

As Of <= 12/31/2024

Miami-Dade County Strategic Plan

Miami-Dade County Strategic Plan Goals and Objectives language, as adopted October 1, 2022

Owner: Miami-Dade, County (MDC)

Department: Office of Management and Budget

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Economic Development	ED1-1: Promote and support a diverse mix of current and emerging industries vital to a growing economy	Department of Housing and Community Development	Number of jobs created or retained	2024	94	50		n/a		
		Regulatory and Economic Resources	Film industry jobs created	2024 FY	13,556	11,000		13,556	11,000	
	ED1-2: Create and maintain an environment attractive and welcoming to large and small businesses and their workforce	Regulatory and Economic Resources	Percent of commercial plans reviewed within 24 days	Dec '24	100.00%	100.00%		99.99%	100.00%	
	ED1-3: Expand business and job training opportunities aligned with the needs of the local economy	Community Action and Human Services	Number of residents that participated in employability skills training workshops or one-on-one job coaching	2024 FY	1,558	439		1,558	439	
			Number of residents who secured employment as a result of CAHSD efforts	2024 FY	747	400		747	400	
	ED1-4: Continue to leverage Miami-Dade County's strengths in international commerce, natural resources, and recreational and cultural attractions	Aviation	MIA cargo tonnage (1,000s)	Dec '24	281	256		2,771	749	
			Enplaned passengers (1,000s)	Dec '24	2,576	2,445		23,612	6,892	
			New passenger routes (FYTD)	'25 FQ1	1	1		4	1	
		Cultural Affairs	Number of attendees at Miami-Dade County owned cultural facilities (Caleb Center, AHAC, MDCA, Moss Center)	'25 FQ1	41,596	29,500		117,037	29,500	
			Number of paying attendees at Miami-Dade County owned recreation attractions	Dec '24	98,123	23,349		687,574	60,866	
		Seaport	Seaport cargo tonnage - Quarterly	'25 FQ1	2,478.48	2,832.50		7,507.21	2,832.50	
			Cruise passengers (in thousands)	Dec '24	869	625		6,741	1,875	
			Cargo volume handled (TEUs)	Dec '24	88,324	90,000		842,669	270,000	
	ED1-5: Provide world-class airport and seaport facilities	Aviation	MIA cargo tonnage (1,000s)	Dec '24	281	256		2,771	749	
			Enplaned passengers (1,000s)	Dec '24	2,576	2,445		23,612	6,892	
			MIA cost per enplaned passenger	'25 FQ1	\$17.60	\$17.45		\$17.91	\$17.45	
			Landing fee rate (per 1,000 lbs. in dollars)	'25 FQ1	\$1.65	\$1.65		\$1.65	\$1.65	
			Overall customer service ratings for MIA	2024 FY	591	750		591	750	
		Seaport	Port of Miami customer satisfaction survey	'22 FQ1	No Data	90%		n/a	90%	
			Cruise passengers (in thousands)	Dec '24	869	625		6,741	1,875	
	ED2-1: Encourage a dynamic and healthy small business community	Strategic Procurement	Total certified firms in Small Business Enterprise and Disadvantaged Business Enterprise programs	'25 FQ1	1,742	1,829		1,720	1,829	
	ED2-2: Bolster opportunities for small and local businesses to participate in County contracting	Aviation	Percentage of airport concession joint venture leases with ACDBE partners	Dec '24	27.43%	33.50%		29.11%	33.50%	
		Strategic Procurement	Percentage of completed projects where small business opportunities were achieved	'25 FQ1	98%	98%		99%	98%	
			Percentage of Construction, A&E, and Goods & Services awarded to small business enterprises for contracts eligible for an SBE opportunity	'25 FQ1	24%	10%		27%	10%	
	ED3-1: Foster stable homeownership to promote personal and economic security	Community Action and Human Services	Number of services provided to homeowners to improve home safety and quality of life in their homes	'25 FQ1	6	75		29	75	

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Economic Development	ED3-1: Foster stable homeownership to promote personal and economic security	Department of Housing and Community Development	Percentage of homeownership loans closed within 60 days	Dec '24	12%	75%		34%	75%	
