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	Sep '25	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 Services Department	Number of residents that participated in employability skills training workshops or one-on-one job coaching	2025 FY	958	439	▲	958	439	▲
			Number of residents who secured employment as a result of CSD efforts	2025 FY	276	300	▼	276	300	▼
	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)	Sep '25	277	224	▲	3,332	2,883	▲
			Enplaned passengers (1,000s)	Sep '25	1,829	2,030	▼	27,717	28,150	▼
			New passenger routes (FYTD)	'25 FQ4	0	0	▲	4	2	▲
		Cultural Affairs	Number of attendees at Miami-Dade County owned cultural facilities (Caleb Center, AHAC, MDCA, Moss Center)	'25 FQ4	26,659	22,400	▲	143,696	139,210	▲
		Parks, Recreation and Open Spaces	Number of paying attendees at Miami-Dade County owned recreation attractions	Sep '25	29,889	9,669	▲	757,661	194,075	▲
		Seaport	Seaport cargo tonnage - Quarterly	'25 FQ4	2,413.99	2,832.50	▼	9,921.20	11,330.00	▼
			Cruise passengers (in thousands)	Sep '25	549	692	▼	8,564	8,300	▲
			Cargo volume handled (TEUs)	Sep '25	85,706	90,000	▼	1,115,692	1,080,000	▲
	ED1-5: Provide world-class airport and seaport facilities	Aviation	MIA cargo tonnage (1,000s)	Sep '25	277	224	▲	3,332	2,883	▲
			Enplaned passengers (1,000s)	Sep '25	1,829	2,030	▼	27,717	28,150	▼
			MIA cost per enplaned passenger	'25 FQ4	$17.62	$17.45	▼	$17.62	$17.45	▼
			Landing fee rate (per 1,000 lbs. in dollars)	'25 FQ4	$1.65	$1.65	▲	$1.65	$1.65	▲
			Overall customer service ratings for MIA	2025 FY	615	750	▼	615	750	▼
		Seaport	Cruise passengers (in thousands)	Sep '25	549	692	▼	8,564	8,300	▲
	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 FQ4	1,740	1,829	▼	1,740	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	Sep '25	31.65%	33.50%	▼	29.56%	33.50%	▼
		Strategic Procurement	Percentage of completed projects where small business opportunities were achieved	'25 FQ4	100%	98%	▲	100%	98%	▲
			Percentage of Construction, A&E, and Goods & Services awarded to small business enterprises for contracts eligible for an SBE opportunity	'25 FQ4	18%	10%	▲	25%	10%	▲
	ED3-1: Foster stable homeownership to promote personal and economic security	Community Services Department	Number of services provided to homeowners to improve home safety and quality of life in their homes	'25 FQ4	35	80	▼	59	305	▼

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	Sep '25	42%	75%	▼	38%	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 FQ4	198,528	152,500	▲	767,624	610,000	▲
			Total checkouts of take-home devices (Chromebooks, tablets, or hotspots)	'25 FH2	6,390	6,000	▲	12,413	12,000	▲
			Number of library computer sessions	'25 FQ4	170,209	150,000	▲	650,371	600,000	▲
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, Information and Technology	311 total call volume	Sep '25	86,833	127,000	▼	1,081,477	1,524,000	▼
			Average call wait time (seconds)	Sep '25	250	180	▼	425	180	▼
			Number of visits to the internet portal (in millions)	Sep '25	5	13	▼	111	156	▼
		Community Services Department	Percent of completed client surveys with an overall positive satisfaction rating	'25 FQ4	100%	100%	▲	100%	100%	▲
		Library	Percent of requests for materials on-hand that are delivered within two days	'25 FQ4	71%	66%	▲	70%	66%	▲
			Percentage of requests responded to within 24 hours through Customer Care	'25 FQ4	99%	97%	▲	99%	97%	▲
		Water and Sewer	Percentage of calls answered within the two-minute threshold	Sep '25	58%	70%	▼	73%	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	2025 FY	436	150	▲	436	150	▲
	GG1-3: Ensure involvement of local organizations to help address priority needs of our residents	Community Services Department	Monthly community-based organization (CBO) meetings held?	Sep '25	Yes	Yes	▲	Yes	Yes	▲
