

Department of Transportation and Public Works

Miami-Dade’s Department of Transportation and Public Works, through its employees, will enhance the quality of life of Miami-Dade County residents, businesses, and visitors by delivering safe, clean, efficient, reliable, sustainable and equitable public transportation infrastructure and services

Owner:
Cleckley,
Eulois
(DTPW)
Department:
Transportation
and Public
Works

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	TM1-1 Promote efficient traffic flow on Miami-Dade County roadways (DTPW)	Percentage of Traffic Signals in service	Dec '23		99.3%	95.0%	99.3%	95.0%	
		Percentage of High Priority Traffic Control Signs Installed, Replaced, or Repaired within 16 Hours of Notification	Dec '23		100.0%	99.0%	100.0%	99.0%	
		% of Follow-Up Responses to Citizen Complaints w/in Five Days	Dec '23		100%	90%	100%	90%	
	TM1-2 Expand & improve bikeway, greenway and sidewalk system (DTPW)	Miles of Sidewalks Added/Rehabilitated	'23 FQ4		2.12 Miles	2.50 Miles	11.54 Miles	10.00 Miles	
		Miles completed of the Underline Project (Phase 2 & 3)	'23 FQ4		1.69Miles	n/a	6.07Miles	n/a	
		Sidewalk- Service Requests Inspected within 15 Business Days of Complaint (%)	Nov '23		42.78%	50.00%	56.26%	50.00%	
	TM1-3: Provide reliable, accessible, and affordable transit service (DTPW)	Mean Distance Between Failures (Bus): KPI	Dec '23		4,056	4,000	3,927	4,000	
		Average Weekday Boardings - Bus	Dec '23		220,953	241,000	201,155	241,000	
		Average Weekday Boardings - Mover	Dec '23		22,998	30,000	22,803	30,000	
		Average Weekday Boardings - Rail	Dec '23		48,271	40,000	48,271	40,000	
		Mean Distance Between Mainline Failures (Rail)	Dec '23		3,855	3,000	3,544	3,000	
		Metromover Service Delivered	Dec '23		98.8%	100.0%	98.8%	100.0%	
		Mean Distance Between Hard Failures (Mover)	Dec '23		4,249	6,000	4,814	6,000	
		Escalator Availability (Metrorail & Metromover)	Dec '23		88.2%	95.0%	87.4%	95.0%	
		Elevator Availability (Metrorail & Metromover)	Dec '23		91.4%	96.0%	90.3%	96.0%	
		On-Time Performance (STS)	Dec '23		85.88%	87.00%	86.87%	87.00%	
On-Time Performance (Metrobus)	Dec '23		66.8%	78.0%	65.0%	78.0%			
	All complaints per 100K boardings for Bus	Dec '23		14.60	15.00	11.78	15.00		

	All complaints per 100K boardings for Rail	Dec '23		6.20	1.50	4.33	1.50	
	All complaints per 100K boardings for Mover	Dec '23		1.30	0.50	1.54	0.50	
	Percentage of ADA Accommodations completely Processed Quarterly	'24 FQ1		100.00%	100.00%	100.00%	100.00%	
	Metrorail/ Metromover elevator and escalator availability	Dec '23		89.81%	96.00%	88.83%	96.00%	
	Number of ADA Facilities Inspected Quarterly	'24 FQ1		15	20	15	20	
	On-Time Performance (Metrorail)	Dec '23		74.56%	95.00%	76.13%	95.00%	
	Number of Commuter Reduced EASY Cards	Dec '23		1,020	1,000	3,185	3,000	
	Number of Golden Passports 65 and Over	Sep '23		201,171	197,075	2,378,992	2,364,900	
TM1-4: Expand and modernize public transportation systems and options while minimizing carbon emissions (DTPW)	Total number of revenue miles (Bus)	Dec '23		1,935,081	2,398,773	5,879,858	7,196,318	
	Total number of revenue miles (Rail)	Dec '23		624,516	734,451	2,027,622	2,203,352	
	Total number of revenue miles (Mover)	Dec '23		67,991	96,000	213,270	288,000	
	SPI - South Miami-Dade Corridor Project Development	'24 FQ1		0.87	1.00	0.87	1.00	
TM1-5: Facilitate connectivity at major points of interest and throughout the transportation system (DTPW)	Number of vehicles parked at Metrorail Stations	Dec '23		46,204	117,000	152,236	351,000	
	Total Monthly Activity of Passenger Movement (Metrorail - Airport)	Dec '23		62,900	83,333	185,400	249,999	
	Number of bike racks installed	Dec '23		7	20	27	60	
TM2-1: Promote traffic and roadway safety (DTPW)	Total Number of Traffic Control & Street Name Signs Installed, Repaired and or Replaced	Dec '23		2,071Signs	2,700Signs	6,754Signs	8,100Signs	
	Percentage of High Priority Traffic Control Signs Installed, Replaced, or Repaired within 16 Hours of Notification	Dec '23		100.0%	99.0%	100.0%	99.0%	
TM2-2: Improve safety for pedestrians and bicyclists (DTPW)	Percentage of Traffic Signals in service	Dec '23		99.3%	95.0%	99.3%	95.0%	
	Sidewalk- Service Requests Inspected within 15 Business Days of Complaint (%)	Nov '23		42.78%	50.00%	56.26%	50.00%	
	Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'23 FQ4		10.02%	50.00%	13.56%	50.00%	
TM2-3 Ensure the safe operation of	Number of Security Post Inspections	Dec '23		1,062	950	1,195	950	

