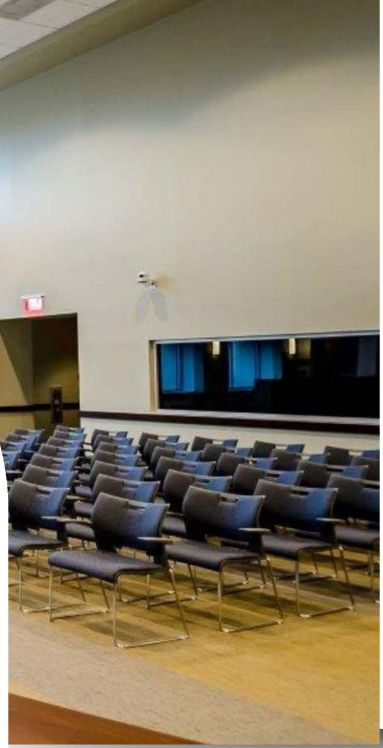




Q3FY2026

Quarterly Performance Report

Town of Miami Lakes

Presented By:

Edward Pidermann - Town Manager



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6601 Main St. Miami Lakes, FL 33014



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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 2025-2026. This report provides a narrative for each performance measure from April to June 2026.

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.

The background image shows a person's hand holding a light green pen with gold accents, poised over a document. The document features a blue bar chart with a red trend line and a red pie chart with segments labeled with percentages: 7.33%, 8.25%, 9.23%, 10.23%, 11.22%, 12.30%, and 13.30%. A laptop keyboard is visible in the upper right, and a pair of glasses with gold frames and dark lenses rests on the document in the lower right.

METRICS

3RD QUARTERLY REPORT

PUBLIC SAFETY: POLICE DEPARTMENT

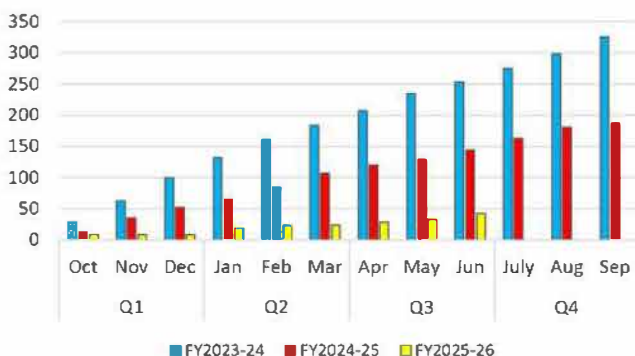


**RANKED TOP 15
SAFEST CITIES**
In Miami-Dade County

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

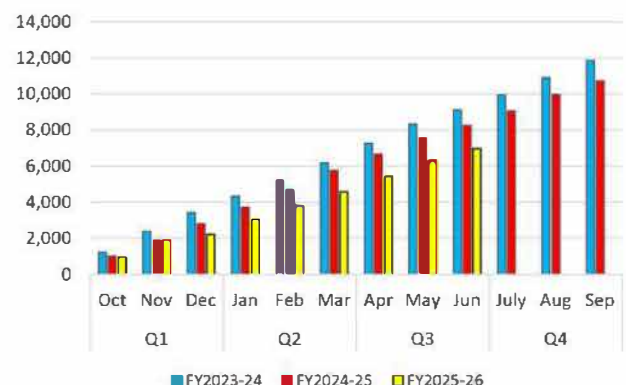
Cumulative Number of Targeted Crimes

Targeted crimes are crimes singled out to be tracked and targeted with police manpower.
From April to June, the number of targeted crimes was 19 (5 in April, 5 in May, and 9 in June).



Cumulative Number of Police Calls for Service

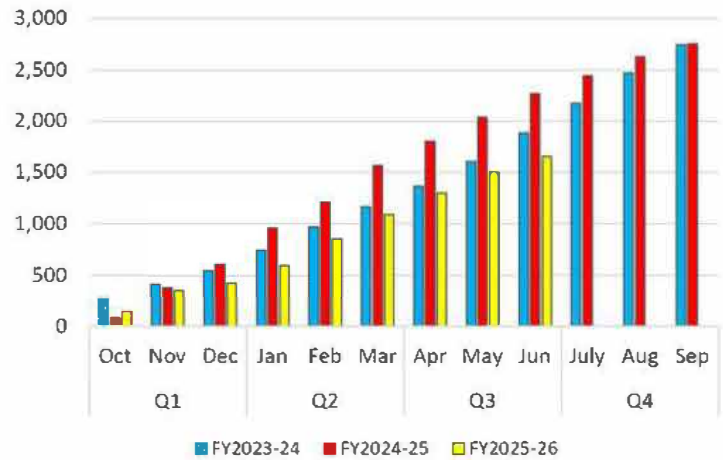
Between April and June, the Police Department recorded a total of 2,387 calls for service, averaging 795 calls per month. The monthly volume ranged from a low of 665 calls in June to a high of 861 calls in April. The Department continues to prioritize responsiveness to all calls to ensure residents receive consistent and timely assistance.



PUBLIC SAFETY: POLICE

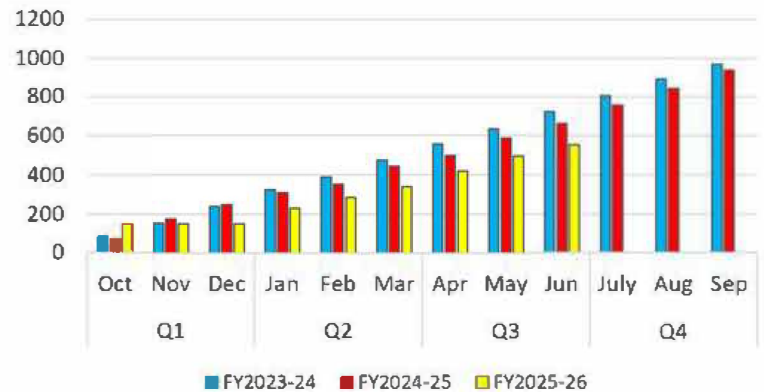
Cumulative Number of Police Citations

As of the end of the third quarter of FY2026, the Police Department has issued a total of 1,654 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.



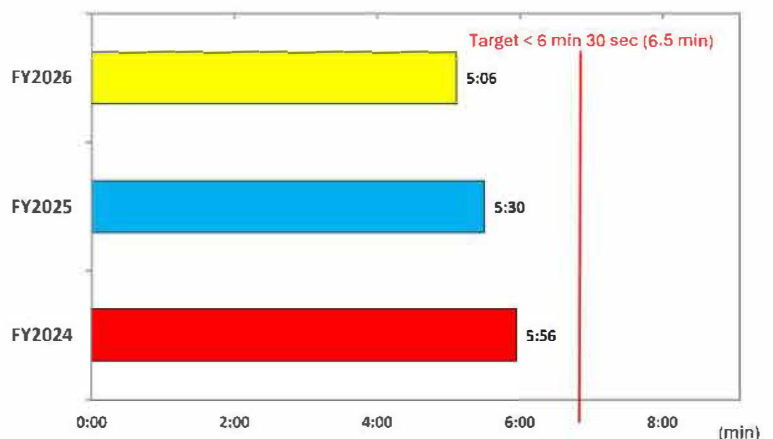
Cumulative Number of Police False Alarms

Since the implementation of the false alarm monitoring system, the number of police false alarms has remained consistent. As of the end of the third quarter of FY2026, a total of 550 false alarms had been reported. 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 third quarter of FY2026 is 5.1 minutes (5min 06 sec). 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.





