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	**Ensure security at airports, seaport and on public transit**	Number of security post inspections	Sep '25	▲	1,334	950	1,119	950	▲
		Reportable Part I Crimes (Serious)	Sep '25	▲	10	16	3	12	▲
		Reportable Part II Crimes (Petty)	Sep '25	▲	2	16	22	82	▲
	Ensure the safe operation of public transit	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	▼
		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 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%	▲
	Expand and modernize public transportation systems and options while minimizing carbon emissions	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	▼
		SPI - South ◈ Miami-Dade corridor project development	'25 FQ3	▼	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	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	▼
	For-hire services that meet the public needs	Individuals trained at for-hire trainings	Sep '25	▼	99	128	1,435	1,536	▼
	Harden and maintain roadway infrastructure	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%	▼
	Lead community sustainability efforts and climate change mitigation and adaptation strategies	Canal miles mechanically harvested	Sep '25	▼	5.21	25.36	71.27	304.32	▼
	Improve safety for pedestrians and bicyclists	Percentage of traffic signals in service	Sep '25	▲	99.2%	95.0%	97.9%	95.0%	▲
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Sep '25	▼	43.96%	50.00%	59.83%	50.00%	▲
		Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'25 FQ4	▼	16.33%	50.00%	14.74%	50.00%	▼
	Mitigate community flood risk	Miles of roadway swept	Sep '25	▼	710	825	7,783	9,900	▼

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	**Mitigate community flood risk**	Canal miles mechanically harvested	Sep '25	▼	5.21	25.36	71.27	304.32	▼
		Number of flooding complaints received	Sep '25	▲	13	4	64	48	▲
		Canal- Herbicide Spraying (Miles)	Sep '25	▼	22 miles	52 miles	261 miles	624 miles	▼
		Percentage of drain cleaning service requests completed within 30 days of complaint	Sep '25	⬖	100.00%	80.00%	89.09%	80.00%	⬖
		Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Sep '25	▲	100.0%	100.0%	100.0%	100.0%	▲
	Promote efficient traffic flow on Miami-Dade County roadways	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%	▲
		Percentage of Follow-Up Responses to Citizen Complaints w/in Five Days	Sep '25	▲	100%	90%	99%	90%	▲
		Rickenbacker toll revenue collected (in thousands)	2024 FY	▼	$12,250	$13,062	$12,250	$13,062	▼
	Promote traffic and roadway safety	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 high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Sep '25	▲	100.00%	99.00%	100.00%	99.00%	▲
	Provide reliable, accessible, and affordable transit service	Mean distance between failures (Metrobus) (in miles)	Sep '25	▼	2,256	4,000	2,758	4,000	▼
		Average Weekday Boardings - Bus	Sep '25	▼	186,451	241,000	180,569	241,000	▼
		Average Weekday Boardings - Mover	Sep '25	▼	23,594	30,000	22,615	30,000	▼
		Average Weekday Boardings - Rail	Sep '25	▲	53,358	40,000	51,188	40,000	▲
		Mean Distance Between Mainline Failures (Rail)	Sep '25	▼	2,411	3,000	3,916	3,000	▲
		Metromover service availability	Sep '25	▼	99.2%	100.0%	99.2%	100.0%	▼
		Mean Distance Between Hard Failures (Mover)	Sep '25	▼	1,874	6,000	3,517	6,000	▼
		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 100K boardings for Bus	Sep '25	▼	15.83	15.00	11.56	15.00	▲
		All complaints per 100K boardings for Rail	Sep '25	▼	2.96	1.50	3.25	1.50	▼
		All complaints per 100K boardings for Mover	Sep '25	▼	0.63	0.50	0.73	0.50	▼
		All complaints per 100,000 boardings for bus, rail, and mover	Sep '25	▲	11.91	12.00	8.98	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	Sep '25	▲	98.30%	96.00%	96.88%	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	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	▲
	Promote clean, attractive roads and rights-of-way	Miles of roadway swept	Sep '25	▼	710	825	7,783	9,900	▼
		Number of Bus Stop Inspections	Sep '25	▲	419	350	483	350	▲
	Promote livable and beautiful	NEAT- Total Problem Sites Resolved (EA)	Sep '25	⬖	1,930	1,000	31,592	12,000	⬖

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	Sep '25	▲	209,130	197,075	2,490,119	2,364,900	▲
	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	Sep '25	⌃	100.00%	80.00%	89.09%	80.00%	⌃
		Drains- Total Drains Cleaned (EA)	Sep '25	⌃	1,120	800	11,138	9,600	⌃
	Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures	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 Mainline Failures (Rail)	Sep '25	▼	2,411	3,000	3,916	3,000	▲
		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%	▲
		Preventative maintenance adherence (Metromover)	Sep '25	▲	100.0%	90.0%	97.7%	90.0%	▲
		Mean Distance Between Hard Failures (Mover)	Sep '25	▼	1,874	6,000	3,517	6,000	▼
		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%	▲
		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	Sep '25	▼	8,289	9,150	99,440	109,800	▼
	Secure regulated business' satisfaction and trust	Wait-time at the for-hire vehicle inspection station (in minutes)	Sep '25	▼	99	25	31	25	▼
	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)	Sep '25		4,799	n/a	51,797	n/a	
		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 FQ4	▼	3,631	4,204	n/a	n/a	
		Number of FTA grants awarded	2024 FY	▼	3	7	3	7	▼
		Revenue: Total (DTPW) ◈	'25 FQ4	▲	$523,306K	$219,270K	$883,799K	$877,077K	▲
		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 FQ3	▲	12	9	65	27	▲
		Number of employees that ◈	'25 FQ3	▲	320	5	927	15	▲

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 FQ3	▼	90.00%	100.00%	91.67%	100.00%	▼

Edit Scorecard

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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.

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