**public transit
(DTPW)**

**TM3-1: Harden
and maintain
roadway
infrastructure
(DTPW)**

**TM3-2: Provide
resilient, well
maintained,
modern, and
comfortable
transportation
vehicles,
facilities, and
structures
(DTPW)**

**TM3-3: Promote
clean, attractive
roads and
rights-of-way
(DTPW)**

**NI1-1: Promote
livable and
beautiful
neighborhoods
(DTPW)**

**NI2-2: Mitigate
community
flood risk
(DTPW)**

Number of uniformed and/or plain-clothed; police details completed for the month.	Dec '23		90	50	248	150	
Approved submittal of DTPW Annual Safety Certification to the FDOT State Safety Oversight	2023		Yes	Yes	Yes	Yes	
Potholes- Total Number of Potholes and Drop-offs Repaired (EA)	Dec '23		871	650	2,869	1,950	
Total Number of Roadway Bridge Inspections Performed	2023 FY		124	100	124	100	
Potholes- Potholes and Drop-offs Service Requests Completed within 5 Business Days of Complaint (%)	Sep '23		38.33%	80.00%	49.59%	80.00%	
Mean Distance Between Failures (Bus): KPI	Dec '23		4,056	4,000	3,927	4,000	
Preventive Maintenance Adherence (Bus)	Dec '23		85.3%	90.0%	93.8%	90.0%	
Mean Distance Between Mainline Failures (Rail)	Dec '23		3,855	3,000	3,544	3,000	
Preventive Maintenance Adherence (Rail)	Dec '23		94.0%	90.0%	94.0%	90.0%	
Preventive Maintenance Adherence (Mover)	Dec '23		96.2%	90.0%	96.4%	90.0%	
Mean Distance Between Hard Failures (Mover)	Dec '23		4,249	6,000	4,814	6,000	
Escalator Availability (Metrorail & Metromover)	Dec '23		88.2%	95.0%	87.4%	95.0%	
Elevator Availability (Metrorail & Metromover)	Dec '23		91.4%	96.0%	90.3%	96.0%	
Percentage of nonrevenue vehicles that have not met or exceeded Useful Life Benchmark	2023 FY		59%	60%	59%	60%	
Percentage of facilities inspected during the FY meeting State of Good Repair ranking greater than 3	2023 FY		99.00%	80.00%	99.00%	80.00%	
Roadway Sweeping- Miles Swept per Month (EA)	Dec '23		436 miles	825 miles	1,782 miles	2,475 miles	
Number of Bus Stop Inspections	Dec '23		877	350	1,226	350	
NEAT- Total Problem Sites Resolved (EA)	Dec '23		1,917	1,000	7,522	3,000	
Roadway Sweeping- Miles Swept per Month (EA)	Dec '23		436 miles	825 miles	1,782 miles	2,475 miles	
Canal- Mechanical Harvesting (Miles)	Dec '23		3.88 miles	25.36 miles	22.74 miles	76.08 miles	

NI3-3: Protect, maintain, and restore beaches, the coastline, Biscayne Bay, and other bodies of water (DTPW)

HS1-3: Promote the independence and wellbeing of the elderly (DTPW)

HS2-1: Provide the necessary support services for vulnerable residents and special populations (DTPW)

PS3-3 Ensure security at airports, seaport and on public transit (DTPW)

GG1-1 Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate (DTPW)

GG4-4: Lead community sustainability efforts and climate change mitigation and adaptation strategies (DTPW)