		Office of Management and Budget	Number of site visits - CBOs	'25 FQ4	0	142	▼	0	142	▼
	GG1-4: Promote fairness in the planning and delivery of County services	Aviation	Percentage of airport concession joint venture leases with ACDBE partners	Sep '25	31.65%	33.50%	▼	29.56%	33.50%	▼
		Strategic Procurement	Total certified firms in Small Business Enterprise and Disadvantaged Business Enterprise programs	'25 FQ4	1,740	1,829	▼	1,740	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)	2025 FY	70%	90%	▼	70%	90%	▼
	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 FQ4	1,995	1,800	▲	1,995	1,800	▲
		People and Internal Operations Department	Total number of employees trained by or whose classes were facilitated by human resources	'25 FQ4	7,283	1,950	▲	45,353	7,800	▲
			Percentage of employees who rate training provided as effective at least six months after training is completed	'25 FQ4	96%	70%	△	91%	70%	△
		Water and Sewer	Training hours per employee	2025 FY	20.09	24.00	▼	20.09	24.00	▼
	GG2-3: Ensure a workforce that reflects the community we serve	People and Internal Operations Department	Number of community outreach events	'25 FQ4	20	20	▲	91	78	▲
	GG3-1: Deploy effective and reliable technology solutions that support Miami-Dade County services	Communications, Information and Technology	Number of assets tracked in the County's Asset Management System - EAMS (in thousands)	Mar '25	1,581	1,425	▲	1,581	1,425	▲
			Percentage of the time that 911 is available	Sep '25	100.00%	99.90%	▲	100.00%	99.90%	▲
			IT service center First Contact Resolution rate (FCR %)	Sep '25	72%	80%	▼	72%	80%	▼
			Miami-Dade County portal availability	Sep '25	100.00%	99.90%	▲	99.99%	99.90%	▲
			Number of layers maintained in the County's central repository (Vector/Imagery)	'25 FQ4	2,016	1,885	▲	2,016	1,885	▲
			Total eCommerce transactions per month (both credit cards and eChecks, in thousands)	Sep '25	161	115	▲	161	115	▲

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**	Communications, Information and Technology	Percent of Network Systems uptime availability	Sep '25	99.80%	99.00%	🟢▲	99.07%	99.00%	🟢▲
		Internal Compliance Department	Employee satisfaction with INFORMS services (score out of 5)	2025 FY	3.70	3.50	🟢▲	3.70	n/a	
	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 FQ4	No Data	290	🟢▲	n/a	290	
			Average number of days to award competitive goods and services contracts up to $5M	'25 FQ4	121	90	🔴▼	144	105	🔴▼
			Average number of days to award competitive goods and services contracts over $5M	'25 FQ4	344	120	🔴▼	218	175	🔴▼
	GG3-4: Effectively utilize and maintain facilities and assets	People and Internal Operations Department	Total building operating expenses per square foot	2025 FY	$9.50	$9.00	🟡	$9.50	$9.00	🟡
			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	🟢▲
	GG4-1: Provide sound financial and risk management	Office of Management and Budget	Bond rating evaluation by Standard & Poor's	'23 FQ3	AA	AA	🟢▲	AA	AA	🟢▲
			Bond rating evaluation by Moody's	'25 FQ4	Aa2	Aa2	🟢▲	Aa2	Aa2	🟢▲
			Countywide emergency contingency reserve balance (in millions)	2025 FY	$75.8	$66.6	🟢▲	$75.8	$66.6	🟢▲
	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)	2025 FY	$75.8	$66.6	🟢▲	$75.8	$66.6	🟢▲
			Carryover as a percentage of the General Fund budget	2025 FY	5.5%	3.6%	🟢▲	5.5%	3.6%	🟢▲
			Percentage of Strategic Plan objectives supported by department business plans and scorecards	'25 FQ4	100%	100%	🟢▲	100%	100%	🟢▲
			Grants funding received (in $ millions)	2025 FY	$102	$85	🟢▲	$102	$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	2025 FY	2	1	🟢▲	2	1	🟢▲
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 Services Department	Number of food units, boxes and vouchers provided to seniors, children and eligible residents participating in ongoing CSD programs	Sep '25	388,103	333,283	🟢▲	3,952,723	3,999,723	🔴▼