	ED3-2: Increase economic opportunity and access to information technology	Library	Number of people that connected to Wi-Fi at a library facility	'25 FQ1	179,643	152,500		569,096	152,500	
			Total checkouts of take-home devices (Chromebooks, tablets, or hotspots)	'25 FH1	6,023	6,000		6,023	6,000	
			Number of library computer sessions	'25 FQ1	147,475	150,000		480,162	150,000	
General Government	GG1-1: Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate	Communications and Customer Experience	311 total call volume	Dec '24	95,531	127,000		907,059	381,000	
			Average call wait time (seconds)	Dec '24	847	180		454	180	
			Number of visits to the internet portal (in millions)	Dec '24	10	13		8,717,528	39	
		Juvenile Services	Percent of completed client surveys with an overall positive satisfaction rating	'25 FQ1	100%	100%		100%	100%	
		Library	Percent of requests for materials on-hand that are delivered within two days	'25 FQ1	67%	66%		69%	66%	
			Percentage of requests responded to within 24 hours through Customer Care	'25 FQ1	98%	97%		99%	97%	
		Water and Sewer	Percentage of calls answered within the two-minute threshold	Dec '24	80%	70%		76%	70%	
	GG1-2: Facilitate community outreach and engagement to promote better decision-making in County government	Office of Management and Budget	Total number of public speakers at budget hearings	2024 FY	276	150		276	150	
	GG1-3: Ensure involvement of local organizations to help address priority needs of our residents	Juvenile Services	Monthly community based organization (CBO) meetings held?	Dec '24	Yes	Yes		Yes	Yes	
		Office of Management and Budget	Number of site visits - CBOs	'25 FQ1	0	0		0	0	
	GG1-4: Promote fairness in the planning and delivery of County services	Aviation	Percentage of airport concession joint venture leases with ACDBE partners	Dec '24	27.43%	33.50%		29.11%	33.50%	
		Strategic Procurement	Total certified firms in Small Business Enterprise and Disadvantaged Business Enterprise programs	'25 FQ1	1,742	1,829		1,720	1,829	
	GG2-1: Attract and hire new talent to support operations	Library	Percentage of recruitments completed within 60 days (from time of initial job advertisement)	2024 FY	71%	80%		71%	80%	
	GG2-2: Promote employee development and leadership	Office of Management and Budget	Employees trained in Lean Six Sigma yellow belt methodology (via OMB program) since inception	'25 FQ1	1,893	1,800		1,948	1,800	
		People and Internal Operations Department	Total number of employees trained by or whose classes were facilitated by human resources	'25 FQ1	21,641	1,950		38,070	1,950	
			Percentage of employees who rate training provided as effective at least six months after training is completed	'25 FQ1	82%	70%		89%	70%	
		Water and Sewer	Training hours per employee	2024 FY	12.75	24.00		12.75	24.00	
	GG2-3: Ensure a workforce that reflects the community we serve	People and Internal Operations Department	Number of community outreach events	'25 FQ1	25	20		71	20	
	GG3-1: Deploy effective and reliable technology solutions that support Miami-Dade County services	Information Technology	Number of assets tracked in the County's Asset Management System - EAMS (in thousands)	Dec '24	1,347	1,425		1,581	1,425	
			Percentage of the time that 911 is available	Dec '24	100.00%	99.90%		100.00%	99.90%	
			IT service center First Contact Resolution rate (FCR %)	Dec '24	76%	80%		72%	80%	
			Miami-Dade County portal availability	Dec '24	99.92%	99.90%		99.99%	99.90%	
			Number of layers maintained in the County's central repository (Vector/Imagery)	'25 FQ1	1,954	1,885		1,972	1,885	
			Total eCommerce transactions per month (both credit cards and eChecks, in thousands)	Dec '24	124	115		161	115	
