

As Of <= 03/31/2025





























































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: Miller, Stacy (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	Mar '25		94.9%	95.0%	97.2%	95.0%	
		Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Mar '25		100.00%	99.00%	100.00%	99.00%	
		% of Follow-Up Responses to Citizen Complaints w/in Five Days	Mar '25		100%	90%	100%	90%	
	Expand and improve bikeway, greenway and sidewalk system	Rickenbacker toll revenue collected (in thousands)	2024 FY		\$12,250	\$13,062	\$12,250	\$13,062	
		Miles of sidewalks added/rehabilitated	'25 FQ2		0.75	2.50	2.47	5.00	
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Mar '25		26.91%	50.00%	56.23%	50.00%	
	Provide reliable, accessible, and affordable transit service	Mean distance between failures (Metrobus)	Mar '25		3,066	4,000	2,841	4,000	
		Average Weekday Boardings - Bus	Mar '25		183,802	241,000	184,763	241,000	
		Average Weekday Boardings - Mover	Mar '25		22,874	30,000	21,388	30,000	
		Average Weekday Boardings - Rail	Mar '25		53,488	40,000	52,083	40,000	
		Mean Distance Between Mainline Failures (Rail)	Mar '25		3,552	3,000	4,471	3,000	
		Monthly Metromover service availability	Mar '25		99.2%	100.0%	99.2%	100.0%	
		Mean Distance Between Hard Failures (Mover)	Mar '25		3,423	6,000	3,800	6,000	
		Escalator Availability (Metrorail & Metromover)	Mar '25		95.9%	95.0%	96.2%	95.0%	
		Elevator Availability (Metrorail & Metromover)	Mar '25		96.0%	96.0%	96.0%	96.0%	
		On-time performance (STS)	Mar '25		88.35%	87.00%	88.48%	87.00%	
		On-time performance (Metrobus)	Mar '25		60.7%	78.0%	61.8%	78.0%	
		Total monthly boardings for the transit system	Mar '25		7,017,319	7,500,000	41,352,553	45,000,000	
		All complaints per 100K boardings for Bus	Mar '25		10.21	15.00	9.40	15.00	
		All complaints per 100K boardings for Rail	Mar '25		3.67	1.50	2.55	1.50	
		All complaints per 100K boardings for Mover	Mar '25		0.63	0.50	0.60	0.50	
		All complaints per 100,000 boardings for bus, rail, and mover	Mar '25		8.05	12.00	7.37	12.00	
		Percentage of ADA Accommodations completely Processed Quarterly	'25 FQ2		0.00%	100.00%	50.00%	100.00%	
		Metrorail/ Metromover elevator and escalator availability	Mar '25		95.95%	96.00%	96.06%	96.00%	
		Number of ADA Facilities Inspected Quarterly	'25 FQ2		0	n/a	9	n/a	
		Number of Golden Passports 64 and under	Mar '25		7,980	9,150	53,576	54,900	
		Rail on-time performance	Mar '25		70.31%	95.00%	62.33%	95.00%	
		Number of commuter reduced EASY Cards	Mar '25		396	1,000	2,797	6,000	
		Number of Golden Passports 65 and Over	Mar '25		207,392	197,075	1,239,496	1,182,450	
	Expand and modernize public transportation systems and options while minimizing carbon emissions	Total number of revenue miles (Metrobus)	Mar '25		1,929,346	2,398,773	11,259,066	14,392,635	