	HS1-3: Promote the independence and wellbeing of the elderly	Community Services Department	Number of seniors/adults with disabilities served through congregate day programs	2025 FY	1,100	3,000	🔴▼	1,100	3,000	🔴▼
			Number of one-way trips provided to eligible residents	Sep '25	2,849	5,837	🔴▼	35,327	70,000	🔴▼
			Number of homebound seniors/adults with disabilities provided with home care services	2025 FY	339	450	🔴▼	339	450	🔴▼
		Parks, Recreation and Open Spaces	Number of active adult 55+ program registrations	Sep '25	82	120	🟡	1,457	720	🟢▲
	HS1-4: Improve access to substance use prevention, intervention, and support services	Community Services Department	Number of admissions to community-based residential substance abuse treatment services	2025 FY	344	435	🔴▼	344	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 families	Community Services Department	(Archive) 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 assault; human trafficking, provided with advocacy services	2025 FY	1,862	n/a		1,862	n/a	

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 Services Department	through outreach programs							
			Number of victims of crime provided with advocacy services residing in residential housing	2025 FY	2,344	1,537	▲	2,344	1,537	▲
	HS2-1: Provide the necessary support services to residents in need	Community Services Department	Number of substance use assessments completed by Community Services Central Intake	'25 FQ4	407	425	▼	1,624	1,700	▼
			Number of therapy sessions facilitated for CSD program participants	Sep '25	13	90	▼	1,064	1,025	▲
			Number of instances financial assistance for rent/mortgage or utilities payments were provided to income-eligible residents	Sep '25	1,014	3,174	▼	40,674	38,000	▲
			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 FQ4	28	79	▼	279	315	▼
			Number of assistance requests addressed by the Office of New Americans	2025 FY	No Data	3,000		n/a	3,000	
		Library	Number of residents assisted by the library's social worker service program	'25 FQ4	2,481	750	▲	7,706	3,000	▲
		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 Services Department	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	Sep '25	94%	95%	▼	92%	95%	▼
			Number of affordable housing units constructed or rehabilitated	Jan '25	149	200	▼	374	200	▲
			Average monthly number of families renting	Sep '25	4,422	6,200	▼	3,962	6,200	▼
	HS2-4: Foster healthy living and ensure access to vital health services	Community Services Department	Number of nutritional counseling sessions offered to children, families and seniors	Sep '25	543	493	▲	6,700	5,959	▲
Neighborhood and Infrastructure	**NI1-1: Promote livable and beautiful neighborhoods**	Environmental Resources Management	Number of trees distributed through the Adopt-a-Tree Program (RFRO) (Monthly	Sep '25	2,881	2,500	▲	10,425	7,000	▲
		Regulatory and Economic Resources	Voluntary compliance rate for warning letters issued	Sep '25	62%	65%	🟨	56%	65%	🟨
		Solid Waste Management	Number of litter corridor miles completed	Sep '25	595miles	500miles	▲	7,285miles	6,000miles	▲
			Percentage of scheduled illegal dumping piles picked up within eight days of scheduling	Sep '25	95.4%	95.0%	▲	83.6%	95.0%	▼
	NI1-2: Ensure buildings are sustainable, safe, and resilient	Fire Rescue	Percentage of fire plans reviewed within nine business days of submission	Sep '25	94.76%	100.00%	▲	95.62%	100.00%	▲
		Regulatory and Economic Resources	Percentage of contractor license applications reviewed within ten days	'25 FQ4	100%	100%	▲	100%	100%	▲
			Percent of residential plans reviewed within 20 days	Sep '25	99.96%	100.00%	🟨	99.98%	100.00%	🟨
