Internal Services Department

Overview: ISD provides a wide range of internal support services for the ongoing operation of County government. The
Department focuses on promoting operational best practices and efficient government operations.
As part of the General Government and Economic Development strategic areas, ISD supports governmental
operations by providing procurement services, countywide vendor services, facility and infrastructure management,
program management office's design and construction project management, fleet management, risk management,
surplus property disposition services, capital inventory management, and small business development and services.
Through these various business lines, ISD is engaged in real estate development and management, Americans with
Disabilities Act compliance, elevator regulation, materials management and parking services.
Mission: The Internal Services Department provides a wide range of support to ensure the effective operation of
Miami-Dade County government; delivering the highest quality service to internal and external customers and to our
community through innovation and best practices.
Vision: Success through collaboration.
Values: Internal Services Department: Where service is our middle name.
 Strategic: Planning for success
 Expertise: Leadership through experience and knowledge
 Responsive: Ready to serve
 Visionary: Forward thinking
 Integrity: Do the right thing
 Collaborative: Leverage collective talent
 Effective: Providing quality solutions

Owner: Hall, Raymond (PIOD)
Department: People and Internal Operations Department

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	**Achieve excellence in customer satisfaction**	Percentage of Customer Satisfaction with Work Orders and Service Tickets	'25 FQ4		No Data	90%	n/a	90%	
		Customer satisfaction with service levels and quality of work	'25 FQ4	🔻	3.5 / 5.0	4.3 / 5.0	4.5 / 5.0	4.3 / 5.0	🔺
	Maintain competitive fleet management operations	Percentage of heavy equipment repair work orders completed by Fleet technicians in 8 days or less.	'25 FQ4	🔺	88%	80%	90%	80%	🔺
		Percentage of light vehicles purchased for ISD that are electric (EVs)	2024 FY	🔺	78%	20%	78%	20%	🔺
		Percentage of light vehicles purchased Countywide that are electric (EVs)	2024 FY	🔺	32%	20%	n/a	n/a	
		Number of customer engagement events with all County department transportation coordinators in a fiscal year	2025 FY		12	n/a	12	n/a	
		Percentage of light equipment preventive maintenance jobs completed on or before the designated interval	'25 FQ4	🟨	63%	70%	65%	70%	🟨
		Percentage of heavy equipment preventive maintenance jobs completed on or before the designated interval	'25 FQ4	🔻	60%	70%	63%	70%	🟨
		Percentage of light equipment repair work orders completed by Fleet technicians in 8 days or less	'25 FQ4	🔻	56%	80%	62%	80%	🔻
		Financial savings from tire recapping, reducing number of new tires purchased	'25 FQ3	🔺	$1,260,449	$450,000	$2,871,049	$1,350,000	🔺
		Metric tons of carbon dioxide (CO2) emissions conserved by recapping tires	'25 FQ3		663	n/a	2,077	n/a	
	Provide efficient design and construction projects via program management office	Percentage of construction projects completed on budget	2025 FY	🔺	100%	80%	100%	80%	🔺
		Percentage of construction projects completed on schedule	2025 FY	🔻	6%	55%	6%	55%	🔻
	Provide efficient risk management services	Subrogation collections	'25 FQ4	🔻	$235,824	$365,000	$1,326,826	$1,460,000	🟨

