

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	Mar '24		99.3%	95.0%	99.3%	95.0%	
		Percentage of High Priority Traffic Control Signs Installed, Replaced, or Repaired within 16 Hours of Notification	Mar '24		100.0%	99.0%	100.0%	99.0%	
		% of Follow-Up Responses to Citizen Complaints w/in Five Days	Mar '24		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	Mar '24		3,510	4,000	3,805	4,000	
		Average Weekday Boardings - Bus	Mar '24		205,935	241,000	199,839	241,000	
		Average Weekday Boardings - Mover	Mar '24		25,915	30,000	23,520	30,000	
		Average Weekday Boardings - Rail	Mar '24		52,107	40,000	49,900	40,000	
		Mean Distance Between Mainline Failures (Rail)	Mar '24		5,112	3,000	3,775	3,000	
		Metromover Service Delivered	Mar '24		98.9%	100.0%	98.8%	100.0%	
		Mean Distance Between Hard Failures (Mover)	Mar '24		3,053	6,000	4,605	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)	Mar '24		87.97%	87.00%	87.59%	87.00%	
		On-Time Performance (Metrobus)	Mar '24		65.1%	78.0%	65.0%	78.0%	
All complaints per 100K	Mar '24		20.49	15.00	16.13	15.00			

	boardings for Bus							
	All complaints per 100K boardings for Rail	Mar '24		4.45	1.50	4.78	1.50	
	All complaints per 100K boardings for Mover	Mar '24		0.80	0.50	1.80	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)	Jan '24		77.28%	95.00%	76.42%	95.00%	
	Number of Commuter Reduced EASY Cards	Mar '24		943	1,000	6,101	6,000	
	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)	Mar '24		1,799,353	2,398,773	11,435,255	14,392,635	
	Total number of revenue miles (Rail)	Mar '24		725,886	734,451	4,069,868	4,406,704	
	Total number of revenue miles (Mover)	Mar '24		73,275	96,000	421,546	576,000	
	SPI - South Miami-Dade Corridor Project Development	'24 FQ2		0.89	1.00	0.89	1.00	
TM1-5: Facilitate connectivity at major points of interest and throughout the transportation system (DTPW)	Number of vehicles parked at Metrorail Stations	Mar '24		53,890	117,000	311,425	702,000	
	Total Monthly Activity of Passenger Movement (Metrorail - Airport)	Mar '24		69,800	83,333	385,400	499,998	
	Number of bike racks installed	Mar '24		0	24	71	124	
TM2-1: Promote traffic and roadway safety (DTPW)	Total Number of Traffic Control & Street Name Signs Installed, Repaired and or Replaced	Mar '24		1,918Signs	2,700Signs	13,065Signs	16,200Signs	
	Percentage of High Priority Traffic Control Signs Installed, Replaced, or Repaired within 16 Hours of Notification	Mar '24		100.0%	99.0%	100.0%	99.0%	
TM2-2: Improve safety for pedestrians and bicyclists (DTPW)	Percentage of Traffic Signals in service	Mar '24		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 public transit (DTPW)

Number of Security Post Inspections	Mar '24		1,082	950	1,159	950	
Number of uniformed and/or plain-clothed; police details completed for the month.	Mar '24		76	50	495	300	
Approved submittal of DTPW Annual Safety Certification to the FDOT State Safety Oversight	2023		Yes	Yes	Yes	Yes	

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

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%	

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

Mean Distance Between Failures (Bus): KPI	Mar '24		3,510	4,000	3,805	4,000	
Preventive Maintenance Adherence (Bus)	Mar '24		91.5%	90.0%	94.0%	90.0%	
Mean Distance Between Mainline Failures (Rail)	Mar '24		5,112	3,000	3,775	3,000	
Preventive Maintenance Adherence (Rail)	Mar '24		94.0%	90.0%	94.5%	90.0%	
Preventive Maintenance Adherence (Mover)	Mar '24		100.0%	90.0%	98.2%	90.0%	
Mean Distance Between Hard Failures (Mover)	Mar '24		3,053	6,000	4,605	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%	