			Percent of commercial plans reviewed within 24 days	Sep '25	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 FQ2	62%	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	▲

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Neighborhood and Infrastructure	**NI1-4: Protect the community from public nuisances and events that threaten public health**	Animal Services	Number of dangerous dog investigations responded to	Sep '25	55	30	🔻	612	360	🔻
			Animal bite to person - total closed per month	Sep '25	319	150	🔺	3,454	1,800	🔺
		Regulatory and Economic Resources	Average days from junk/trash/overgrowth complaint to first inspection	Sep '25	10	3	🔻	5	3	🟨
		Solid Waste Management	Percentage of mosquito nuisance complaints receiving a response within 48 hours	Sep '25	100%	97%	🔺	100%	97%	🔺
	NI1-5: Ensure animal health and welfare	Animal Services	Save rate calendar year	2025	93%	90%	🔺	n/a		
			Number of spay/neuter surgeries performed by ASD	Sep '25	2,022	2,100	🔻	29,532	25,000	🔺
	NI2-1: Provide sustainable drinking water supply and wastewater disposal services	Water and Sewer	Percent compliance with drinking water standards	Sep '25	100%	100%	🔺	100%	100%	🔺
			Gallons of water saved per day (GPD) through implementation of the Water Use Efficiency Plan	'25 FQ4	67,526 GPD	71,100 GPD	🔻	67,526 GPD	71,100 GPD	🔻
			Percent compliance with wastewater standards	'25 FQ4	92%	100%	🔻	91%	100%	🔻
			Percentage of Consent Decree wastewater projects on or before schedule	'25 FQ4	63%	100%	🔻	63%	100%	🔻
	NI2-2: Mitigate community flood risk	Transportation and Public Works	Number of flooding complaints received	Sep '25	13	4	🔺	64	48	🔺
	NI2-3: Provide sustainable solid waste collection and disposal capacity	Solid Waste Management	Disposal system level of service (in years)	2025 FY	10	5	🔺	10	5	🔺
			Percentage of automated and manual garbage routes completed on time	Sep '25	99.7%	98.0%	🔺	95.3%	98.0%	🟨
	NI3-1: Maintain air quality	Environmental Resources Management	Percentage of days that are "good" or "moderate" air quality	Sep '25	100.00%	98.00%	🔺	100.00%	98.00%	🔺
		Regulatory and Economic Resources	Percentage of County air quality permits issued within eight days	Sep '25	81.08%	85.00%	🟨	77.11%	85.00%	🔻
			Percentage of state air quality permits issued within 60 days	Sep '25	100.00%	100.00%	🔺	100.00%	100.00%	🔺
	NI3-2: Protect and maintain surface and drinking water sources	Environmental Resources Management	Percent of high priority inspections completed	Sep '25	123.16%	100.00%	🔺	100.35%	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	Sep '25	127	140	🔻	2,032	1,970	🔺
	NI3-4: Preserve and enhance natural areas and green spaces	Parks, Recreation and Open Spaces	Total parks natural ares acres burned	'25 FQ4	0	30	🔻	16	145	🔻
			Total parks natural area acres maintained	Sep '25	107	142	🔻	1,601	2,595	🔻
Public Safety	**PS1-1: Reduce gun violence and other crimes by advancing public and neighborhood safety measures**	Community Services Department	Number of individuals reached at community events hosted and/or attended by Office of Neighborhood Safety staff	2025 FY	No Data	5,000		n/a	5,000	
			Number of intervention, prevention and outreach events	'25 FQ4	92	127	🔻	513	600	🔼
	PS1-2: Provide forensic and medical investigations quickly, accurately, and in an unbiased manner	Medical Examiner	Death investigations completed within 60 days	Sep '25	87%	90%	🟨	83%	90%	🟨
	PS1-3: Support successful community reintegration for individuals exiting the criminal justice system	Community Services Department	Total number of youth referred to prevention, civil citation and diversion programs	Sep '25	109	77	🔼	1,493	1,880	🔼
			Percentage of diversion recommendations approved by the State Attorney's Office	Sep '25	94%	90%	🔺	92%	90%	🔺
		Corrections and Rehabilitation	Number of inmates in education programs	'25 FQ4	73	225	🔻	654	900	🔼