		Internal Compliance	Employee satisfaction with INFORMS services (score out of 5)	2024 FY	3.42	3.50		3.42	n/a	

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
General Government	GG3-1: Deploy effective and reliable technology solutions that support Miami-Dade County services	Department								
	GG3-3: Ensure procurement of goods and services is timely, meets operational needs, and is conducted in a fair and transparent manner	Strategic Procurement	Average number of calendar days to award design-build contracts	'25 FQ1	No Data	290		222	290	
			Average number of days to award competitive goods and services contracts up to one million dollars	'25 FQ1	92	120		92	120	▲
			Average number of days to award competitive goods and services contracts over one million dollars	'25 FQ1	176	230		176	230	▲
	GG3-4: Effectively utilize and maintain facilities and assets	People and Internal Operations Department	Total building operating expenses per square foot	2024 FY	\$9.40	\$9.00		\$9.40	\$9.00	■
			Customer satisfaction with service levels and quality of work	'25 FQ1	5.0 / 5.0	4.3 / 5.0		4.8 / 5.0	4.3 / 5.0	▲
	GG4-1: Provide sound financial and risk management	Office of Management and Budget	Bond rating evaluation by Standard & Poor's	'25 FQ1	AA	AA		AA	AA	▲
			Bond rating evaluation by Moody's	'25 FQ1	Aa2	Aa2		Aa2	Aa2	▲
			Countywide emergency contingency reserve balance (in millions)	2024 FY	\$64.5	\$63.1		\$64.5	\$63.1	▲
	GG4-2: Effectively prioritize, allocate and use resources to meet the current and future operating and capital needs for all our residents	Office of Management and Budget	GFOA budget scores	2024 FY	3.3	3.3		3.3	3.3	▲
			Countywide emergency contingency reserve balance (in millions)	2024 FY	\$64.5	\$63.1		\$64.5	\$63.1	▲
			Carryover as a percentage of the General Fund budget	2024 FY	1.7%	2.5%		1.7%	2.5%	▼
			Percentage of Strategic Plan objectives supported by department business plans and scorecards	'25 FQ1	99%	100%		100%	100%	▼
			Grants funding received (in \$ millions)	2024 FY	\$225	\$85		\$225	\$85	▲
	GG4-3: Reduce County government's greenhouse gas emissions and resource consumption	People and Internal Operations Department	Number of new construction attaining LEED Silver Certified	2024 FY	2	1		2	1	▲
			(RETIRED) Number of activities implemented to decrease County-wide energy consumption	2023 FY	109	87		109	87	▲
	GG4-4: Lead community sustainability efforts and climate change mitigation and adaptation strategies	Regulatory and Economic Resources	(RETIRED) Number of adaptation / resiliency activities in progress or completed	2023 FY	16	15		16	15	▲
Health and Society	HS1-1: Reduce homelessness throughout Miami-Dade County	Homeless Trust	Percentage of persons who access permanent housing upon exiting a homeless program	2024 FY	48%	59%		48%	59%	▼
			Total number of homeless persons	2024 FY	3,800	3,500		3,800	3,500	▼
			Percentage of persons who return to homelessness within two years	2024 FY	20%	23%		20%	23%	▲
	HS1-2: Assist residents at risk of being hungry	Community Action and Human Services	Number of food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing CAHSD programs	Dec '24	317,643	335,774		3,345,324	1,007,322	▲
	HS1-3: Promote the independence and wellbeing of the elderly	Community Action and Human Services	Number of seniors/adults with disabilities served through congregate day programs	2024 FY	2,624	2,564		2,624	2,564	▲
			Number of one-way trips provided to eligible residents	Dec '24	3,134	5,833		32,478	17,499	▼
			Number of homebound seniors/adults with disabilities provided with home care services	2024 FY	374	500		374	500	▼
		Parks, Recreation and Open Spaces	Number of active adult 55+ program registrations	Dec '24	53	0		1,375	600	▲
