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: Ferrer Diaz, Josiel (DTPW)
Department: Transportation and Public Works

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	**Promote efficient traffic flow on Miami-Dade County roadways**	Percentage of traffic signals in service	Dec '24	▲	97.9%	95.0%	98.2%	95.0%	▲
		Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Dec '24	▲	100.0%	99.0%	100.0%	99.0%	▲
		% of Follow-Up Responses to Citizen Complaints w/in Five Days	Dec '24	▲	100%	90%	100%	90%	▲
		Rickenbacker toll revenue collected (in thousands)	2024 FY	▼	$12,250	$13,062	$12,250	$13,062	▼
	Expand and improve bikeway, greenway and sidewalk system	Miles of sidewalks added/rehabilitated	'25 FQ1	▼	1.72	2.50	1.72	2.50	▼
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Dec '24	▲	59.66%	50.00%	80.36%	50.00%	◈
	Provide reliable, accessible, and affordable transit service	Mean distance between failures (Metrobus)	Dec '24	▼	2,872	4,000	2,741	4,000	▼
		Average Weekday Boardings - Bus	Dec '24	▼	180,294	241,000	184,605	241,000	▼
		Average Weekday Boardings - Mover	Dec '24	▼	22,127	30,000	20,857	30,000	▼
		Average Weekday Boardings - Rail	Dec '24	▲	48,388	40,000	50,939	40,000	▲
		Mean Distance Between Mainline Failures (Rail)	Dec '24	▲	4,722	3,000	4,521	3,000	▲
		Monthly Metromover service availability	Dec '24	▼	99.4%	100.0%	99.2%	100.0%	▼
		Mean Distance Between Hard Failures (Mover)	Dec '24	▼	4,064	6,000	3,067	6,000	▼
		Escalator Availability (Metrorail & Metromover)	Dec '24	▼	82.2%	95.0%	86.3%	95.0%	▼
		Elevator Availability (Metrorail & Metromover)	Dec '24	▼	82.1%	96.0%	85.1%	96.0%	▼
		On-time performance (STS)	Dec '24	▲	88.55%	87.00%	88.39%	87.00%	▲
		On-time performance (Metrobus)	Dec '24	▼	61.3%	78.0%	62.4%	78.0%	▼
		Total monthly boardings for the transit system	Dec '24	▼	6,735,361	7,500,000	20,530,263	22,500,000	▼
		All complaints per 100K boardings for Bus	Dec '24	▲	9.16	15.00	8.14	15.00	▲
		All complaints per 100K boardings for Rail	Dec '24	▼	2.74	1.50	2.32	1.50	▼
		All complaints per 100K boardings for Mover	Dec '24	▲	0.16	0.50	0.52	0.50	▲
		All complaints per 100,000 boardings for bus, rail, and mover	Dec '24	▲	7.13	12.00	6.40	12.00	▲
		Percentage of ADA Accommodations completely Processed Quarterly	'25 FQ1	▲	100.00%	100.00%	100.00%	100.00%	▲
		Metrorail/ Metromover elevator and escalator availability	Dec '24	▼	0.82%	96.00%	0.86%	96.00%	▼
		Number of ADA Facilities Inspected Quarterly	'25 FQ1		9	n/a	9	n/a	
		Number of Golden Passports 64 and under	Dec '24	▲	9,502	9,150	28,019	27,450	▲
		Rail on-time performance	Dec '24	▼	60.97%	95.00%	59.69%	95.00%	▼
		Number of commuter reduced EASY Cards	Dec '24	▼	432	1,000	1,595	3,000	▼
		Number of Golden Passports 65 and Over	Dec '24	▲	206,377	197,075	618,398	591,225	▲
	Expand and modernize public transportation systems and options while minimizing carbon emissions	Total number of ◈ revenue miles (Metrobus)	Dec '24	▼	1,922,342	2,398,773	5,737,220	7,196,318	▼