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) 	Mar '25		651,554	734,451	3,932,760	4,406,704	
		Total number of revenue miles (Metromover) 	Mar '25		71,882	96,000	353,559	576,000	
		SPI - South Miami-Dade corridor project development 	'25 FQ1		0.88	1.00	0.88	1.00	
	Facilitate connectivity at major points of interest and throughout the transportation system	Number of vehicles parked at Metrorail Stations	Mar '25		181,140	117,000	510,952	702,000	
		Activity of passenger movement per month between Miami International Airport and the Metrorail system	Mar '25		66,500	83,333	409,600	499,998	
	Promote traffic and roadway safety	Total number of traffic control and street name signs installed, repaired and or replaced	Mar '25		3,069	2,800	15,494	16,800	
		Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Mar '25		100.00%	99.00%	100.00%	99.00%	
	Improve safety for pedestrians and bicyclists	Percentage of traffic signals in service	Mar '25		94.9%	95.0%	97.2%	95.0%	
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Mar '25		26.91%	50.00%	56.23%	50.00%	
		Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'25 FQ2		4.03%	50.00%	11.79%	50.00%	
	Ensure the safe operation of public transit	Number of security post inspections	Mar '25		1,025	950	935	950	
		Number of uniformed and/or plain-clothed; police details completed for the month	Mar '25		49	50	298	300	
		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	Mar '25		942	650	5,728	3,900	
		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	Mar '25		69.20%	80.00%	31.19%	80.00%	
	Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures	Mean distance between failures (Metrobus)	Mar '25		3,066	4,000	2,841	4,000	
		Preventative maintenance adherence (Metrobus)	Mar '25		94.3%	90.0%	89.0%	90.0%	
		Mean Distance Between Mainline Failures (Rail)	Mar '25		3,552	3,000	4,471	3,000	
		Mean distance between hard failures (Metrorail)	Mar '25		59,232	39,000	60,315	39,000	
		Preventative maintenance adherence (Metrorail)	Mar '25		95.0%	90.0%	96.0%	90.0%	
		Preventative maintenance adherence (Metromover)	Mar '25		100.0%	90.0%	95.3%	90.0%	
		Mean Distance Between Hard Failures (Mover)	Mar '25		3,423	6,000	3,800	6,000	
		Escalator Availability (Metrorail & Metromover)	Mar '25		95.9%	95.0%	96.2%	95.0%	
		Elevator Availability (Metrorail & Metromover)	Mar '25		96.0%	96.0%	96.0%	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	Mar '25		809	825	3,826	4,950	
		Number of Bus Stop Inspections	Mar '25		614	350	572	350	
	Promote livable and beautiful neighborhoods	NEAT- Total Problem Sites Resolved (EA)	Mar '25		2,874	1,000	20,969	6,000	
	Mitigate community flood risk	Miles of roadway swept per month	Mar '25		809	825	3,826	4,950	
		Canal miles mechanically harvested	Mar '25		6.84	25.36	37.69	152.16	
		Number of flooding complaints for validation	Mar '25		2	4	23	24	
		Canal- Herbicide Spraying (Miles)	Mar '25		31 miles	52 miles	94 miles	312 miles	
		Percentage of drain cleaning service requests completed within 30 days of complaint	Mar '25		100.00%	80.00%	69.54%	80.00%	
		Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Mar '25		100.0%	100.0%	100.0%	100.0%	
		Percentage of drain cleaning service requests completed within 30 days of complaint	Mar '25		100.00%	80.00%	69.54%	80.00%	
		Drains- Total Drains Cleaned (EA)	Mar '25		1,164	800	6,493	4,800	
		Number of Golden Passports 65 and Over	Mar '25		207,392	197,075	1,239,496	1,182,450	
	Promote the independence and wellbeing of the elderly	Number of Golden Passports 64 and under	Mar '25		7,980	9,150	53,576	54,900	
	Provide the necessary support services for vulnerable residents and special populations	Number of security post inspections	Mar '25		1,025	950	935	950	
		Reportable Part I Crimes (Serious)	Mar '25		2	10	3	10	
		Reportable Part II Crimes (Petty)	Mar '25		0	5	1	30	
	Ensure security at airports, seaport and on public transit	Number of e-Newsletter subscribers (Cumulative)	Mar '25		4,290	n/a	25,028	n/a	
		Percentage increase of e-Newsletter subscribers	'25 FQ2		2.01%	2.00%	4.01%	2.00%	
	Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate	Canal miles mechanically harvested	Mar '25		6.84	25.36	37.69	152.16	
	Lead community sustainability efforts and climate change mitigation and adaptation strategies	Wait-time at the for-hire vehicle inspection station (in minutes)	Mar '25		48	25	28	25	
	Secure regulated business' satisfaction and trust	Individuals trained at for-hire trainings	Mar '25		87	128	718	768	
	For-hire services that meet the public needs								
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 FQ2		\$231,426K	\$219,270K	\$430,794K	\$438,540K	
		Positions: Full-time Filled (DTPW)	'25 FQ2		3,529	4,204	n/a	n/a	
		Number of FTA grants awarded	2024 FY		3	7	3	7	
		Revenue: Total (DTPW)	'25 FQ2		\$66,037K	\$219,268K	\$232,374K	\$438,538K	
		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 FQ2		26	9	53	18	
		Number of employees that attended	'25 FQ2		315	5	607	10	

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 FQ2	☑	90.00%	100.00%	92.50%	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