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Provide efficient risk management services	Percentage of liability claimants contacted within 48 hours (2 Point Contact - 2PC)	Q3 '25		100	n/a	390	179	🔼
		Customer satisfaction with risk management services	'25 FH2	🟨	4.0 / 4.0	5.0 / 4.0	4.0 / 4.0	5.0 / 4.0	🟨
		Percentage of workers' compensation claimants contacted within 24 hours (3 Point Contact - 3PC)	Q3 '25	🔼	95	95	389	380	🔼
		Percentage on County Departments Audited	H2 '25	🔼	60	60			
	Offer efficient business services	Percentage of annual capital asset inventory department reconciliations completed	2025 FY	🔼	100%	100%	100%	100%	🔼
		Percentage of print and mail assignments with standard manufacturing specifications completed timely following proof approvals	'25 FQ4	🔼	100%	95%	100%	95%	🔼
		Percentage of customers satisfied with print shop services	'25 FH2	🔼	100%	90%	100%	90%	🔼
Financial	MEET BUDGET TARGETS	Total Accounts Receivable (ISD)	'25 FQ4	🔽	$24,866	$15,000	$24,866	$15,000	🔽
		Revenue: Total (ISD)	'25 FQ4	🔼	$229,711	$110,131	$428,625	$440,524	🔽
		Expenses: Total	'25 FQ4	🔽	$132,867	$110,131	$412,640	$440,524	🔼
		Positions: Number of full-time positions filled	'25 FQ3	🔽	711	923	767	923	🔽
	Accounting compliance with financial laws	Percentage of Invoices Processed Within 30 Calendar Days of Receipt	'25 FQ4	🔼	94%	88%	93%	90%	🔼
Internal	Maintain competitive fleet management operations	Percentage of selected light equipment repairs that surpass industry standards	'25 FQ3	🔼	92%	90%	94%	90%	🔼
		Percent difference between Fleet's light equipment labor rate and the average private sector rate	2025 FY	🔼	66%	10%	66%	10%	🔼
		Percentage of selected heavy equipment repairs that surpass industry standards	'25 FQ4	🔼	93%	90%	92%	90%	🔼
		Percent difference between Fleet's heavy equipment labor rate and the average private sector rate	2025 FY	🔼	106%	10%	106%	10%	🔼
	Provide cost saving real estate management services	Number of calendar days to process tax deed properties either for County use or for surplus circulation	2024 FY	🔼	No Data	120	n/a	120	
		Percentage of leased properties physically inspected that are compliant with all lease terms	2024 FY		No Data	74%	n/a	74%	
		Dollar value of surplus property sold	2024 FY	🟨	$100,000	$510,000	$100,000	$510,000	🟨
	Provide efficient design and construction services via program management office	Percentage of Projects that were competitively bid and awarded within 90 calendar days.	'25 FQ4	🔽	75%	80%	63%	80%	🔽
		Number of new construction attaining LEED Silver Certified	2025 FY	🔼	2	1	2	1	🔼
		Percentage of projects that require additional funding thru the issuance of a Change Order	'25 FQ4	🔼	4.0%	20.0%	3.5%	20.0%	🔼
		Percent of actual revenue realized compared to budget amount	'25 FQ4	🔽	66%	100%	66%	100%	🔽
		Percentage of Capital Projects that were competitively bid and awarded within 180 calendar days.	'25 FQ4		No Data	80%	n/a	80%	
	Maintain excellent facilities and infrastructure	Meet or exceed 3:1 ratio of active EVs to available charging ports	'25 FQ4	🔽	65%	100%	71%	100%	🔽
		Total building operating expenses per square foot	2025 FY	🟨	$9.50	$9.00	$9.50	$9.00	🟨
		Square footage maintained per maintenance employee	2025 FY		67,766Sq. Ft.	90,000Sq. Ft.	67,766Sq. Ft.	90,000Sq. Ft.	🔼
		Benchmark all ISD managed buildings in ENERGY STAR® Portfolio Manager®	'25 FH2	🔼	100%	95%	100%	95%	🔼
	Improve effectiveness of the ADA office	Number of ADA trainings provided to County and municipality ADA professionals/employees or external agencies.	'25 FQ4	🔼	4	3	13	10	🔼
		Number of Communication Efforts/Activities leading to improved ADA Awareness/Access to resources	'25 FQ4	🔼	50	5	64	18	🔼
		Number of trainings completed by ADA Office staff towards ADA coordinator certification or maintenance	'25 FQ4	🔼	19	4	45	12	🔼
		Effectiveness of trainings delivered by ADA Office staff	'25 FQ4	🔼	5	5	18	18	🔼

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Internal	**Improve effectiveness of the ADA office**	(Satisfaction survey response)							
		% of the ADA Coordinator SharePoint page updated	'25 FQ4		100	n/a	400	200	🔺
		Number of interactions/engagement activities w/County and external constituents	'25 FQ4	🔺	50	12	109	44	🔺
		Number of ADA Compliance reviews completed at PIOD-managed facilities	'25 FQ4	🔺	5	1	9	7	🔺
		Percentage of online resource database updated.	'25 FQ4	🔺	100%	100%	100%	100%	🔺
Learning and Growth	**Recruit, develop, and retain talented human capital**	Number of ISD employees to receive Lean Six Sigma training	2022 FY	🔺	21	5	21	5	🔺
		Number of ISD employees to receive frontline leadership development training	2023 FY	🔻	36	100	36	100	🔻
		Number of vacancies	'24 FQ1	🔻	109	92	109	92	🔻
		Number of professional development trainings attended by ISD employees	2025 FY		1,011	n/a	1,011	n/a	
		ISD employee satisfaction rating	2021 FY		No Data	75.0%	n/a	75.0%	

Edit Scorecard

Back to Start

Key: ◆ - Initiative * - 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 Scorecard

There is no data for the selected filter

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Name contains any Internal Services Department