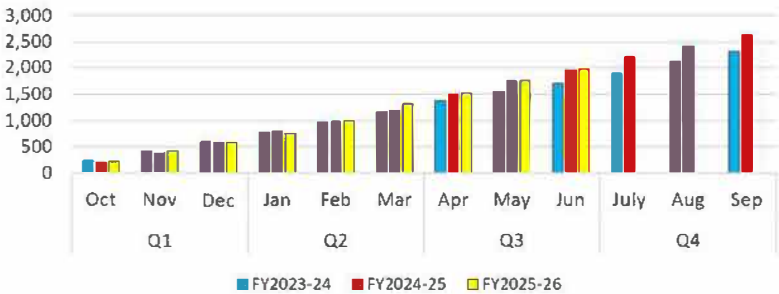
BUILDING DEPARTMENT

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

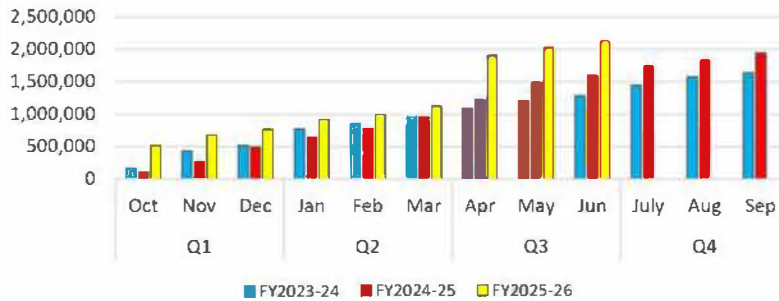
Cumulative Number of Building Permits Issued

The number of building permits issued throughout this fiscal year FY2026 has reached 1,985. Throughout the third quarter, 665 permits were issued, in comparison to 769 in FY2025's third quarter and 547 in FY2024's third quarter.



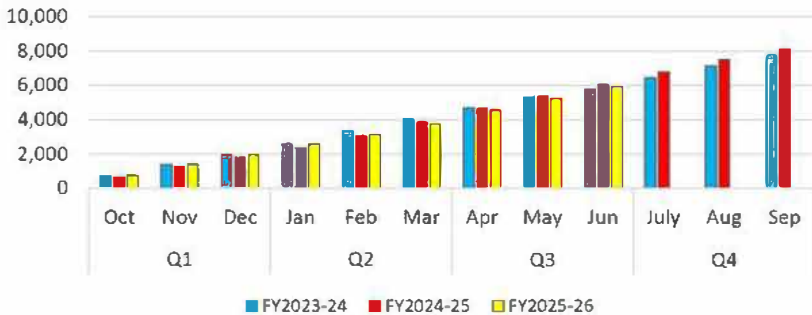
Cumulative Number of Building Fees Collected

Throughout fiscal year FY2026, a total of \$2,133,905 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

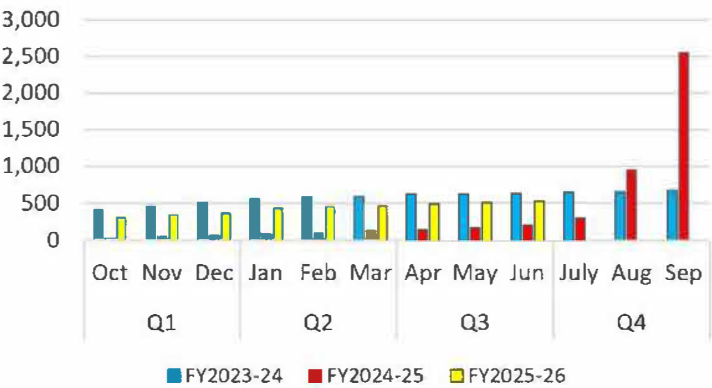
There have been a total of 5,925 inspections conducted this fiscal year FY2026. The Building Department is working harder to continue to provide excellent service, while keeping up with the number of requests from residents.



BUILDING DEPARTMENT

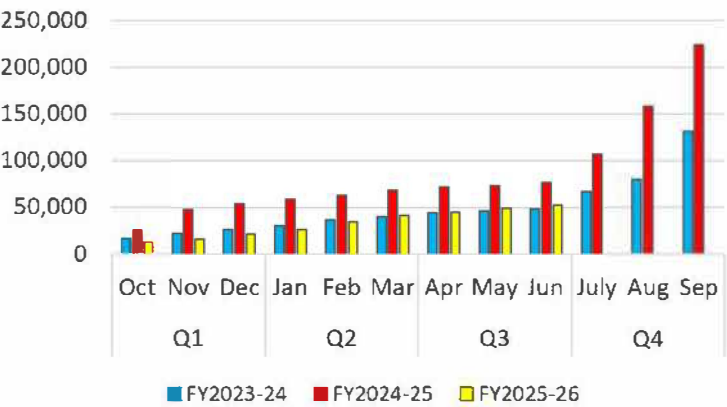
Cumulative Number of Business Tax Receipts (BTRs)

All Miami Lakes businesses are required to renew their business tax receipt on an annual basis. This third quarter of FY2026, there were a total of 520 BTRs renewals. Renewals are due by September 30th each year.



Cumulative Number of BTRs Fee's Collected

Over the third quarter of FY2026, there were \$11,273 received in BTR fees. The total BTR's fees throughout this fiscal year FY2026 has reached \$55,599.



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.

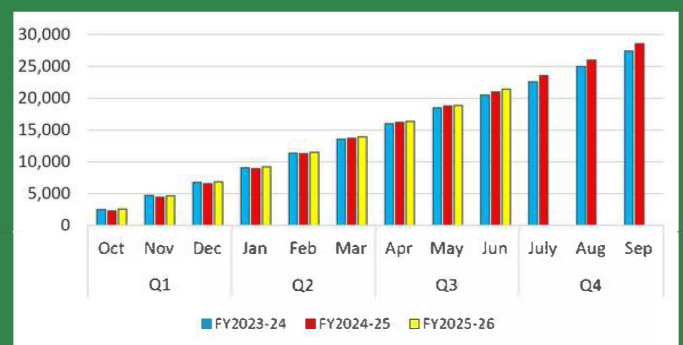
On January 2022, the program further expanded to provide peak-hour park-and-ride service to the Palmetto Metrorail Station every 20 minutes, starting at 6:00 AM and 4:00 PM providing commuting flexibility to both residents and businesses.

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 FY2026, the Town provided 7,516 rides, reflecting a 2.6% increase in on-demand ridership compared to the same period in FY2025.

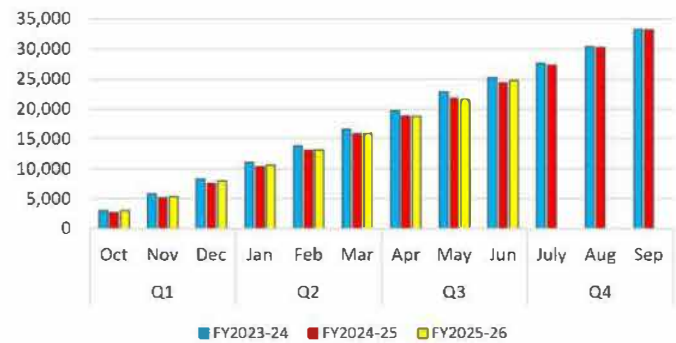
RIDERSHIP

The Town tracks ridership for the Freebee in the Lakes based on number of passengers per month. This fiscal year FY2026, there have been 21,444 riders from Freebee service in total.

