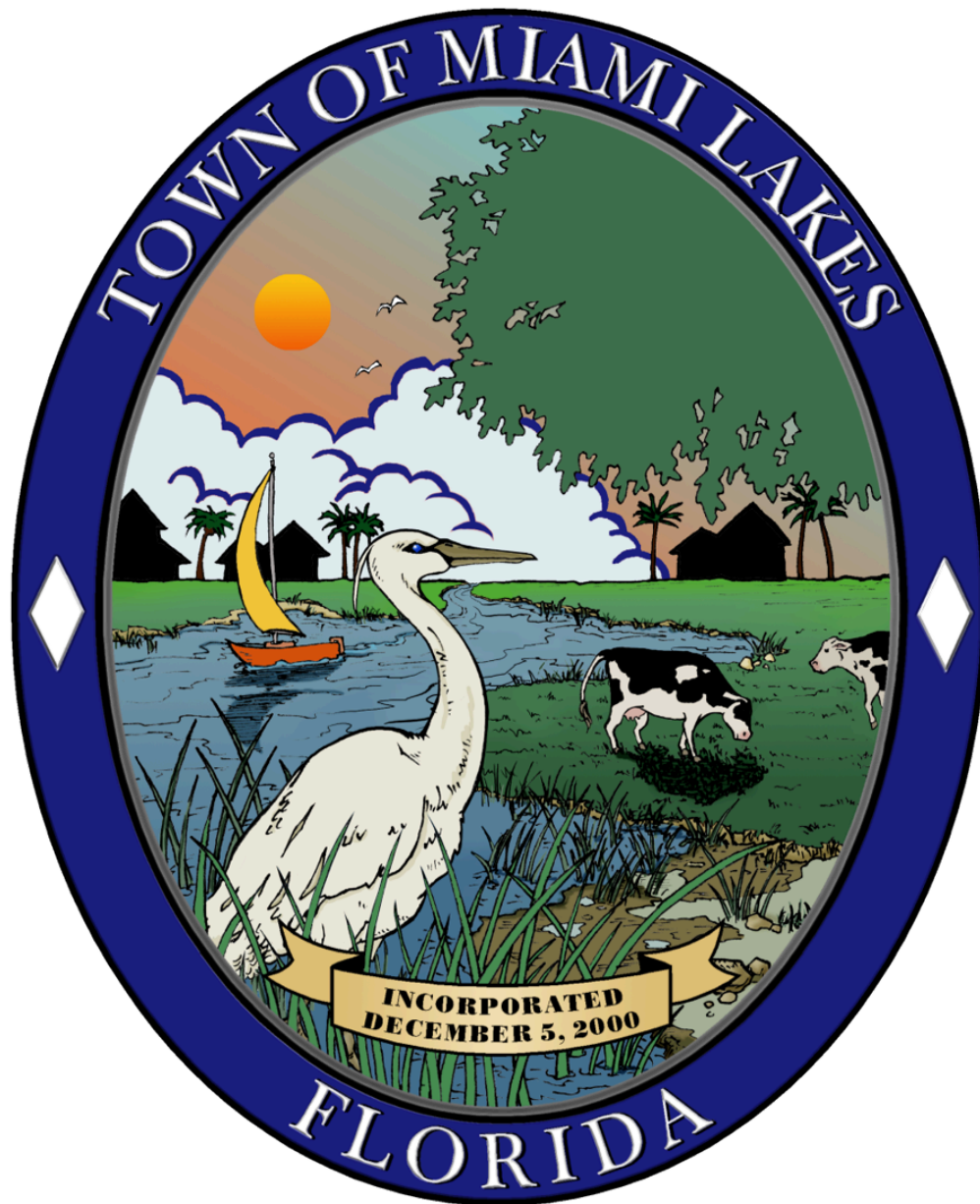


As part of our mission, the Town strives to be a friendly, peaceful, safe and beautiful place where residents and business leaders take pride in where they work and play.

We believe that this Q4-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; P- 305.512.7139





... growing beautifully!!