	HS1-4: Improve access to substance use prevention, intervention, and support services	Community Action and Human Services	Number of admissions to community-based residential substance abuse treatment services	2024 FY	460	435		460	435	▲
	HS1-5: Provide services to survivors of domestic violence, intimate partner violence, and human trafficking, as well as to other victims of crime and their	Community Action and Human Services	Number of residents who were provided with direct relief assistance, excluding Victims Housing Assistance Program	2024 FY	897	897		897	897	▲
			Number of victims of crime, ie. domestic violence; sexual	2024 FY	3,721	3,856		3,721	3,856	▼

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Health and Society	HS1-5: Provide services to survivors of domestic violence, intimate partner violence, and human trafficking, as well as to other victims of crime and their families	Community Action and Human Services	assault; human trafficking, provided with advocacy services through outreach programs							
			Number of victims of crime provided with advocacy services residing in residential housing	2024 FY	2,313	1,464	🟢	2,313	1,464	🟢
	HS2-1: Provide the necessary support services to residents in need	Community Action and Human Services	Number of substance use assessments completed by Community Services Central Intake	'25 FQ1	400	425	🔴	1,217	425	🔴
			Number of therapy sessions facilitated for CAHSD program participants	Dec '24	71	85	🔴	1,051	255	🟢
			Number of instances financial assistance for rent/mortgage or utilities payments were provided to income-eligible residents	Dec '24	1,814	3,166	🟡	26,141	9,498	🟡
			Number of visits by residents accessing services at neighborhood-based Community Resource Centers (FY-Archived)	2024 FY	40,009	235,605	🔴	40,009	235,605	🔴
			Number of psychological intakes, assessments, and evaluations conducted for CSD program participants	'25 FQ1	101	79	🟢	251	79	🟢
			Number of assistance requests addressed by the Office of New Americans	2024 FY	3,222	3,000	🟢	3,222	3,000	🟢
		Library	Number of residents assisted by the library's social worker service program	'25 FQ1	1,440	750	🟢	5,225	750	🟢
		Office of Management and Budget	People with HIV in Miami-Dade served by Ryan White Program	2024	9,316	9,000	🟢	n/a		
	HS2-2: Support families and promote positive educational and developmental outcomes in children	Community Action and Human Services	Number of children ages 0-3 enrolled in Early Head Start	2024	1,254	1,238	🟢	n/a		
			Number of children ages 3-5 enrolled in Head Start	2024	6,056	6,310	🔴	n/a		
	HS2-3: Create, preserve and maintain affordable housing to support residents and address workforce needs ⚙️	Department of Housing and Community Development	HUD occupancy rate	Dec '24	91%	95%	🔴	92%	95%	🔴
			Number of affordable housing units constructed or rehabilitated	Dec '24	0	0	🟢	374	0	🟢
			Average monthly number of families renting	Dec '24	3,830	6,200	🔴	3,902	6,200	🔴
	HS2-4: Foster healthy living and ensure access to vital health services	Community Action and Human Services	Number of nutritional counseling sessions offered to children, families and seniors	Dec '24	1,354	500	🟢	5,848	1,500	🟢
Neighborhood and Infrastructure	NI1-1: Promote livable and beautiful neighborhoods	Regulatory and Economic Resources	Number of trees distributed through the Adopt-a-Tree Program (RFRO)	Dec '24	0	0	🟢	10,425	0	🟢
			Percent of voluntary compliance with warning letters issued	Dec '24	51%	65%	🔴	54%	65%	🔴
		Solid Waste Management	Number of litter corridor miles completed	Dec '24	450miles	500miles	🔴	6,125miles	1,500miles	🟢
			Percentage of scheduled illegal dumping piles picked up within eight days of scheduling	Dec '24	91.5%	95.0%	🔴	81.0%	95.0%	🔴
