

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 **Owner:** Miller, Stacy (DTPW) Miami-Dade County residents, businesses, and visitors by delivering safe, clean, efficient, reliable, sustainable and **Department:** Transportation and Public Works equitable public transportation infrastructure and services

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Ensure security at airports, seaport and on public transit	Number of security post inspections	Jun '25	▲	1,236	950	1,039	950	▲
		Reportable Part I Crimes (Serious)	Jun '25	▲	1	10	2	10	▲
		Reportable Part II Crimes (Petty)	Jun '25	▲	0	5	1	45	▲
	Ensure the safe operation of public transit	Number of security post inspections	Jun '25	▲	1,236	950	1,039	950	▲
		Number of uniformed and/or plain-clothed police details completed	Jun '25	▼	46	50	449	450	▼
		Approved submittal of DTPW Annual Safety Certification to the FDOT State Safety Oversight	2024	▲	Yes	Yes	Yes	Yes	
	Expand and improve bikeway, greenway and sidewalk system	Miles of sidewalks added/rehabilitated	'25 FQ3	▼	2.23	2.50	4.70	7.50	▼
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Jun '25	▲	81.87%	50.00%	64.68%	50.00%	▲
	Expand and modernize public transportation systems and options while minimizing carbon emissions	Total number of revenue miles (Metrobus)	Jun '25	▼	1,816,861	2,398,773	16,892,235	21,588,953	▼
		Total number of revenue miles (Metrorail)	Jun '25	▼	661,720	734,451	5,960,206	6,610,055	▼
		Total number of revenue miles (Metromover)	Jun '25	▼	54,830	96,000	548,699	864,000	▼
		SPI - South Miami-Dade corridor project development	'25 FQ2	▼	0.86	1.00	0.86	1.00	▼
	Facilitate connectivity at major points of interest and throughout the transportation system	Number of vehicles parked at Metrorail stations	Jun '25	▼	67,645	117,000	745,984	1,053,000	▼
		Number of monthly Metrorail passengers at Miami International Airport (Boardings Only)	Jun '25	▼	32,393	37,801	67,263	75,602	▼
	For-hire services that meet the public needs	Individuals trained at for-hire trainings	Jun '25	▲	143	128	1,115	1,152	▼
	Harden and maintain roadway infrastructure	Total number of potholes and drop-offs repaired	Jun '25	▼	525	650	8,086	5,850	▲
		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	Jun '25	■	78.68%	80.00%	41.85%	80.00%	▼
	Lead community sustainability efforts and climate change mitigation and adaptation strategies	Canal miles mechanically harvested	Jun '25	▼	5.75	25.36	54.60	228.24	▼
	Improve safety for pedestrians and bicyclists	Percentage of traffic signals in service	Jun '25	▲	99.5%	95.0%	97.5%	95.0%	▲
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Jun '25	▲	81.87%	50.00%	64.68%	50.00%	▲
		Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'25 FQ3	▼	19.23%	50.00%	14.01%	50.00%	▼
	Mitigate community flood risk	Miles of roadway swept	Jun '25	▼	402	825	5,830	7,425	▼