ED1-2: Create and maintain an environment attractive and welcoming to

Number of Flooding Complaints for Validation	Dec '23		4	n/a	14	n/a	
Canal- Herbicide Spraying (Miles)	Dec '23	▼	15 miles	52 miles	88 miles	156 miles	▼
Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Dec '23	▲	100.0%	100.0%	100.0%	100.0%	▲
Drains- Drain Cleaning Service Requests Completed within 30 Days of Complaint (%)	Oct '23	▼	33.86%	80.00%	33.86%	80.00%	▼
Drains- Total Drains Cleaned (EA)	Dec '23	▲	1,013	860	2,928	2,580	▲
Number of Golden Passports 65 and Over	Sep '23	▲	201,171	197,075	2,378,992	2,364,900	▲
Number of Golden Passports 64 and Under	Dec '23	▲	201,725	9,150	604,946	27,450	▲
Number of Security Post Inspections	Dec '23	▲	1,062	950	1,195	950	▲
Reportable Part I Crimes (Serious)	Dec '23	▲	2	10	2	10	▲
Reportable Part II Crimes (Petty)	Dec '23	▲	0	5	0	15	▲
Number of e-Newsletter subscribers (Cumulative)	Dec '23		2,405	n/a	7,140	n/a	
Percentage increase of e-Newsletter subscribers	'24 FQ1	▲	2.40%	2.00%	2.40%	2.00%	▲
Canal- Mechanical Harvesting (Miles)	Dec '23	▼	3.88 miles	25.36 miles	22.74 miles	76.08 miles	▼
Wait-time at the For-hire Vehicle Inspection Station (in minutes)	Dec '23	▲	10mins.	35mins.	14mins.	35mins.	▲

	large and small businesses and their workforce (DTPW)								
	ED1-3: Expand business and job training opportunities aligned with the needs of the local economy (DTPW)	Number of individuals trained at for-hire training	Dec '23		80	128	305	384	
Financial	GG4-2: Effectively prioritize, allocate and use resources to meet the current and future operating and capital needs for all our residents (DTPW)	Expen: Total (DTPW)	'24 FQ1		\$193,159K	\$234,588K	\$193,159K	\$234,588K	
		Positions: Full-time Filled (DTPW)	'24 FQ1		3,920	4,203	n/a	n/a	
		Number of FTA grants awarded	2023 FY		3	7	3	7	
		Revenue: Total (DTPW)	'24 FQ1		\$252,488K	\$234,588K	\$252,488K	\$234,588K	
		Number of FDOT grants awarded	2023 FY		13	11	13	11	
Internal	GG2-3: Ensure an inclusive and diverse workforce (DTPW)	Percentage of Women in Leadership Positions	2023 FY		35.25%	30.00%	35.25%	30.00%	
Learning and Growth	GG2-2: Promote employee development and leadership (DTPW)	Number of Learning and Development WORKSHOPS offered by DTPW HR Training and Development Unit at the end of the reporting period	'24 FQ1		9	9	9	9	
		Number of employees that attended Supervisory/Frontline Leadership Development trainings (mandated and trained by Downtown HR)	'24 FQ1		25	5	25	5	
		Percentage of Performance Appraisals completed within 30 days of due date	'24 FQ1		94.00%	100.00%	94.00%	100.00%	

[Edit Scorecard](#)

Key: - Initiative - Featured Objective

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Total number of revenue miles (Bus)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						
Total number of revenue miles (Rail)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						
Total number of revenue miles (Mover)	Proceed with Implementation of the SMART Program and	2/24/2023	In Progress						

	other Transit-Oriented Developments								
Percentage of nonrevenue vehicles that have not met or exceeded Useful Life Benchmark	Maintain and Update Existing Infrastructure	2/24/2023	In Progress						Ferrer Diaz, Josiel (DTPW)
Percentage of facilities inspected during the FY meeting State of Good Repair ranking greater than 3	Maintain and Update Existing Infrastructure	2/24/2023	In Progress						Ferrer Diaz, Josiel (DTPW)
Positions: Full-time Filled (DTPW)	Identify and Secure Funding	2/24/2023	In Progress						
Number of employees that attended Supervisory/Frontline Leadership Development trainings (mandated and trained by Downtown HR)	Recruit and Retain Qualified Staff	2/24/2023	In Progress						
Number of bike racks installed	Promote Safety / Decrease and Eliminate Injuries and Fatalities.	2/24/2023	In Progress						Ferrer Diaz, Josiel (DTPW)
Revenue: Total (DTPW)	Identify and Secure Funding	2/24/2023	In Progress						
SPI - South Miami-Dade Corridor Project Development	Attract and Retain Riders on the Transit System / Increase Mobility Options	2/24/2023	In Progress						

Rows 1 - 10

Initiatives for Scorecard

There is no data for the selected filter