	NI1-2: Ensure buildings are sustainable, safe, and resilient ⚙️	Fire Rescue	Percentage of fire plans reviewed within nine business days of submission	Dec '24	99.08%	100.00%	🟢	95.70%	100.00%	🟢
		Regulatory and Economic Resources	Percentage of contractor license applications reviewed within ten days	'25 FQ1	100%	100%	🟢	100%	100%	🟢
			Percent of residential plans reviewed within 20 days	Dec '24	100.00%	100.00%	🟢	99.98%	100.00%	🟢
			Percent of commercial plans reviewed within 24 days	Dec '24	100.00%	100.00%	🟢	99.99%	100.00%	🟢
	NI1-3: Promote the efficient and best use of land ⚙️	Regulatory and Economic Resources	Percent of Countywide employment in the urban centers rapid transit zones and along the SMART corridors	2024 FY	46.0%	47.0%	🔴	46.0%	n/a	
			Percent of Countywide housing units in the urban centers rapid transit zones and along the SMART corridors	2024 FY	55.8%	40.0%	🟢	55.8%	40.0%	🟢
			Development activity within the SMART corridors - Residential (units)	2024 FY	6,090	6,500	🔴	6,090	6,500	🔴
			Percentage of Zoning application reviews completed within deadlines	'25 FQ1	47%	90%	🔴	55%	90%	🔴
			Development activity within the SMART corridors - Commercial (square footage)	2024 FY	7,100,785	1,065,000	🟢	7,100,785	1,065,000	🟢
	NI1-4: Protect the community from public nuisances and events that threaten public health	Animal Services	Number of dangerous dog investigations responded to	Dec '24	46	30	🔴	470	90	🔴
			Animal bite to person - total closed per month (ServiceStat)	Dec '24	285	150	🟢	2,507	450	🟢

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Neighborhood and Infrastructure	NI1-4: Protect the community from public nuisances and events that threaten public health	Regulatory and Economic Resources	Average days from junk/trash/overgrowth complaint to first inspection	Dec '24	2	3		4	3	
		Solid Waste Management	Percentage of mosquito nuisance complaints receiving a response within 48 hours	Dec '24	100%	97%		100%	97%	
	NI1-5: Ensure animal health and welfare	Animal Services	Save rate calendar year	2024	93%	90%		n/a		
			Number of spay/neuter surgeries performed by ASD	Dec '24	2,479	2,000		22,275	6,200	
	NI2-1: Provide sustainable drinking water supply and wastewater disposal services	Water and Sewer	Percent compliance with drinking water standards	Dec '24	100%	100%		100%	100%	
			Gallons of water saved per day (GPD) through implementation of the Water Use Efficiency Plan	'25 FQ1	98,213 GPD	63,960 GPD		22,414 GPD	63,960 GPD	
			Percent compliance with wastewater standards	'25 FQ1	86%	100%		90%	100%	
			Percentage of Consent Decree wastewater projects on or before schedule	'25 FQ1	64%	100%		63%	100%	
	NI2-2: Mitigate community flood risk	Transportation and Public Works	Number of flooding complaints received	Dec '24	3	4		51	12	
	NI2-3: Provide sustainable solid waste collection and disposal capacity	Solid Waste Management	Disposal system level of service (in years)	2024 FY	11	5		11	5	
			Percentage of automated and manual garbage routes completed on time	Dec '24	93.7%	98.0%		94.4%	98.0%	
	NI3-1: Maintain air quality	Regulatory and Economic Resources	Percentage of County air quality permits issued within eight days	Dec '24	0.00%	85.00%		76.67%	85.00%	
			Percentage of state air quality permits issued within 60 days	Dec '24	100.00%	100.00%		100.00%	100.00%	
			Percentage of days that are "good" or "moderate" air quality	Dec '24	100.00%	98.00%		100.00%	98.00%	
	NI3-2: Protect and maintain surface and drinking water sources	Regulatory and Economic Resources	Percent of contaminated site rehabilitation documents reviewed within the required timeframe	Dec '24	94.80%	90.00%		95.29%	90.00%	
			Percent of high priority inspections completed	Dec '24	42.11%	100.00%		96.75%	100.00%	
			Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	2024 FY	7.40	7.50		7.40	7.50	
			Density (# of sites/sq. mi.) of contaminated sites in wellfields	2024 FY	1.03	1.20		1.03	1.20	
