

As Of <= 03/31/2026

Miami-Dade Aviation Department

Aviation Department Scorecard (Primary)

Owner: Cutie, Ralph (MDAD)
Department: Aviation

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Improve overall customer satisfaction at MIA	Percent of airspace analysis for off-airport construction performed after 10 days	Mar '26	33.00%	50.00%	▲	24.56%	50.00%	▲
		Percentage of emergency work order requests responded to within two hours	Mar '26	100%	100%	▲	100%	100%	▲
		Overall customer service ratings for MIA	2025 FY	615	750	▼	615	750	▼
	Enhance customer service	MIA passengers (1,000s)	Mar '26	4,751	5,289	▼	37,262	28,834	▼
		Percentage of airport workers trained through "Miami Begins with MIA"	Mar '26	100.00%	100.00%	▲	100.00%	100.00%	▲
	Provide a secure environment at the airports	Average number of overall crimes per month at MIA	Mar '26	44	65	▲	31	65	▲
	Seek involvement of communities in economic development efforts	Percent of airspace analysis for off-airport construction performed after 10 days	Mar '26	33.00%	50.00%	▲	24.56%	50.00%	▲
	Contribute to the participation of Small Business Enterprises at MIA	Small business and community outreach meetings held	Mar '26	15	5	▲	120	30	▲
		Percentage of airport concession joint venture leases with ACDBE partners	Mar '26	0.00%	30.00%	▼	0.00%	30.00%	▼
Financial	Enhance MDAD revenue	Public parking revenue (\$1000)	Feb '26	\$4,683	\$5,186	▼	\$26,129	\$27,808	▼
		MIA passengers (1,000s)	Mar '26	4,751	5,289	▼	37,262	28,834	▼
		Enplaned passengers (1,000s)	Mar '26	2,553	2,640	▼	18,886	14,344	▼
		MIA non-terminal rental revenue (\$1,000)	Mar '26	\$9,086	\$7,229	▲	\$84,081	\$43,356	▲
		GAA revenue (\$1,000s)	Mar '26	\$1,595	\$1,350	▲	\$12,971	\$7,791	▲
		Commercial operations gross revenues (\$1000) at MIA	Feb '26	\$109,607	\$50,744	▲	\$528,087	\$258,346	▲
		New passenger routes (FYTD)	'26 FQ2	4	1	▲	7	2	▲
		New carriers	'26 FQ2	1	1	▲	3	2	▲
	Enhance MIA Competitive Position	MIA cargo tonnage (1,000s)	Mar '26	324	250	▲	2,516	1,513	▲
		Enplaned passengers (1,000s)	Mar '26	2,553	2,640	▼	18,886	14,344	▼
		MIA cost per enplaned passenger	'26 FQ2	\$18.93	\$18.38	▼	\$18.93	\$18.38	▼
		Landing fee rate (per 1,000 lbs. in dollars)	'26 FQ2	\$1.65	\$1.65	▲	\$1.65	\$1.65	▲
	Meet the Operating Budget Targets(Aviation)	Expenses : total operating expenses (Aviation, in \$1,000)	'26 FQ2	\$291,952	\$318,655	▲	\$531,339	\$637,310	▲
		Construction capital fund expenditures (in \$1,000)	'26 FQ2	\$90,870	\$136,261	▲	\$321,058	\$251,955	▲
		Revenue: total (aviation, in \$1,000)	'26 FQ2	\$282,536	\$318,655	▼	\$709,189	\$637,310	▲
		Positions: full-time filled (Aviation)	'26 FQ2	1,551	1,762	▼	1,551	1,762	▼
	Contain operating expenses	MIA cost per enplaned passenger	'26 FQ2	\$18.93	\$18.38	▼	\$18.93	\$18.38	▼
		Landing fee rate (per 1,000 lbs. in dollars)	'26 FQ2	\$1.65	\$1.65	▲	\$1.65	\$1.65	▲
	Improve the Cost/Enplaned Pass (CEP) to Enhance Aviation Dept. Cost Competitive Position(Sortie: CEP)	Expenses : total operating expenses (Aviation, in \$1,000)	'26 FQ2	\$291,952	\$318,655	▲	\$531,339	\$637,310	▲
		Revenue: total (aviation, in \$1,000)	'26 FQ2	\$282,536	\$318,655	▼	\$709,189	\$637,310	▲

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Financial	Improve the Cost/Enplaned Pass (CEP) to Enhance Aviation Dept. Cost Competitive Position(Sortie: CEP)	MIA passengers (1,000s)	Mar '26	4,751	5,289	▼	37,262	28,834	▼
		Enplaned passengers (1,000s)	Mar '26	2,553	2,640	▼	18,886	14,344	▼
		MIA cost per enplaned passenger	'26 FQ2	\$18.93	\$18.38	▼	\$18.93	\$18.38	▼
		MIA non-terminal rental revenue (\$1,000)	Mar '26	\$9,086	\$7,229	▲	\$84,081	\$43,356	▲
		GAA revenue (\$1,000s)	Mar '26	\$1,595	\$1,350	▲	\$12,971	\$7,791	▲
		Commercial operations gross revenues (\$1000) at MIA	Feb '26	\$109,607	\$50,744	▲	\$528,087	\$258,346	▲
		New carriers	'26 FQ2	1	1	▲	3	2	▲
		Landing fee rate (per 1,000 lbs. in dollars)	'26 FQ2	\$1.65	\$1.65	▲	\$1.65	\$1.65	▲
Internal	Maintain a safe working environment (MDAD)	MDAD job related injury/illness incidents	Feb '26	3	15	▲	16	75	▲
Learning and Growth	Comply with FAA requirement (MDAD)	Compliance with annual FAA Report - By the month of May	2026 FY	9	20	▲	9	20	▲
	Comply with AOA certification requirements	Air Operations Area (AOA) certification driver training attendance	Mar '26	793	615	▲	4,689	3,850	▲
	Create a culture of innovation	Number of divisions and employees sharing new ideas	'26 FQ1	11	30	⬆️	11	30	⬆️
Sustainability	Sustainability (Aviation)	ISO 14001 certifications	Mar '26	56	56	▲	80	56	▲
		Recycle 300 tons of cardboard (% progress)	'26 FQ2	50%	50%	▲	75%	50%	▲

[Edit Scorecard](#)

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 Objectives

There are no Initiatives associated to the Objectives

Initiatives for Measures

There are no Initiatives associated to the Measures

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Terminal restroom renovation program	2/18/2025	In Progress			Quiroz, Kelly (MDAD)