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	**Expand and modernize public transportation systems and options while minimizing carbon emissions**	Total number of revenue miles (Metrorail)	Dec '24	▼	703,598	734,451	2,035,038	2,203,352	▼
		Total number of revenue miles (Metromover)	Dec '24	▼	56,902	96,000	159,901	288,000	▼
		SPI - South Miami-Dade corridor project development	'24 FQ2	▼	0.89	1.00	0.89	1.00	▼
	Facilitate connectivity at major points of interest and throughout the transportation system	Number of vehicles parked at Metrorail Stations	Dec '24	▼	63,590	117,000	180,183	351,000	▼
		Activity of passenger movement per month between Miami International Airport and the Metrorail system	Dec '24	▼	73,400	83,333	208,400	249,999	▼
	Promote traffic and roadway safety	Total number of traffic control and street name signs installed, repaired and or replaced	Dec '24	▼	2,568	2,800	6,908	8,400	▼
		Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Dec '24	▲	100.0%	99.0%	100.0%	99.0%	▲
	Improve safety for pedestrians and bicyclists	Percentage of traffic signals in service	Dec '24	▲	97.9%	95.0%	98.2%	95.0%	▲
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Dec '24	▲	59.66%	50.00%	80.36%	50.00%	◣
		Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'25 FQ1	▼	18.42%	50.00%	18.42%	50.00%	▼
	Ensure the safe operation of public transit	Number of security post inspections	Dec '24	▼	873	950	1,044	950	▲
		Number of uniformed and/or plain-clothed; police details completed for the month	Dec '24	▼	40	50	143	150	▼
		Approved submittal of DTPW Annual Safety Certification to the FDOT State Safety Oversight	2024	▲	Yes	Yes	Yes	Yes	
	Harden and maintain roadway infrastructure	Total number of potholes and drop-offs repaired	Dec '24	◣	818	650	3,013	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%	31.05%	80.00%	▼
	Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures	Mean distance between failures (Metrobus)	Dec '24	▼	2,872	4,000	2,741	4,000	▼
		Preventative maintenance adherence (Metrobus)	Dec '24	▼	77.0%	90.0%	83.5%	90.0%	▼
		Mean Distance Between Mainline Failures (Rail)	Dec '24	▲	4,722	3,000	4,521	3,000	▲
		Mean distance between hard failures (Metrorail)	Dec '24	▲	58,633	39,000	56,220	39,000	▲
		Preventative maintenance adherence (Metrorail)	Dec '24	▼	87.0%	90.0%	87.7%	90.0%	▼
		Preventative maintenance adherence (Metromover)	Dec '24	▲	95.5%	90.0%	92.0%	90.0%	▲
		Mean Distance Between Hard Failures (Mover)	Dec '24	▼	4,064	6,000	3,067	6,000	▼
		Escalator Availability (Metrorail & Metromover)	Dec '24	▼	82.2%	95.0%	86.3%	95.0%	▼
		Elevator Availability (Metrorail & Metromover)	Dec '24	▼	82.1%	96.0%	85.1%	96.0%	▼
		Percentage of nonrevenue vehicles that have not met or exceeded Useful Life Benchmark	2024 FY	▲	71%	60%	71%	60%	▲
		Percentage of facilities inspected during the fiscal year meeting State of Good Repair ranking greater than three	2024 FY	▲	90.00%	80.00%	90.00%	80.00%	▲
		Percentage of revenue vehicles have not met or exceeded Useful Life Benchmark	2024 FY	▲	92.00%	80.00%	92.00%	80.00%	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Promote clean, attractive roads and rights-of-way	Miles of roadway swept per month	Dec '24	▼	508	825	1,784	2,475	▼
		Number of Bus Stop Inspections	Dec '24	▲	503	350	433	350	▲
	Promote livable and beautiful neighborhoods	NEAT- Total Problem Sites Resolved (EA)	Dec '24	◈	2,792	1,000	11,991	3,000	◈
	Mitigate community flood risk	Miles of roadway swept per month	Dec '24	▼	508	825	1,784	2,475	▼
		Canal miles mechanically harvested	Dec '24	▼	4.35	25.36	16.58	76.08	▼
		Number of flooding complaints for validation	Dec '24	▼	3	4	15	12	▲
		Canal- Herbicide Spraying (Miles)	Dec '24	▼	8 miles	52 miles	33 miles	156 miles	▼
		Percentage of drain cleaning service requests completed within 30 days of complaint	Dec '24	◈	100.00%	80.00%	58.51%	80.00%	▼
		Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Dec '24	▲	100.0%	100.0%	100.0%	100.0%	▲
	Protect, maintain, and restore beaches, the coastline, Biscayne Bay, and other bodies of water	Percentage of drain cleaning service requests completed within 30 days of complaint	Dec '24	◈	100.00%	80.00%	58.51%	80.00%	▼