	PS1-4: Provide safe and secure detention	Community Services Department	Percentage of detainable youth attending court hearing within 24 hours of arrest (statutory requirement)	Sep '25	100%	100%	🔺	100%	100%	🔺
		Corrections and Rehabilitation	Number of major incidents	Sep '25	5	8	🔼	79	100	🔼
			Average daily inmate population	Sep '25	4,901	4,700	🔻	4,674	4,700	🔺
			Average length of stay per inmate (ALOS) (in calendar days)	Sep '25	35	37	🔺	35	37	🔺

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Public Safety	**PS2-1: Minimize response time**	Communications, Information and Technology	Percentage of the time that 911 is available	Sep '25	100.00%	99.90%	▲	100.00%	99.90%	▲
		Fire Rescue	Average response time to life threatening calls within the urban development boundary (in minutes and seconds)	Sep '25	7.52 (mm. ss)	7.55 (mm. ss)	▲	7.52 (mm. ss)	7.55 (mm. ss)	▲
	PS2-2: Improve effectiveness of public safety response, outreach and prevention services	Community Services Department	Number of intervention, prevention and outreach events	'25 FQ4	92	127	▼	513	600	△
		Fire Rescue	MDFR ISO Public Protection Classification	2025	1	1	▲	n/a	n/a	
		Parks, Recreation and Open Spaces	Number of learn to swim registrations	Sep '25	537	115	▲	9,788	8,000	▲
	PS3-1: Increase countywide preparedness and community awareness	Department of Emergency Management	Number of Emergency Evacuation Assistance Program (EEAP) registrants	'25 FQ4	4,862	3,100	▲	4,862	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	Sep '25	24	65	▲	29	65	▲
		Transportation and Public Works	Number of security post inspections	Sep '25	1,334	950	▲	1,119	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 FQ4	1,417,350	800,000	▲	4,538,187	3,200,000	▲
			Total checkouts of physical and digital library materials	'25 FQ4	1,500,616	1,300,000	▲	5,705,440	5,200,000	▲
			Number of new library card signups	'25 FQ4	20,548	15,250	▲	73,178	61,000	▲
		Parks, Recreation and Open Spaces	Total golf rounds played	Sep '25	11,358	12,680	▼	199,388	203,001	▼
			Total attendance: Zoo Miami	Sep '25	37,594	52,205	▼	902,498	985,000	▼
			Total attendance: Deering Estate	Sep '25	2,913	4,490	▼	86,200	84,000	▲
			Acres of park land per 1,000 Unincorporated Municipal Service Area (UMSA) residents	2025 FY	3.65	2.75	▲	3.65	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 FQ4	26,659	22,400	▲	143,696	139,210	▲
		Parks, Recreation and Open Spaces	Number of campground rentals	Sep '25	1,622	3,237	▼	48,002	55,686	▼
			Overall marina ◈ occupancy	Sep '25	101%	100%	▲	101%	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 FQ4	198,528	152,500	▲	767,624	610,000	▲
			Total checkouts of take-home devices (Chromebooks, tablets, or hotspots)	'25 FH2	6,390	6,000	▲	12,413	12,000	▲
			Dollars saved by residents participating in tutoring and adult education classes	'25 FQ4	$547,075	$555,000	▼	$2,740,145	$2,625,000	▲
			Percent of requests for materials on-hand that are delivered within two days	'25 FQ4	71%	66%	▲	70%	66%	▲
		Parks, Recreation and Open Spaces	Number of campground rentals	Sep '25	1,622	3,237	▼	48,002	55,686	▼
			Total program registrations: Recreation Program Services (new)	Sep '25	150	0	▲	4,930	3,590	▲
	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)	2025 FY	153	143	▲	153	143	▲
		Parks, Recreation and Open Spaces	Number of trees planted	'25 FQ2	1,640	n/a		3,254	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	Sep '25	990	2,068	▼	30,347	21,600	▲

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 traffic signals in service	Sep '25	99.2%	95.0%	▲	97.9%	95.0%	▲
			Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Sep '25	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 FQ4	1.72	2.50	▼	6.42	10.00	▼