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

Roadway Sweeping- Miles Swept per Month (EA)	Dec '23		436 miles	825 miles	1,782 miles	2,475 miles	
Number of Bus Stop Inspections	Mar '24		362	350	854	350	

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

NEAT- Total Problem Sites Resolved (EA)	Dec '23		1,917	1,000	7,522	3,000	
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NI2-2: Mitigate community

Roadway Sweeping- Miles Swept per Month	Dec '23		436 miles	825 miles	1,782 miles	2,475 miles	
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flood risk (DTPW)	(EA)							
	Canal- Mechanical Harvesting (Miles)	Jan '24	▼	12.11 miles	25.36 miles	34.85 miles	101.44 miles	▼
	Number of Flooding Complaints for Validation	Mar '24		2	n/a	23	n/a	
	Canal- Herbicide Spraying (Miles)	Jan '24	▼	27 miles	52 miles	115 miles	208 miles	▼
	Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Dec '23	▲	100.0%	100.0%	100.0%	100.0%	▲
NI3-3: Protect, maintain, and restore beaches, the coastline, Biscayne Bay, and other bodies of water (DTPW)	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	▲
HS1-3: Promote the independence and wellbeing of the elderly (DTPW)	Number of Golden Passports 65 and Over	Sep '23	▲	201,171	197,075	2,378,992	2,364,900	▲
HS2-1: Provide the necessary support services for vulnerable residents and special populations (DTPW)	Number of Golden Passports 64 and Under	Mar '24	▲	203,153	9,150	1,213,158	54,900	▲
PS3-3 Ensure security at airports, seaport and on public transit (DTPW)	Number of Security Post Inspections	Mar '24	▲	1,082	950	1,159	950	▲
	Reportable Part I Crimes (Serious)	Mar '24	▲	2	10	2	10	▲
	Reportable Part II Crimes (Petty)	Mar '24	▲	0	5	0	30	▲
GG1-1 Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate (DTPW)	Number of e-Newsletter subscribers (Cumulative)	Feb '24		2,480	n/a	12,065	n/a	
	Percentage increase of e-Newsletter subscribers	'24 FQ1	▲	2.40%	2.00%	2.40%	2.00%	▲
GG4-4: Lead community sustainability efforts and climate change mitigation and adaptation strategies (DTPW)	Canal- Mechanical Harvesting (Miles)	Jan '24	▼	12.11 miles	25.36 miles	34.85 miles	101.44 miles	▼

	ED1-2: Create and maintain an environment attractive and welcoming to large and small businesses and their workforce (DTPW)	Wait-time at the For-hire Vehicle Inspection Station (in minutes)	Mar '24		12mins.	35mins.	18mins.	35mins.	
	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	Mar '24		180	128	724	768	
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 FQ2		\$224,681K	\$234,588K	\$417,840K	\$469,176K	
		Positions: Full-time Filled (DTPW)	'24 FQ2		3,847	4,203	n/a	n/a	
		Number of FTA grants awarded	2023 FY		3	7	3	7	
		Revenue: Total (DTPW)	'24 FQ2		\$91,553K	\$234,588K	\$344,041K	\$469,176K	
		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 FQ2		9	9	18	18	
		Number of employees that attended Supervisory/Frontline Leadership Development trainings (mandated and trained by Downtown HR)	'24 FQ2		27	5	52	10	
		Percentage of Performance Appraisals completed within 30 days of due date	'24 FQ2		95.00%	100.00%	94.50%	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 other Transit-Oriented Developments	2/24/2023	In Progress							
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)
Number of Learning and Development WORKSHOPS offered by DTPW HR Training and Development Unit at the end of the reporting period	Recruit and Retain Qualified Staff	1/11/2024	In Progress							Cleckley, Eulois (DTPW); Knight, Lydia (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	1/11/2024	In Progress							Cleckley, Eulois (DTPW); Knight, Lydia (DTPW)
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							

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Initiatives for Scorecard

There is no data for the selected filter