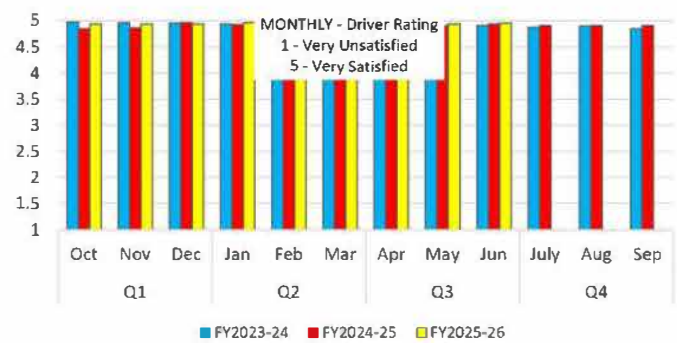


TRANSPORTATION DEPARTMENT - FREEBEE

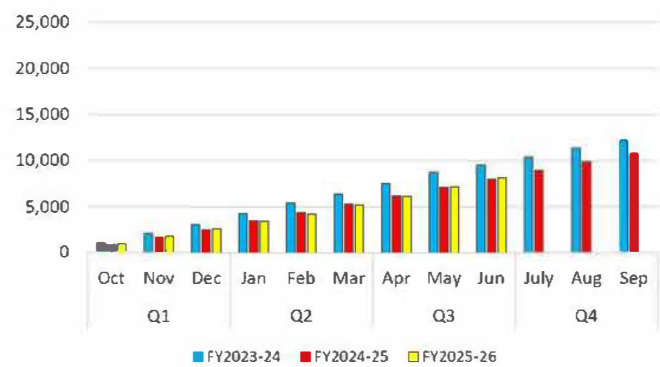
Cumulative Number of Passengers



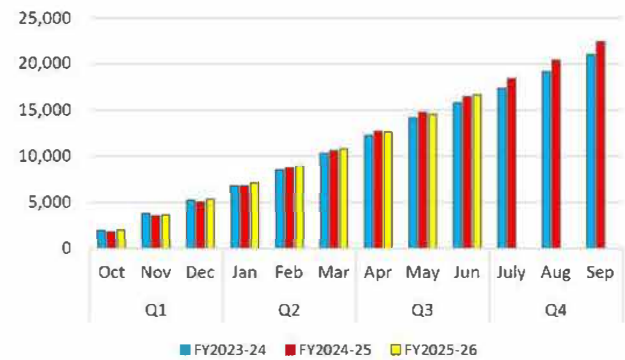
Monthly Driver Rating: 1 to 5 (best)



Cumulative Men Driven



Cumulative Women Driven





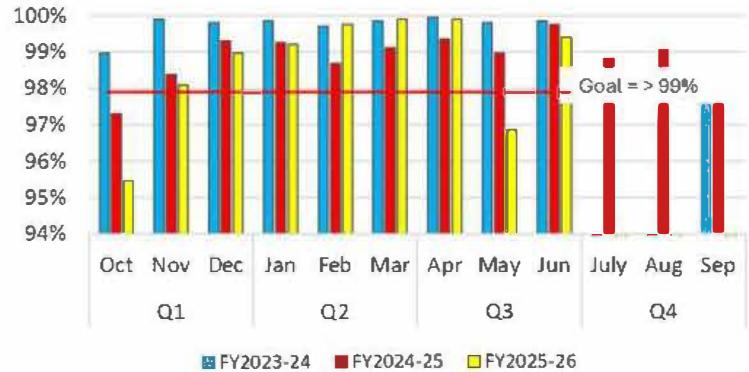
PUBLIC WORKS DEPARTMENT

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

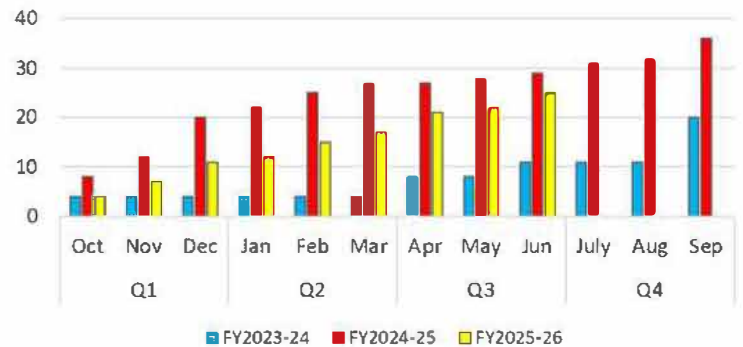
Percentage of Street Lights Working

There are currently 2,047 street lights in Miami Lakes of which 915 belong to the Town. Over the third quarter of FY2026, the Town maintained the percentage of streetlights working at an average of 98.7%. The Town continues to work with Florida Power and Light to enhance the quality of service being provided to our residents.



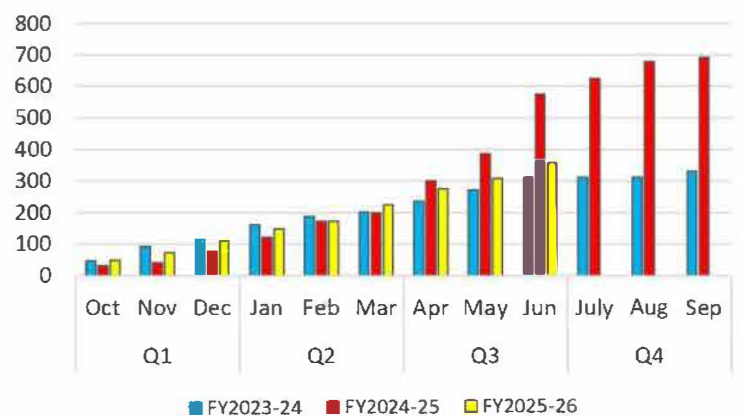
Cumulative Number of Potholes/Sinkholes Repaired

The total number of potholes/sinkholes repaired as of the third quarter of FY2026 was 25.