			Percentage of sidewalk service requests inspected within 15 business days of complaint	Sep '25	43.96%	50.00%	▼	59.83%	50.00%	▲
	TM1-3: Provide reliable, accessible and affordable transit service	Transportation and Public Works	Escalator availability (Metrorail & Metromover)	Sep '25	97.5%	95.0%	▲	96.6%	95.0%	▲
			Elevator availability (Metrorail & Metromover)	Sep '25	99.1%	96.0%	▲	97.2%	96.0%	▲
			On-time performance (STS)	Sep '25	86.65%	87.00%	▼	89.01%	87.00%	▲
			On-time performance (Metrobus)	Sep '25	62.2%	78.0%	▼	63.3%	78.0%	▼
			Total boardings for the transit system	Sep '25	6,810,660	7,500,000	▼	80,904,680	90,000,000	▼
			All complaints per 100,000 boardings for bus, rail, and mover	Sep '25	11.91	12.00	▲	8.98	12.00	▲
			Metrorail/ Metromover elevator and escalator availability	Sep '25	98.30%	96.00%	▲	96.88%	96.00%	▲
			Number of Golden Passports issued to residents aged 64 and under	Sep '25	8,289	9,150	▼	99,440	109,800	▼
			Rail on-time performance	Sep '25	67.99%	95.00%	▼	65.45%	95.00%	▼
			Number of active commuter-reduced fare EASY Cards	Sep '25	265	450	▼	411	450	▼
			Number of Golden Passports issued to residents aged 65 and over	Sep '25	209,130	197,075	▲	2,490,119	2,364,900	▲
	TM1-4: Expand and modernize public transportation systems and options while minimizing carbon emissions	Transportation and Public Works	Total number of ◆ revenue miles (Metrobus)	Sep '25	1,692,347	2,398,773	▼	22,218,842	28,785,271	▼
			Total number of revenue miles (Metrorail) ◆	Sep '25	600,338	734,451	▼	7,907,176	8,813,407	▼
			Total number of ◆ revenue miles (Metromover)	Sep '25	54,334	96,000	▼	720,414	1,152,000	▼
	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	Sep '25	61,133	117,000	▼	971,519	1,404,000	▼
			Number of monthly Metrorail passengers at Miami International Airport (Boardings Only)	Sep '25	34,316	37,801	▼	169,173	189,005	▼
	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	Sep '25	1,601	2,800	▼	29,020	33,600	▼
			Percentage of traffic signals in service	Sep '25	99.2%	95.0%	▲	97.9%	95.0%	▲
			Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Sep '25	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 FQ4	1.72	2.50	▼	6.42	10.00	▼
			Percentage of sidewalk service requests inspected within 15 business days of complaint	Sep '25	43.96%	50.00%	▼	59.83%	50.00%	▲
	TM2-3: Ensure the safe operation of public transit	Transportation and Public Works	Number of security post inspections	Sep '25	1,334	950	▲	1,119	950	▲
			Number of uniformed and/or plain-clothed police details completed	Sep '25	48	50	▼	590	600	▼
	TM3-1: Harden and maintain roadway infrastructure	Transportation and Public Works	Total number of potholes and drop-offs repaired	Sep '25	1,071	650	⬳	10,603	7,800	⬳
			Total number of roadway bridge inspections performed	2025 FY	104	100	▲	104	100	▲
			Percentage of pothole service requests completed within five business days of complaint	Sep '25	19.32%	80.00%	▼	39.05%	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)	Sep '25	2,256	4,000	▼	2,758	4,000	▼
			Preventative maintenance adherence (Metrobus)	Sep '25	87.4%	90.0%	▼	89.3%	90.0%	▼
			Mean distance between hard failures (Metrorail) (in miles)	Sep '25	31,597	39,000	▼	51,541	39,000	▲
			Preventative maintenance adherence (Metrorail)	Sep '25	95.0%	90.0%	▲	95.3%	90.0%	▲

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	Percentage of facilities ◆ inspected during the fiscal year meeting State of Good Repair ranking greater than three	2025 FY	90.00%	80.00%	▲	90.00%	80.00%	▲
	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	Sep '25	2	2	▲	17	20	▼
			Number of cycles - transit additional litter removal	Sep '25	1 cycles	1 cycles	▲	10 cycles	12 cycles	▼

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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.