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Mitigate community flood risk	Canal miles mechanically harvested	Jun '25	▼	5.75	25.36	54.60	228.24	▼
		Number of flooding complaints received	Jun '25	▲	9	4	38	36	▲
		Canal- Herbicide Spraying (Miles)	Jun '25	▼	36 miles	52 miles	181 miles	468 miles	▼
		Percentage of drain cleaning service requests completed within 30 days of complaint	Jun '25	▲	100.00%	80.00%	82.13%	80.00%	▲
		Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Jun '25	▲	100.0%	100.0%	100.0%	100.0%	▲
	Promote efficient traffic flow on Miami-Dade County roadways	Percentage of traffic signals in service	Jun '25	▲	99.5%	95.0%	97.5%	95.0%	▲
		Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Jun '25	▲	100.00%	99.00%	100.00%	99.00%	▲
		Percentage of Follow-Up Responses to Citizen Complaints w/in Five Days	Jun '25	▲	100%	90%	99%	90%	▲
	Promote traffic and roadway safety	Rickenbacker toll revenue collected (in thousands)	2024 FY	▼	\$12,250	\$13,062	\$12,250	\$13,062	▼
		Total number of traffic control and street name signs installed, repaired and/or replaced	Jun '25	▼	2,059	2,800	22,961	25,200	▼
	Provide reliable, accessible, and affordable transit service	Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Jun '25	▲	100.00%	99.00%	100.00%	99.00%	▲
		Mean distance between failures (Metrobus) (in miles)	Jun '25	▼	2,805	4,000	2,834	4,000	▼
		Average Weekday Boardings - Bus	Jun '25	▼	158,964	241,000	180,979	241,000	▼
		Average Weekday Boardings - Mover	Jun '25	▼	22,253	30,000	22,371	30,000	▼
		Average Weekday Boardings - Rail	Jun '25	▲	46,804	40,000	51,512	40,000	▲
		Mean Distance Between Mainline Failures (Rail)	Jun '25	▲	4,060	3,000	4,222	3,000	▲
		Metromover service availability	Jun '25	▼	99.1%	100.0%	99.2%	100.0%	▼
		Mean Distance Between Hard Failures (Mover)	Jun '25	▼	3,225	6,000	3,898	6,000	▼
		Escalator availability (Metrorail & Metromover)	Jun '25	▲	97.2%	95.0%	96.3%	95.0%	▲
		Elevator availability (Metrorail & Metromover)	Jun '25	▲	98.7%	96.0%	96.7%	96.0%	▲
		On-time performance (STS)	Jun '25	▲	91.67%	87.00%	88.90%	87.00%	▲
		On-time performance (Metrobus)	Jun '25	▼	67.5%	78.0%	62.7%	78.0%	▼
		Total boardings for the transit system	Jun '25	▼	5,974,895	7,500,000	61,062,455	67,500,000	▼
		All complaints per 100K boardings for Bus	Jun '25	▲	13.29	15.00	10.27	15.00	▲
		All complaints per 100K boardings for Rail	Jun '25	▼	5.38	1.50	3.20	1.50	▼
		All complaints per 100K boardings for Mover	Jun '25	▼	1.73	0.50	0.75	0.50	▼
		All complaints per 100,000 boardings for bus, rail, and mover	Jun '25	▲	10.61	12.00	8.06	12.00	▲
		Percentage of ADA Accommodations completely Processed Quarterly	'25 FQ3	▲	100.00%	100.00%	100.00%	100.00%	▲
		Metrorail/ Metromover elevator and escalator availability	Jun '25	▲	97.97%	96.00%	96.49%	96.00%	▲
		Number of ADA Facilities Inspected Quarterly	'25 FQ3	▼	0	5	9	10	▼
	Number of Golden Passports issued to residents aged 64 and under	Jun '25	▼	7,422	9,150	75,335	82,350	▼	
	Rail on-time performance	Jun '25	▼	65.68%	95.00%	64.27%	95.00%	▼	
	Number of active commuter-reduced fare EASY Cards	Jun '25	▼	387	450	440	450	▼	
	Number of Golden Passports issued to residents aged 65 and over	Jun '25	▲	208,237	197,075	1,863,526	1,773,675	▲	
Promote clean, attractive roads and rights-of-way	Miles of roadway swept	Jun '25	▼	402	825	5,830	7,425	▼	
	Number of Bus Stop Inspections	Jun '25	▼	310	350	497	350	▲	
Promote livable and beautiful	NEAT- Total Problem Sites Resolved (EA)	Jun '25	▲	2,084	1,000	25,717	9,000	▲	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal		
Customer	neighborhoods									
	Promote the independence and wellbeing of the elderly	Number of Golden Passports issued to residents aged 65 and over	Jun '25		208,237	197,075	1,863,526	1,773,675		
	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	Jun '25		100.00%	80.00%	82.13%	80.00%		
		Drains- Total Drains Cleaned (EA)	Jun '25		600	800	8,664	7,200		
	Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures	Mean distance between failures (Metrobus) (in miles)	Jun '25		2,805	4,000	2,834	4,000		
		Preventative maintenance adherence (Metrobus)	Jun '25		89.6%	90.0%	88.7%	90.0%		
		Mean Distance Between Mainline Failures (Rail)	Jun '25		4,060	3,000	4,222	3,000		
		Mean distance between hard failures (Metrorail) (in miles)	Jun '25		36,762	39,000	56,451	39,000		
		Preventative maintenance adherence (Metrorail)	Jun '25		95.0%	90.0%	95.9%	90.0%		
		Preventative maintenance adherence (Metromover)	Jun '25		100.0%	90.0%	96.9%	90.0%		
		Mean Distance Between Hard Failures (Mover)	Jun '25		3,225	6,000	3,898	6,000		
		Escalator availability (Metrorail & Metromover)	Jun '25		97.2%	95.0%	96.3%	95.0%		
		Elevator availability (Metrorail & Metromover)	Jun '25		98.7%	96.0%	96.7%	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%		
	Provide the necessary support services for vulnerable residents and special populations	Number of Golden Passports issued to residents aged 64 and under	Jun '25		7,422	9,150	75,335	82,350		
		Secure regulated business' satisfaction and trust	Wait-time at the for-hire vehicle inspection station (in minutes)	Jun '25		15	25	25	25	
			Number of e-Newsletter subscribers (Cumulative)	Jun '25		4,378	n/a	38,072	n/a	
		Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate	Percentage increase of e-Newsletter subscribers	'25 FQ3		2.05%	2.00%	3.36%	2.00%	
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 FQ3		\$237,604K	\$219,269K	\$668,398K	\$657,809K		
		Positions: Full-time Filled (DTPW)	'25 FQ3		3,675	4,204	n/a	n/a		
		Number of FTA grants awarded	2024 FY		3	7	3	7		
		Revenue: Total (DTPW)	'25 FQ3		\$128,119K	\$219,269K	\$360,493K	\$657,807K		
		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	'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	attended 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