Cumulative Number of Catch Basins/Manholes Cleaned

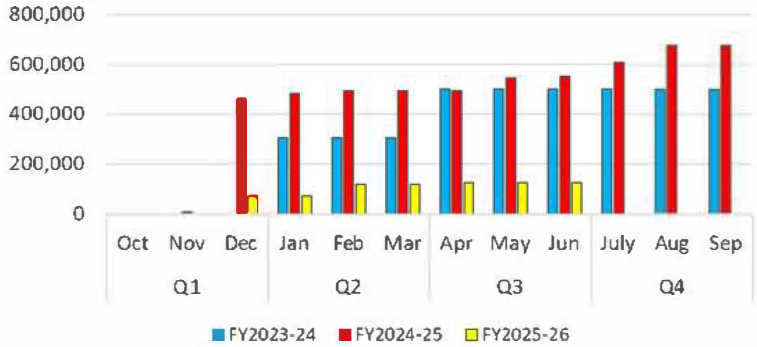
The total number of catch basins and manholes cleaned as of the third quarter of FY2026 was 361, averaging approximately 40 manholes cleaned per month. In addition, 27,781 linear feet of pipes have been desilted this fiscal year to improve stormwater flow. The Town's drainage system consists of catch 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

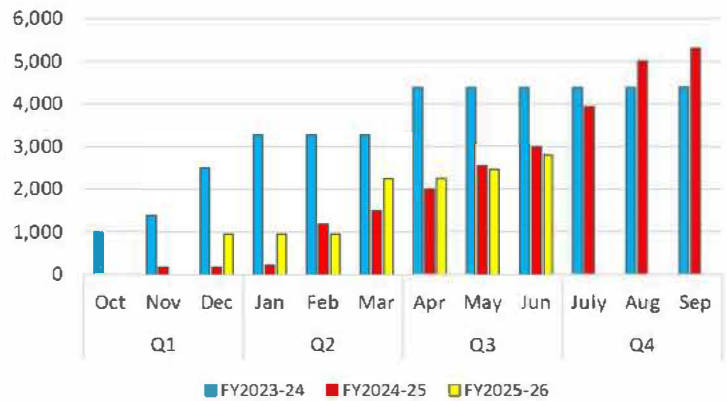
Cumulative Number of Sidewalk Square Footage Pressure Cleaned

The total square footage number of sidewalks pressure cleaned as of the third quarter of FY2026 was 126,084 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.



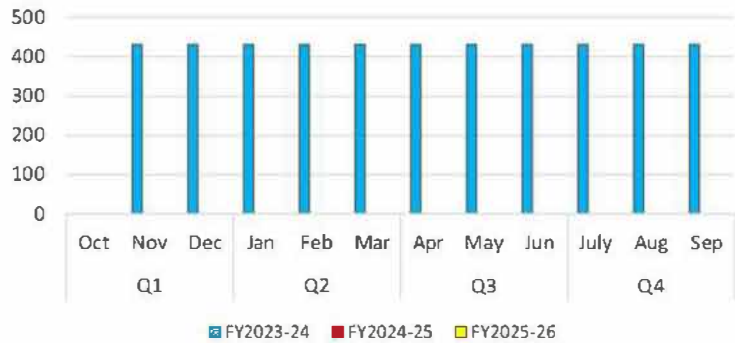
Cumulative Number of Sidewalk Square Yardage Replaced

The total square yardage number of sidewalks replaced as of the third quarter of FY2026 was 2,801 sq. yds. (25,209 sq. ft.), which include the Town's main corridors, parks, and school areas.



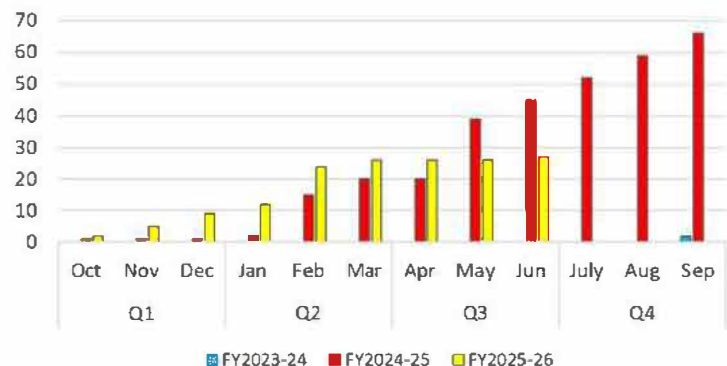
Cumulative Number of Sidewalk Flags Grinded

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

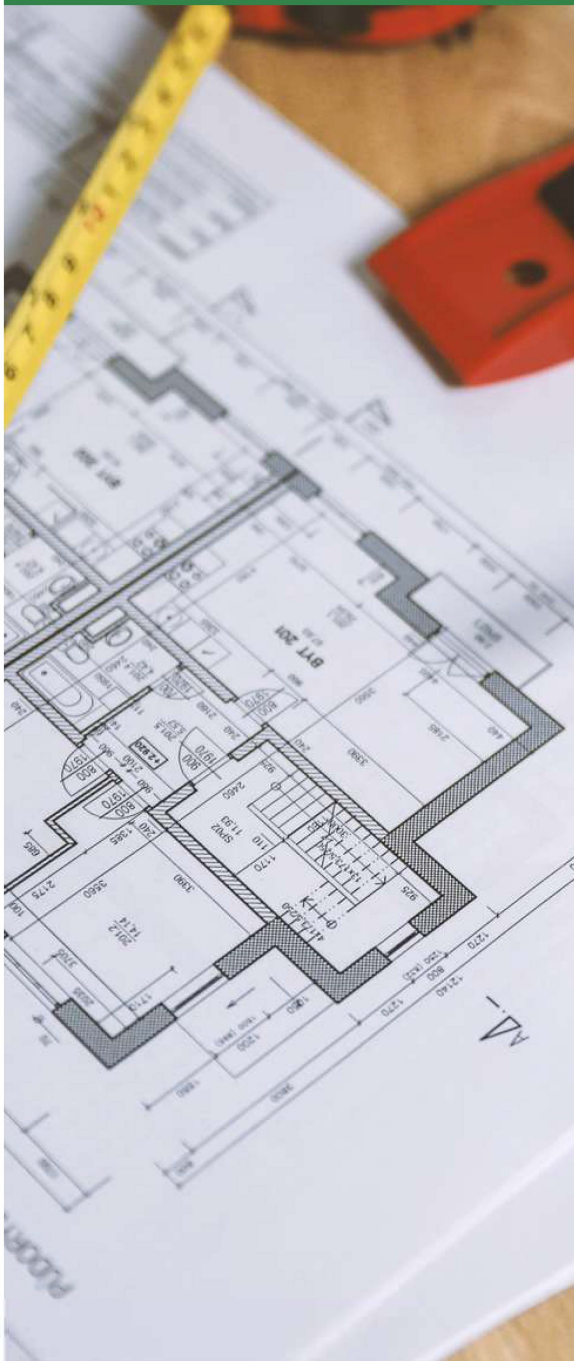


Cumulative Number of Street Signs Repaired

The graph shows the number of street signs repaired in the Town over the fiscal year. As of the third quarter of FY2026, twenty six (27) 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.

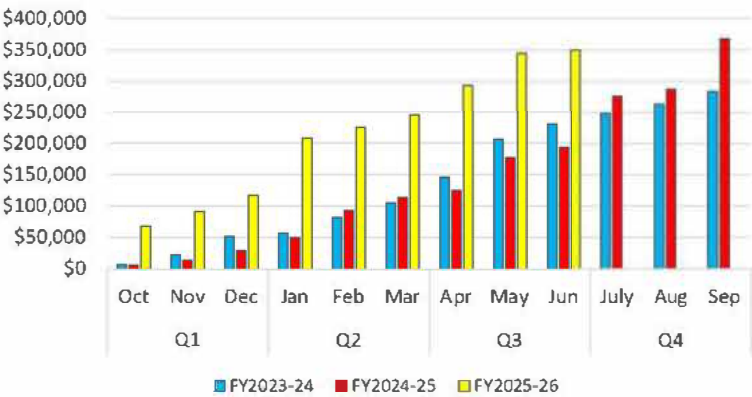
The Code Compliance team is responsible for assuring that all commercial, industrial and residential properties comply with the Town's Code, to ensure that the quality of life and property values continue to rise and the community continues "growing beautifully."