	NI3-3: Protect, maintain, and restore beaches, the coastline, Biscayne Bay, and other bodies of water	Parks, Recreation and Open Spaces	Total tons of debris removed from beaches	Dec '24	113	95		1,906	355	
		Regulatory and Economic Resources	Percentage of industrial waste pre-treatment inspections completed on-time	Dec '24	92.86%	90.00%		100.33%	90.00%	
	NI3-4: Preserve and enhance natural areas and green spaces	Parks, Recreation and Open Spaces	Total parks natural areas acres burned	'25 FQ1	5	35		16	35	
			Total parks natural area acres maintained	Dec '24	84	134		1,494	990	
Public Safety	PS1-1: Reduce gun violence and other crimes by advancing public and neighborhood safety measures	Community Action and Human Services	Number of individuals reached at community events hosted and/or attended by Office of Neighborhood Safety staff	2024 FY	7,409	5,000		7,409	5,000	
		Juvenile Services	Number of intervention, prevention and outreach events	'25 FQ1	130	158		421	158	
	PS1-2: Provide forensic and medical investigations quickly, accurately, and in an unbiased manner	Medical Examiner	Death investigations completed within 60 days	Dec '24	81%	90%		83%	90%	
	PS1-3: Support successful community reintegration for individuals exiting the criminal justice system	Corrections and Rehabilitation	Number of inmates in education programs	'25 FQ1	251	225		509	225	
		Juvenile Services	Total number of youth referred to prevention, civil citation and diversion programs	Dec '24	165	148		1,311	500	
			Percentage of diversion recommendations approved by the State Attorney's Office	Dec '24	92%	90%		93%	90%	
	PS1-4: Provide safe and secure detention	Corrections and Rehabilitation	Number of major incidents	Dec '24	7	8		21	28	
			Average daily inmate population	Dec '24	4,491	4,700		4,589	4,700	
			Average length of stay per inmate (ALOS) (in calendar days)	Dec '24	38	37		36	37	
		Juvenile	Percentage of detainable youth attending court hearing within	Dec '24	100%	100%		100%	100%	

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Public Safety	PS1-4: Provide safe and secure detention	Services	24 hours of arrest (statutory requirement)							
	PS2-1: Minimize response time	Fire Rescue	Average response time to life threatening calls within the urban development boundary (in minutes and seconds)	Dec '24	7.56 (mm.ss)	7.55 (mm.ss)		7.48 (mm.ss)	7.55 (mm.ss)	
		Information Technology	Percentage of the time that 911 is available	Dec '24	100.00%	99.90%		100.00%	99.90%	
	PS2-2: Improve effectiveness of public safety response, outreach and prevention services	Fire Rescue	MDFR ISO Public Protection Classification	2024	1	1		n/a	n/a	
		Juvenile Services	Number of intervention, prevention and outreach events	'25 FQ1	130	158		421	158	
		Parks, Recreation and Open Spaces	Number of learn to swim registrations	Dec '24	71	50		9,251	635	
	PS3-1: Increase countywide preparedness and community awareness	Department of Emergency Management	Number of Emergency Evacuation Assistance Program (EEAP) registrants	'25 FQ1	4,215	3,100		4,400	3,100	
			Number of emergency shelter spaces available for special needs	2025 FY	2,143	1,500		2,143	1,500	
			Number of emergency shelter spaces available for general population	2025 FY	111,202	123,000		111,202	n/a	
	PS3-2: Ensure recovery after community and countywide disasters and other emergencies	Department of Emergency Management	Number of emergency shelter spaces available for special needs	2025 FY	2,143	1,500		2,143	1,500	
	PS3-3: Protect key infrastructure and enhance security in large gathering places	Aviation	Average number of overall crimes per month at MIA	Dec '24	32	65		29	65	
		Transportation and Public Works	Number of security post inspections	Dec '24	873	950		1,081	950	
