

As Of <= 12/31/2024

Miami-Dade Aviation Department

Aviation Department Scorecard (Primary)

Owner: Cutie, Ralph (MDAD)

Department: Aviation

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Improve overall customer satisfaction at MIA	Percent of airspace analysis for off-airport construction performed after 10 days	Dec '24	14.00%	50.00%	▲	17.67%	50.00%	▲
		Percentage of emergency work order requests responded to within two hours	Dec '24	100%	100%	▲	100%	100%	▲
		Overall customer service ratings for MIA	2024 FY	591	750	▼	591	750	▼
	Enhance customer service	MIA passengers (1,000s)	Dec '24	5,161	4,894	▲	18,768	56,300	▼
		Percentage of airport workers trained through "Miami Begins with MIA"	Dec '24	100%	100%	▲	100%	100%	▲
	Provide a secure environment at the airports	Average number of overall crimes per month at MIA	Dec '24	32	65	▲	26	65	▲
	Seek involvement of communities in economic development efforts	Percent of airspace analysis for off-airport construction performed after 10 days	Dec '24	14.00%	50.00%	▲	17.67%	50.00%	▲
	Contribute to the participation of Small Business Enterprises at MIA	Small business and community outreach meetings held	Dec '24	13	12	▲	55	144	▲
		Percentage of airport concession joint venture leases with ACDBE minority partners	Dec '24	27.43%	30.00%	▼	29.55%	30.00%	▼
		Airport concession disadvantage business enterprises (ACDBE) overall participation at MIA (millions)	2024 FY	238	168	▲	238	168	▲
Financial	Enhance MDAD revenue	Public parking revenue (\$1000)	Nov '24	\$4,906	\$5,685	▼	\$10,061	\$66,371	▼
		MIA passengers (1,000s)	Dec '24	5,161	4,894	▲	18,768	56,300	▼
		Enplaned passengers (1,000s)	Dec '24	2,576	2,445	▲	9,366	28,150	▼
		MIA non-terminal rental revenue (\$1,000)	Dec '24	\$8,000	\$7,201	▲	\$31,888	\$81,066	▲
		GAA revenue (\$1,000s)	Dec '24	\$1,446	\$1,427	▲	\$5,759	\$15,961	▲
		Commercial operations gross revenues (\$1000) at MIA	Nov '24	\$94,329	\$93,917	▲	\$179,141	\$1,145,789	▼
		New passenger routes (FYTD)	'25 FQ1	1	1	▲	1	0	▲
		New carriers	'25 FQ1	0	0	▲	0	2	▲
	Enhance MIA Competitive Position	MIA cargo tonnage (1,000s)	Dec '24	281	256	▲	1,126	2,883	▲
		Enplaned passengers (1,000s)	Dec '24	2,576	2,445	▲	9,366	28,150	▼
		MIA cost per enplaned passenger	'25 FQ1	\$17.60	\$17.45	▼	\$17.60	\$17.45	▼
		Landing fee rate (per 1,000lbs. in dollars)	'25 FQ1	\$1.65	\$1.65	▲	\$1.65	\$1.65	▲
	Meet the Operating Budget Targets(Aviation)	Expenses : total operating expenses (Aviation, in \$1,000)	'25 FQ1	\$216,465	\$291,904	▲	n/a	n/a	▲
		Construction capital fund expenditures (in \$1,000)	'25 FQ1	\$77,446	\$77,446	▲	\$77,446	\$317,206	▲
		Revenue: total (aviation, in \$1,000)	'25 FQ1	\$419,607	\$298,810	▲	n/a	n/a	▲
		Positions: full-time filled (Aviation)	'25 FQ1	1,450	1,687	▼	1,450	6,748	
	Contain operating expenses	MIA cost per enplaned passenger	'25 FQ1	\$17.60	\$17.45	▼	\$17.60	\$17.45	▼
		Landing fee rate (per 1,000lbs. in dollars)	'25 FQ1	\$1.65	\$1.65	▲	\$1.65	\$1.65	▲
	Improve the Cost/Enplaned Pass ( CEP) to Enhance Aviation Dept. Cost Competitive Position(Sortie: CEP)	Expenses : total operating expenses (Aviation, in \$1,000)	'25 FQ1	\$216,465	\$291,904	▲	n/a	n/a	▲

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		MIA passengers (1,000s)	Dec '24	5,161	4,894	▲	18,768	56,300	▼
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		New carriers	'25 FQ1	0	0	▲	0	2	▲
		Landing fee rate (per 1,000lbs. in dollars)	'25 FQ1	\$1.65	\$1.65	▲	\$1.65	\$1.65	▲
Internal	Maintain a safe working environment (MDAD)	MDAD job related injury/illness incidents	Dec '24	1	15	▲	8	180	▲
Learning and Growth	Comply with FAA requirement (MDAD)	Compliance with annual FAA Report - By the month of May	2024 FY	7	20	▲	7	20	▲
	Comply with AOA certification requirements	Air Operations Area (AOA) certification driver training attendance	Dec '24	606	650	▼	2,097	7,670	▲
	Create a culture of innovation	Number of divisions and employees sharing new ideas	'24 FQ4	4	27	■	4	27	■
Sustainability	Sustainability (Aviation)	ISO 14001 certifications	Dec '24	44	44	▲	56	100	▲
		Recycle 300 tons of cardboard (% progress)	'25 FQ1	25%	25%	▲	50%	100%	▲

[Edit Scorecard](#)

Key:

◆

- Initiative

★

- Featured Objective

\* - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.