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

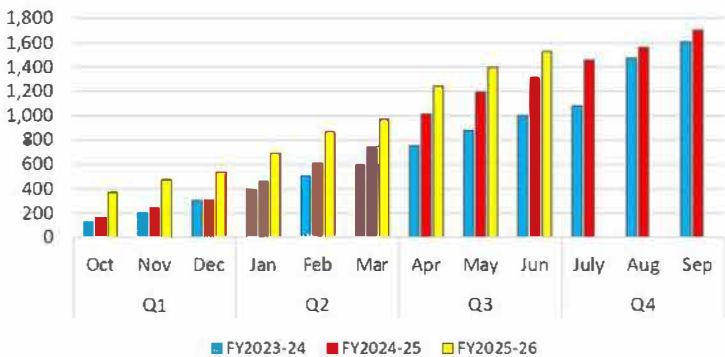
Total Code Fines Collected

A total of \$349,601 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 third quarter of FY2026 was 1,527. 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.

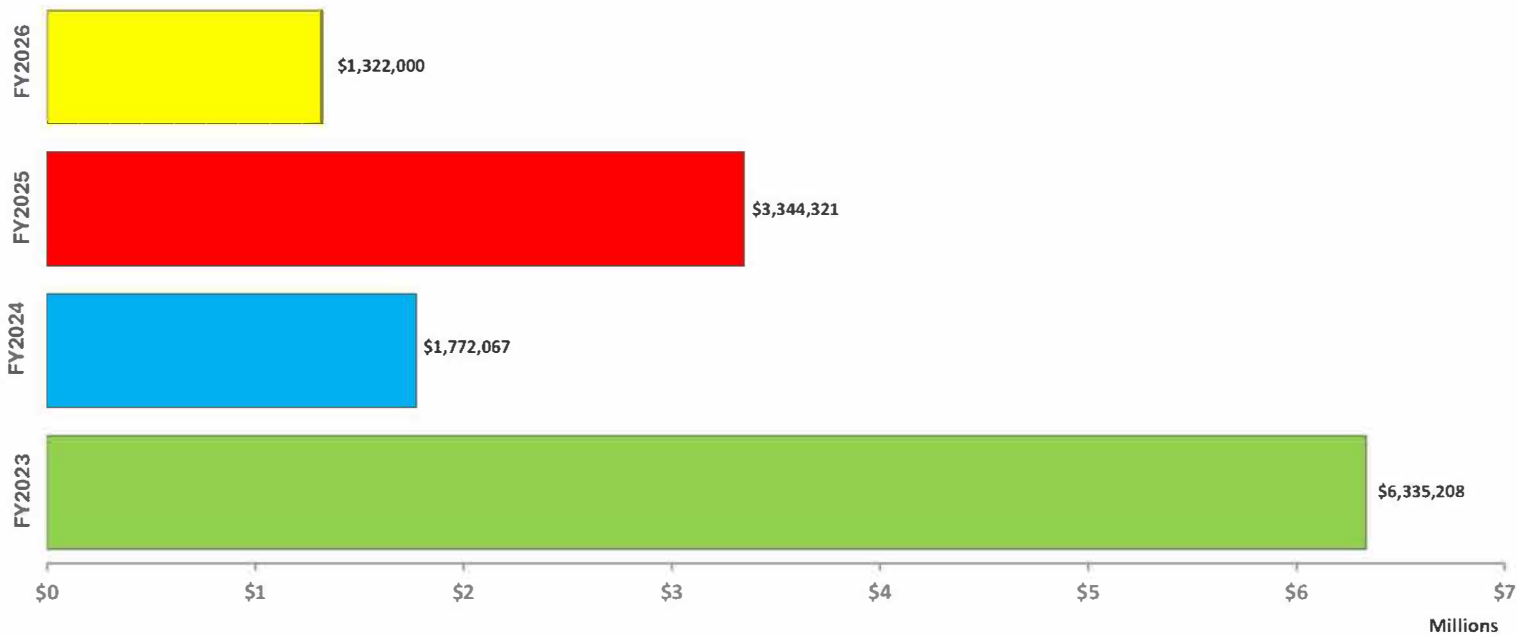


Applications

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.



Cumulative Grants Awards from FY2023 to FY2026

GRANTS APPLICATIONS - 3RD QUARTER FY2026

- FDEM 2026 Hurricane Loss Mitigation Program-West Lakes Gardens Third Addition requested \$250,000

GRANTS AWARDS - 3RD QUARTER FY2026

- None

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.

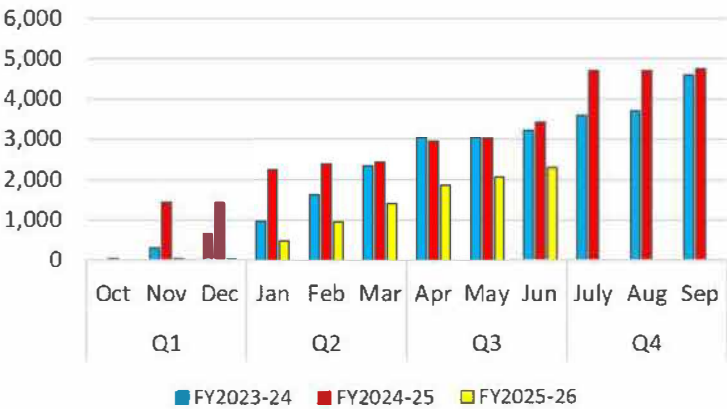
The Parks and Recreation department oversees the operation and maintenance of the Town's 101 parks, rights-of-way, median green spaces, six lakefront beaches and its urban tree canopy. The parks are open seven days a week and feature a variety of amenities for residents of every age and lifestyle including: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

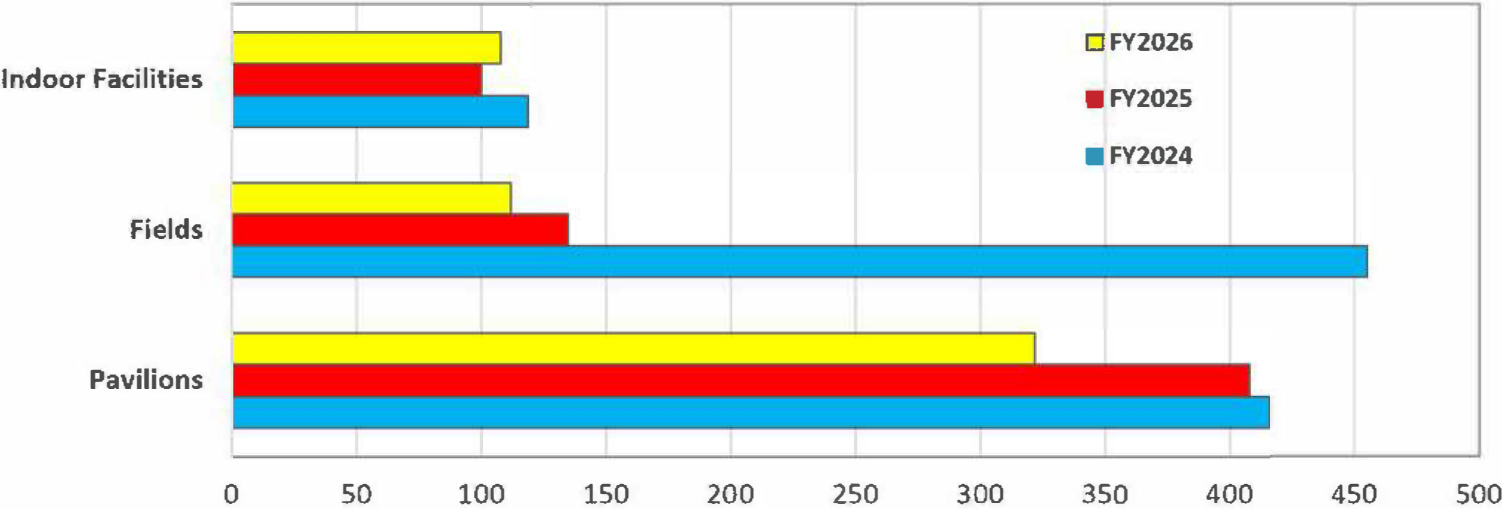
The Town has a total of 17,832 trees, and all trees are trimmed following a tree trimming maintenance schedule which specifies designated areas to be trimmed and when they will be trimmed.