Recreation & Culture	RC1-1: Ensure parks, libraries, and cultural facilities are accessible and enjoyed by growing numbers of residents and visitors	Library	Total in-person, virtual and outreach attendance	'25 FQ1	1,165,390	800,000		3,120,837	800,000	
			Total checkouts of physical and digital library materials	'25 FQ1	1,340,703	1,300,000		4,204,824	1,300,000	
			Number of new library card signups	'25 FQ1	17,747	15,250		52,630	15,250	
		Parks, Recreation and Open Spaces	Total golf rounds played	Dec '24	16,223	18,063		173,174	47,886	
			Total attendance: Zoo Miami	Dec '24	97,839	109,335		864,904	243,295	
			Total attendance: Deering Estate	Dec '24	8,880	9,240		83,285	23,760	
			Acres of park land per 1,000 Unincorporated Municipal Service Area (UMSA) residents	2024 FY	3.63	2.75		3.63	2.75	
	RC1-2: Provide parks, libraries, and cultural facilities that are expertly managed, attractively designed, and safe	Cultural Affairs	Number of attendees at Miami-Dade County owned cultural facilities (Caleb Center, AHAC, MDCA, Moss Center)	'25 FQ1	41,596	29,500		117,037	29,500	
		Parks, Recreation and Open Spaces	Number of campground rentals	Dec '24	5,314	6,824		46,380	13,125	
			Overall marina occupancy	Dec '24	102%	100%		102%	100%	
	RC2-1: Provide inspiring, inclusive, and affordable programs and services that create an uplifting place to live in and visit	Library	Number of people that connected to Wi-Fi at a library facility	'25 FQ1	179,643	152,500		569,096	152,500	
			Total checkouts of take-home devices (Chromebooks, tablets, or hotspots)	'25 FH1	6,023	6,000		6,023	6,000	
			Dollars saved by residents participating in tutoring and adult education classes	'25 FQ1	\$771,456	\$690,000		\$2,179,656	\$690,000	
			Percent of requests for materials on-hand that are delivered within two days	'25 FQ1	67%	66%		69%	66%	
		Parks, Recreation and Open Spaces	Number of campground rentals	Dec '24	5,314	6,824		46,380	13,125	
			Total program registrations: Recreation (old)	Dec '24	77	105		1,271	1,125	
	RC2-2: Strengthen, conserve and grow cultural, park, natural, and library resources and collections	Cultural Affairs	Public art projects active (in design, fabrication, or installation phases)	2024 FY	153	125		153	125	
		Parks, Recreation and Open Spaces	Number of trees planted	'24 FQ1	489	n/a		489	n/a	
	RC2-3: Provide conservation education to encourage community stewardship of our natural resources	Parks, Recreation and Open Spaces	Cooperative Extension total program participants	Dec '24	1,345	1,000		29,357	5,000	
Transportation	TM1-1: Promote efficient traffic flow on Miami-Dade	Transportation	Percentage of traffic signals in service	Dec '24	97.9%	95.0%		97.8%	95.0%	

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Transportation and Mobility	TM1-1: Promote efficient traffic flow on Miami-Dade County roadways	Transportation and Public Works	Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Dec '24	100.00%	99.00%	🟢	100.00%	99.00%	🟢
	TM1-2: Expand and improve bikeway, greenway, blueway, and sidewalk system	Transportation and Public Works	Miles of sidewalks added/rehabilitated	'25 FQ1	1.72	2.50	🔴	4.70	2.50	🔴
			Percentage of sidewalk service requests inspected within 15 business days of complaint	Dec '24	59.66%	50.00%	🟢	61.44%	50.00%	🟡
	TM1-3: Provide reliable, accessible and affordable transit service	Transportation and Public Works	Escalator availability (Metrorail & Metromover)	Dec '24	97.8%	95.0%	🟢	96.4%	95.0%	🟢
			Elevator availability (Metrorail & Metromover)	Dec '24	96.4%	96.0%	🟢	96.8%	96.0%	🟢
			On-time performance (STS)	Dec '24	88.55%	87.00%	🟢	89.23%	87.00%	🟢
			On-time performance (Metrobus)	Dec '24	61.3%	78.0%	🔴	63.3%	78.0%	🔴
			Total boardings for the transit system	Dec '24	6,735,361	7,500,000	🔴	67,385,721	22,500,000	🔴