		Drains- Total Drains Cleaned (EA)	Dec '24	▲	853	800	2,823	2,400	◈
	Promote the independence and wellbeing of the elderly	Number of Golden Passports 65 and Over	Dec '24	▲	206,377	197,075	618,398	591,225	▲
	Provide the necessary support services for vulnerable residents and special populations	Number of Golden Passports 64 and under	Dec '24	▲	9,502	9,150	28,019	27,450	▲
	Ensure security at airports, seaport and on public transit	Number of security post inspections	Dec '24	▼	873	950	1,044	950	▲
		Reportable Part I Crimes (Serious)	Dec '24	▲	3	10	2	10	▲
		Reportable Part II Crimes (Petty)	Dec '24	▲	1	5	1	15	▲
	Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate	Number of e-Newsletter subscribers (Cumulative)	Dec '24		4,145	n/a	12,270	n/a	
		Percentage increase of e-Newsletter subscribers	'25 FQ1	▲	6.01%	2.00%	6.01%	2.00%	▲
	Lead community sustainability efforts and climate change mitigation and adaptation strategies	Canal miles mechanically harvested	Dec '24	▼	4.35	25.36	16.58	76.08	▼
	Secure regulated business' satisfaction and trust	Wait-time at the for-hire vehicle inspection station (in minutes)	Dec '24	▲	16	25	18	25	▲
	For-hire Services that Meet the Public Needs	Individuals trained at for-hire trainings	Dec '24	▼	105	128	389	384	▲
Financial	Effectively prioritize, allocate and use resources to meet the current and future operating and capital needs for all our residents	Expen: Total (DTPW)	'25 FQ1	▲	$199,368K	$219,270K	$199,368K	$219,270K	▲
		Positions: Full-time Filled (DTPW) ◈	'25 FQ1	▼	3,534	4,204	n/a	n/a	
		Number of FTA grants awarded	2024 FY	▼	3	7	3	7	▼
		Revenue: Total (DTPW) ◈	'25 FQ1	▼	$166,337K	$219,270K	$166,337K	$219,270K	▼
		Number of FDOT grants awarded	2024 FY	▲	13	11	13	11	▲
Internal	Ensure an inclusive and diverse workforce	Percentage of leadership positions filled by women	2024 FY	▲	37.91%	35.00%	37.91%	35.00%	▲
Learning and Growth	Promote employee development and leadership	Number of Learning and Development WORKSHOPS offered by DTPW HR Training and Development Unit at the end of the reporting period ◈	'25 FQ1	▲	27	9	27	9	▲
		Number of employees that attended ◈	'25 FQ1	▲	292	5	292	5	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Learning and Growth	**Promote employee development and leadership**	Leadership Development Trainings							
		Percentage of Performance Appraisals completed within 30 days of due date	'25 FQ1	▼	95.00%	100.00%	95.00%	100.00%	▼

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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.

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Total number of revenue miles (Metrobus)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						Colmenares, Lisa (DTPW)
Total number of revenue miles (Metrorail)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						Colmenares, Lisa (DTPW)
Total number of revenue miles (Metromover)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						Colmenares, Lisa (DTPW)
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						Ferrer Diaz, Josiel (DTPW); Knight, Lydia (DTPW)
Percentage of facilities inspected during the fiscal year meeting State of Good Repair ranking greater than three	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						Colmenares, Lisa (DTPW)
Number of employees that attended Leadership Development Trainings	Recruit and Retain Qualified Staff	1/11/2024	In Progress						Ferrer Diaz, Josiel (DTPW); Knight, Lydia (DTPW)
Revenue: Total (DTPW)	Identify and Secure Funding	2/24/2023	In Progress						Colmenares, Lisa (DTPW)
SPI - South Miami-Dade corridor project development	Attract and Retain Riders on the Transit System / Increase Mobility Options	2/24/2023	In Progress						Ferrer Diaz, Josiel (DTPW)

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Initiatives for Scorecard

There is no data for the selected filter

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Name contains any Department of Transportation and Public Works