As of the third quarter of FY2026, the Parks & Open Spaces Department has trimmed 2,295 trees in total.



Cumulative Number of Facility Rentals

As of the third quarter of FY2026, there were 112 fields rentals, 322 pavilion rentals, and 108 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, 2026, the Town's social media audience reached 37,847, growing by 237 new followers during the third quarter of the fiscal year. Instagram led overall growth, adding 158 followers, followed by Facebook with 53 new followers and YouTube with 26 new subscribers, while X experienced no net audience change.

Across all platforms, the Town published 229 posts, generating 390,146 impressions, 6,819 engagements, and 45,285 video views, with an overall engagement rate of 1.7%. Instagram remained the top performing platform, producing 341,647 impressions, 5,010 engagements, and 36,027 video views, with a 1.5% engagement rate. Facebook generated 48,032 impressions, 1,655 engagements, and 4,049 video views, achieving a 3.4% engagement rate. X recorded 467 impressions, 26 engagements, and a 5.6% engagement rate across 2 posts. YouTube contributed 5,198 video views and 128 engagements across 51 published posts.

Overall, Q3 demonstrated continued audience growth and increased content performance, with Instagram continuing to drive the majority of the Town's reach, engagement, and video views. Facebook maintained strong engagement across posted content, while total impressions and video views increased compared to the previous quarter.



DIGITAL MARKETING PRESENCE

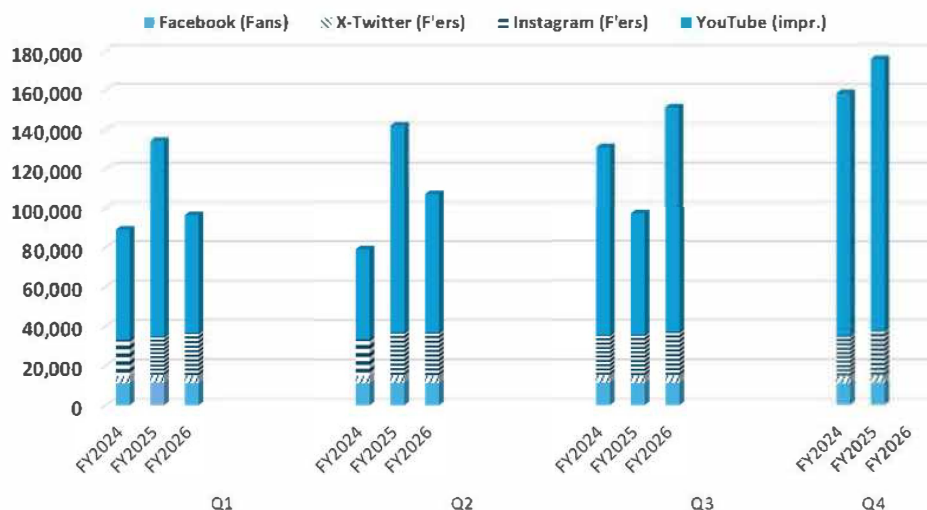
Facebook: From April 1 to June 30, 2026, the Town of Miami Lakes' Facebook account reached a total audience of 11,281, with a net growth of 53 new followers during the third quarter. Throughout this period, Facebook content generated 48,032 impressions and 1,655 engagements, resulting in a strong engagement rate of 3.4%, along with 5 post link clicks. Performance trends show notable spikes in engagement and impressions in mid-May and late May/early June, indicating increased community interaction with key posts or events during those periods. Overall, Facebook demonstrated steady audience growth and continued to maintain one of the Town's strongest engagement rates across platforms, reinforcing its role as a reliable channel for community interaction and information sharing.

Instagram: From April 1 to June 30, 2026, the Town of Miami Lakes' Instagram account reached a total audience of 21,968, with a net growth of 158 new followers during the third quarter. During this period, Instagram generated 341,647 impressions and 5,010 engagements, resulting in an engagement rate of 1.5%.

Audience growth was impacted by a significant one-day decline on May 6-7, when Instagram conducted a large-scale automated account sweep that removed inactive, spam, and inauthentic accounts across the platform. Despite this platform-wide adjustment, the Town finished the quarter with positive net audience growth, adding 158 followers overall. Performance remained strong throughout the quarter, with notable spikes in impressions and engagement in early April, mid-May, late May, and mid-to-late June. Instagram continued to generate the Town's highest overall reach and engagement across social platforms, reinforcing its role as the Town's primary channel for awareness, community engagement, and content distribution.

X (fka Twitter): From April 1 to June 30, 2026, the Town of Miami Lakes' X (Twitter) account reached a total audience of 3,799, with no net change in followers during the third quarter. During this period, the platform generated 467 impressions and 26 engagements, resulting in the highest engagement rate across platforms at 5.6%, with no post link clicks recorded.

Performance trends show occasional spikes in mid-May and late May/early June, indicating that select posts generated stronger visibility and interaction despite a lower overall posting volume. While X produced lower overall reach and engagement compared to the Town's other platforms, it maintained the highest engagement rate, reinforcing its role as a supplemental channel for timely updates and targeted communication.