			All complaints per 100,000 boardings for bus, rail, and mover	Dec '24	7.13	12.00	🟢	8.37	12.00	🟢
			Metrorail/ Metromover elevator and escalator availability	Dec '24	97.06%	96.00%	🟢	96.61%	96.00%	🟢
			Number of Golden Passports issued to residents aged 64 and under	Dec '24	9,502	9,150	🟢	91,151	27,450	🟢
			Rail on-time performance	Dec '24	60.97%	95.00%	🔴	64.65%	95.00%	🔴
			Number of active commuter-reduced fare EASY Cards	Dec '24	432	450	🔴	424	450	🟢
			Number of Golden Passports issued to residents aged 65 and over	Dec '24	206,377	197,075	🟢	2,280,989	591,225	🟢
	TM1-4: Expand and modernize public transportation systems and options while minimizing carbon emissions	Transportation and Public Works	Total number of revenue miles (Metrobus) 🟡	Dec '24	1,922,342	2,398,773	🔴	18,729,222	7,196,318	🔴
			Total number of revenue miles (Metrorail) 🟡	Dec '24	703,598	734,451	🔴	6,650,738	2,203,352	🔴
			Total number of revenue miles (Metromover) 🟡	Dec '24	56,902	96,000	🔴	610,974	288,000	🔴
	TM1-5: Facilitate connectivity at major points of interest and throughout the transportation system	Transportation and Public Works	Number of vehicles parked at Metrorail stations	Dec '24	63,590	117,000	🔴	826,426	351,000	🔴
	TM2-1: Promote traffic and roadway safety	Transportation and Public Works	Total number of traffic control and street name signs installed, repaired and/or replaced	Dec '24	2,568	2,800	🔴	27,419	8,400	🔴
			Percentage of traffic signals in service	Dec '24	97.9%	95.0%	🟢	97.8%	95.0%	🟢
			Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Dec '24	100.00%	99.00%	🟢	100.00%	99.00%	🟢
	TM2-2: Improve safety for pedestrians and bicyclists	Transportation and Public Works	Miles of sidewalks added/rehabilitated	'25 FQ1	1.72	2.50	🔴	4.70	2.50	🔴
			Percentage of sidewalk service requests inspected within 15 business days of complaint	Dec '24	59.66%	50.00%	🟢	61.44%	50.00%	🟡
	TM2-3: Ensure the safe operation of public transit	Transportation and Public Works	Number of security post inspections	Dec '24	873	950	🔴	1,081	950	🟢
			Number of uniformed and/or plain-clothed police details completed	Dec '24	40	50	🔴	498	150	🔴
	TM3-1: Harden and maintain roadway infrastructure ☆	Transportation and Public Works	Total number of potholes and drop-offs repaired	Dec '24	818	650	🟡	9,532	1,950	🟡
			Total number of roadway bridge inspections performed	2024 FY	175	100	🟢	175	100	🟢
			Percentage of pothole service requests completed within five business days of complaint	Dec '24	20.21%	80.00%	🔴	42.93%	80.00%	🔴
	TM3-2: Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities and structures ☆	Transportation and Public Works	Mean distance between failures (Metrobus) (in miles)	Dec '24	2,872	4,000	🔴	2,823	4,000	🔴
			Preventative maintenance adherence (Metrobus)	Dec '24	77.0%	90.0%	🔴	89.0%	90.0%	🔴
			Mean distance between hard failures (Metrorail) (in miles)	Dec '24	58,633	39,000	🟢	55,409	39,000	🟢
			Preventative maintenance adherence (Metrorail)	Dec '24	100.0%	90.0%	🟢	95.8%	90.0%	🟢
			Percentage of facilities 🟡	2024 FY	90.00%	80.00%	🟢	90.00%	80.00%	🟢

Perspective Name	Objective Name	Department	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Transportation and Mobility	TM3-2: Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities and structures	Transportation and Public Works	inspected during the fiscal year meeting State of Good Repair ranking greater than three							
	TM3-3: Promote clean, attractive roads and rights-of-way	Parks, Recreation and Open Spaces	Number of cycles: Roadway (median) landscape maintenance mowing and litter removal	Dec '24	1	1	📈	15	4	📈
			Number of cycles - transit additional litter removal	Dec '24	1 cycles	1 cycles	📈	8 cycles	3 cycles	📈

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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.