

# TRANSPORTATION

## 2004 INITIAL COMMUNITY SCORECARD

**Mission:** To provide a seamless, efficient, intermodal transportation system that enhances mobility throughout our neighborhoods and region, and expedites domestic and international commerce



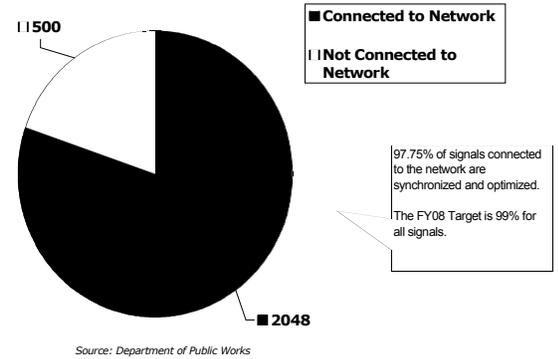
### PRIORITY OUTCOMES (What we are striving to achieve for you) IN OUR STRATEGIC PLAN

- Minimum wait time for transit passengers
- Convenient, clean transit passenger facilities and vehicles; improved accessibility to transit facilities and bus stops
- Safe and reliable transit facilities and vehicles
- More integrated land-use development to decrease dependence on automobiles; improved level-of-service on major roadway corridors
- Dramatic improvement in the level of bus service; expanded rapid transit service along all major corridors
- Effective management and oversight of dedicated transit funds
- Seamless movement of people, baggage and cargo to and from the seaport and airport
- Enhanced customer service, convenience, and security at every level of contact with the ports
- Adequate capacity to meet existing and future demand levels for passengers and cargo at the ports

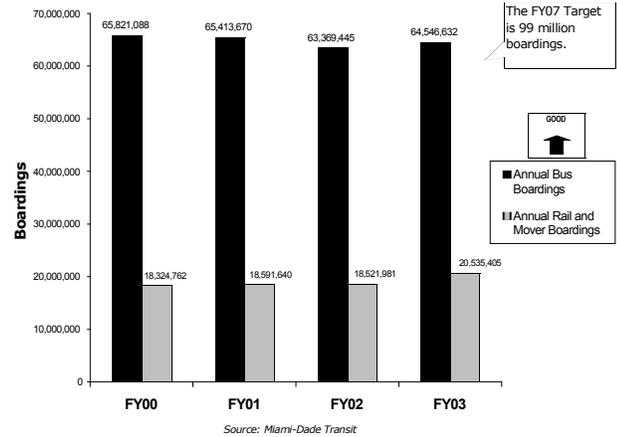


## Performance Measures What you told us and how we are doing

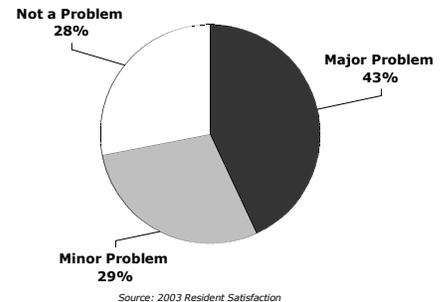
### Synchronized and Optimized Traffic Signals, April 2004



### Annual Bus and Rail Boardings



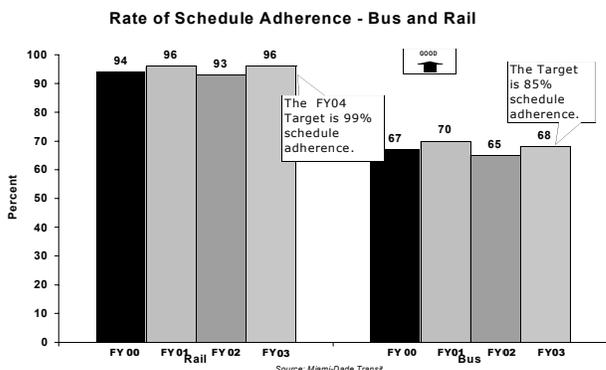
### Survey Ratings Regarding Congestion on Streets



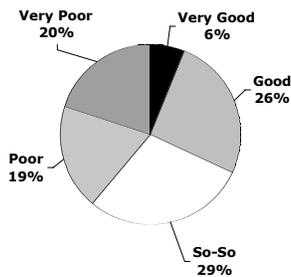
*Delivering Excellence Every Day*

# Miami-Dade County 2004 Initial Community Scorecard Reporting on Results that Matter

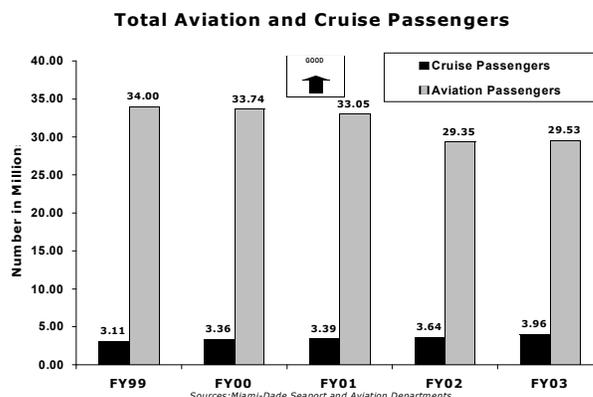
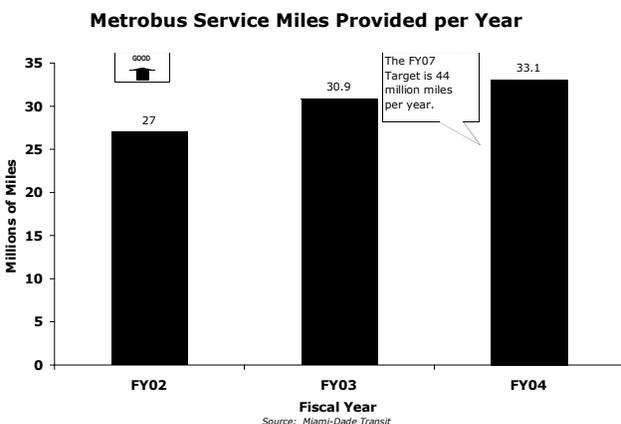
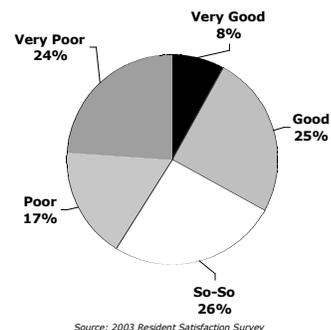
## Performance Measures What you told us and how we are doing



**Survey Ratings Regarding Ease of Transportation to and from the Airport**



**Survey Ratings Regarding Convenience of Metrobus Routes**



## COMMUNITY DOLLARS AT WORK: EXAMPLES OF WHAT YOUR TAX DOLLARS BOUGHT IN FY 2003

- 11,300 linear feet of sidewalks repaired
- 8 new Metrobus routes implemented since the approval of the People's Transportation Plan in Nov, 2002
- 100 full size buses and 70 minibuses procured on schedule since the approval of the People's Transportation Plan in Nov, 2002
- 381,248 flight arrivals and departures at Miami International Airport (MIA)
- 1,191,000 Special Transportation Service (transit service for individuals with disabilities) trips provided
- Average satisfaction rating at MIA among passenger survey respondents: 3.3 out of 5.0
- 100% Metrorail, Metromover and Metrobus vehicles are wheelchair accessible (August, 2004)
- 100% Metromover stations and Metrorail key stations are wheelchair accessible (August, 2004)
- 100% Metrorail vehicles and 78% Metrobus vehicles have operative audible announcements (August, 2004)