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

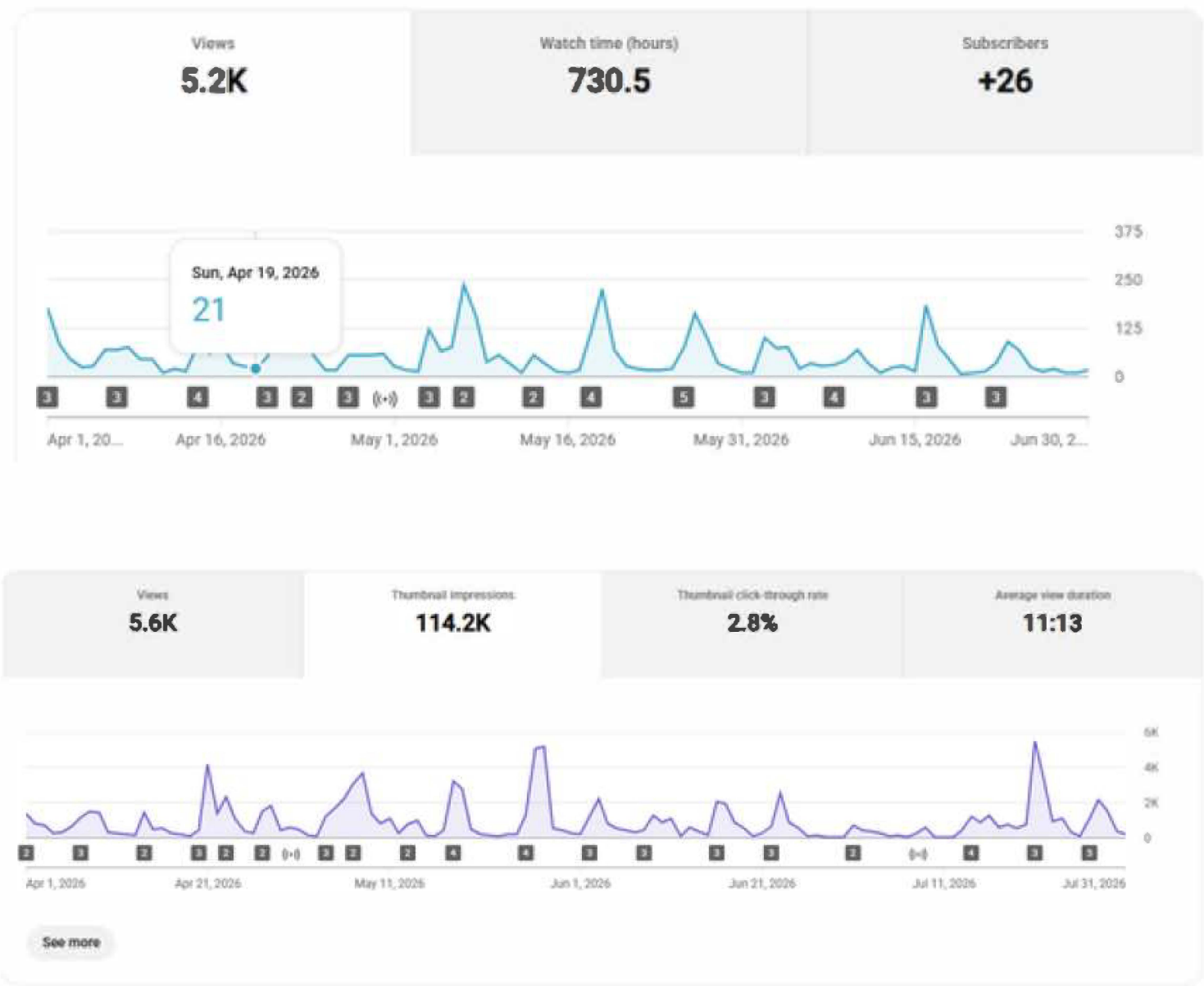
X (fka Twitter) Followers (F'ers): People who receive the Town of Miami Lakes' Tweets

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

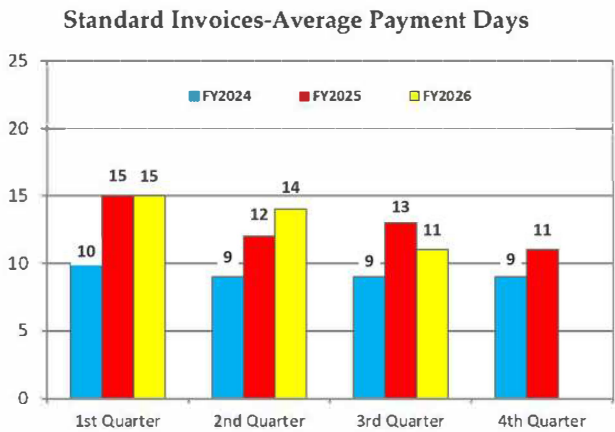
YouTube: From April 1 to June 30, 2026, the Town of Miami Lakes' YouTube channel generated 5,177 views, 730.5 hours of watch time, and approximately 114,200 thumbnail impressions, with a net gain of 26 new subscribers. During this period, the channel also recorded 128 engagements and a 2.8% thumbnail click-through rate. Performance trends show consistent activity throughout the quarter, with noticeable spikes in early May, mid-May, late May, and mid-June, reflecting increased viewership tied to key video uploads and livestreams. Overall, YouTube continued to serve as a strong platform for long-form content, livestreams, and community updates, generating steady visibility, engagement, and audience growth throughout Q3.



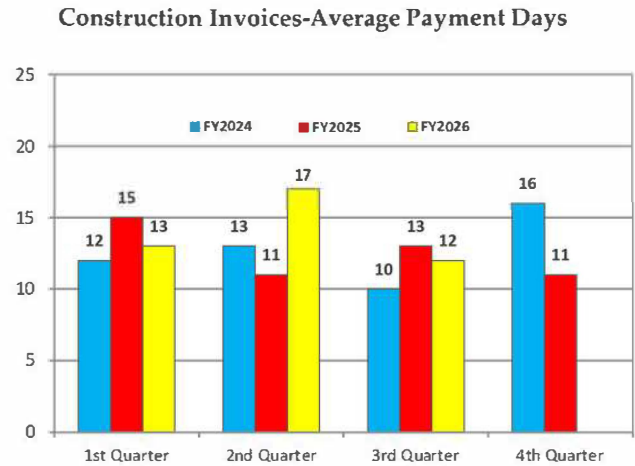
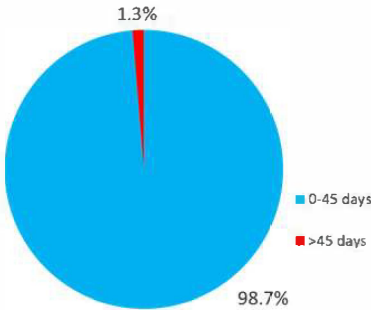
FINANCE AND ACCOUNTING



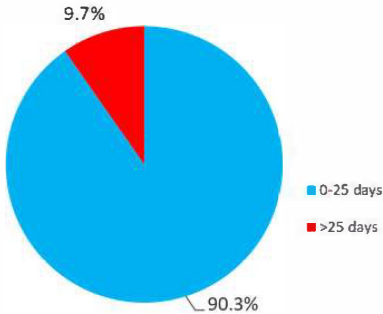
The Finance Department records and reports the financial transactions of the Town in accordance with Generally Accepted Accounting Principles applicable to governmental entities. This includes activities such as the preparation of financial statements and other reports, cash management, revenue collection,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



Standard Invoices-Percentage of Invoices Paid Within Alotted Time



Construction Invoices-Percentage of Invoices Paid Within Alotted Time



FINANCE DEPARTMENT

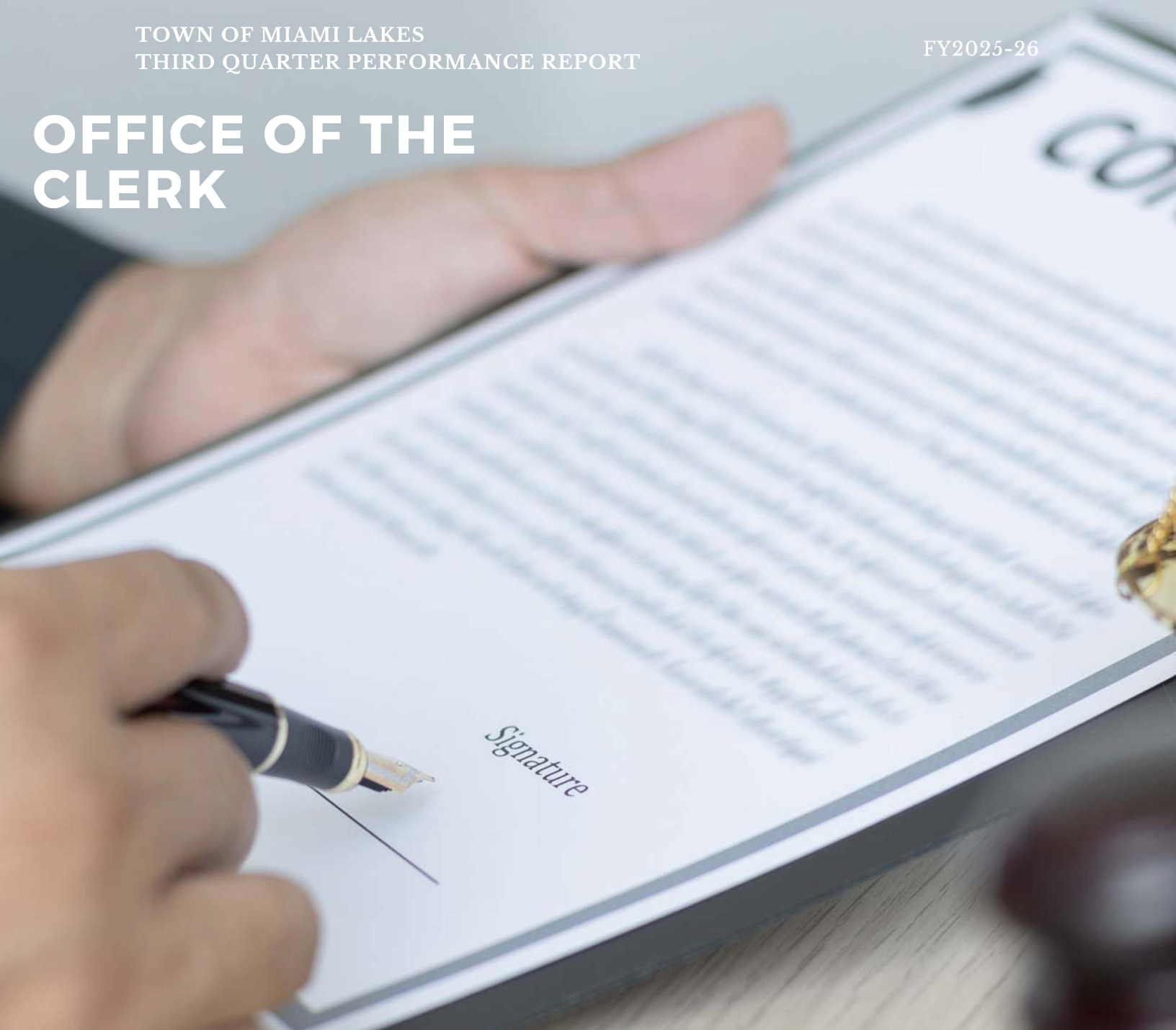
The Town’s Finance Department provides support on financial and fiscal matters and strives toward the accomplishment of its goals which include the following:

- 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 third quarter of FY2026, the Town has kept the number of days until payment below statutory requirements and has processed over 98.7% and 90.3% of standard and construction invoices respectively within that time frame.

OFFICE OF THE CLERK



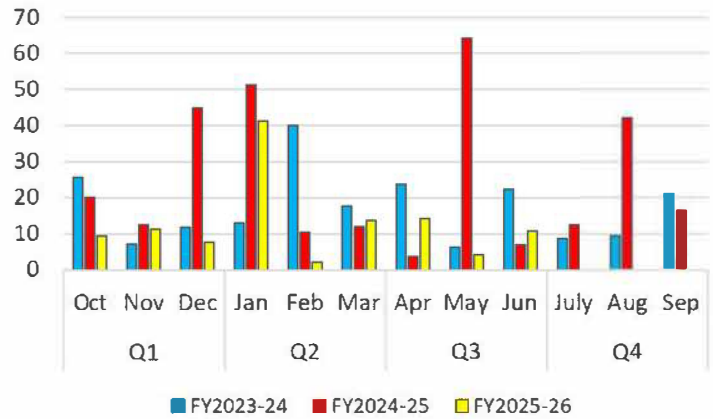
Pursuant to the Town Charter, the Town Clerk shall give notice of all Council meetings to its members and the public, and shall keep minutes of the Council's proceedings. The Town Clerk is responsible for keeping and distributing the official Town Record.

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

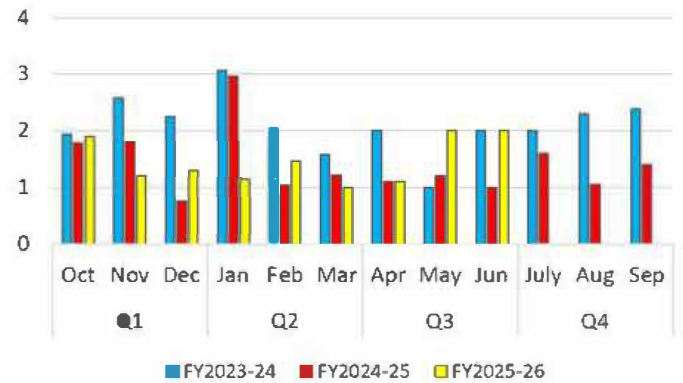
Turnaround Time for Public Records Requests

This third 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.



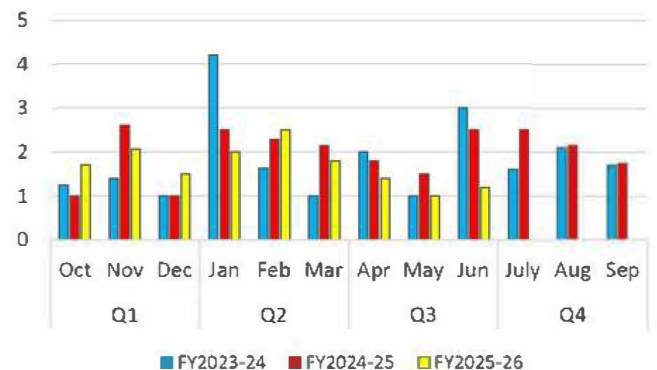
Turnaround Time for Regular Lien Letters

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 third quarter of FY2026, there average turnaround time for standard lien letters was 1.7 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 FY2026, the average turnaround time for expedited lien letters was 1.2 days.





THANK YOU!

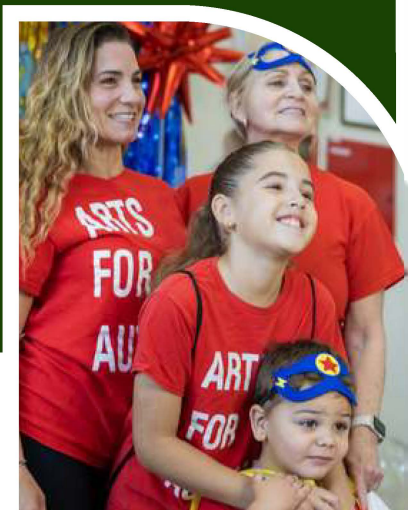
...growing beautifully!!!

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 Q3-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

