

As Of <= 12/31/2025

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	Dec '25	▲	15.00%	50.00%	18.67%	50.00%	▲
		Percentage of emergency work order requests responded to within two hours	Dec '25	▲	100%	100%	100%	100%	▲
		Overall customer service ratings for MIA	2025 FY	▼	615	750	615	750	▼
	Enhance customer service	MIA passengers (1,000s)	Dec '25	▲	5,143	5,067	13,775	13,694	▲
		Percentage of airport workers trained through "Miami Begins with MIA"	Dec '25	▲	100.00%	100.00%	100.00%	100.00%	▲
		Average number of overall crimes per month at MIA	Dec '25	▲	39	65	30	65	▲
	Provide a secure environment at the airports	Percent of airspace analysis for off-airport construction performed after 10 days	Dec '25	▲	15.00%	50.00%	18.67%	50.00%	▲
	Seek involvement of communities in economic development efforts	Small business and community outreach meetings held	Dec '25	▲	9	5	40	15	▲
	Contribute to the participation of Small Business Enterprises at MIA	Percentage of airport concession joint venture leases with ACDBE partners	Dec '25	▼	0.00%	30.00%	0.00%	30.00%	▼
Financial	Enhance MDAD revenue	Public parking revenue (\$1000)	Dec '25	▼	\$5,219	\$5,416	\$16,011	\$16,807	▼
		MIA passengers (1,000s)	Dec '25	▲	5,143	5,067	13,775	13,694	▲
		Enplaned passengers (1,000s)	Dec '25	▲	2,565	2,503	6,863	6,778	▲
		MIA non-terminal rental revenue (\$1,000)	Dec '25	▲	\$8,916	\$7,180	\$26,818	\$21,567	▲
		GAA revenue (\$1,000s)	Dec '25	▲	\$1,560	\$1,274	\$4,900	\$3,831	▲
		Commercial operations gross revenues (\$1000) at MIA	Dec '25	▲	\$109,002	\$57,782	\$291,893	\$154,273	▲
		New passenger routes (FYTD)	'26 FQ1	▲	3	1	3	1	▲
		New carriers	'26 FQ1	▲	2	1	2	1	▲
	Enhance MIA Competitive Position	MIA cargo tonnage (1,000s)	Dec '25	▲	325	274	969	763	▲
		Enplaned passengers (1,000s)	Dec '25	▲	2,565	2,503	6,863	6,778	▲
		MIA cost per enplaned passenger	'26 FQ1	▲	\$17.52	\$18.38	\$17.52	\$18.38	▲
		Landing fee rate (per 1,000 lbs. in dollars)	'26 FQ1	▲	\$1.65	\$1.65	\$1.65	\$1.65	▲
	Meet the Operating Budget Targets (Aviation)	Expenses : total operating expenses (Aviation, in \$1,000)	'26 FQ1	▲	\$239,387	\$318,655	\$239,387	\$318,655	▲
		Construction capital fund expenditures (in \$1,000)	'26 FQ1	▲	\$109,784	\$115,694	\$109,784	\$115,694	▲
		Revenue: total (aviation, in \$1,000)	'26 FQ1	▲	\$426,653	\$318,655	\$426,653	\$318,655	▲
		Positions: full-time filled (Aviation)	'26 FQ1	▼	1,540	1,762	1,540	1,762	▼
	Contain operating expenses	MIA cost per enplaned passenger	'26 FQ1	▲	\$17.52	\$18.38	\$17.52	\$18.38	▲
		Landing fee rate (per 1,000 lbs. in dollars)	'26 FQ1	▲	\$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 FQ1	▲	\$239,387	\$318,655	\$239,387	\$318,655	▲
		Revenue: total (aviation, in \$1,000)	'26 FQ1	▲	\$426,653	\$318,655	\$426,653	\$318,655	▲
		MIA passengers (1,000s)	Dec '25	▲	5,143	5,067	13,775	13,694	▲
		Enplaned passengers (1,000s)	Dec '25	▲	2,565	2,503	6,863	6,778	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Financial	Improve the Cost/Enplaned Pass (CEP) to Enhance Aviation Dept. Cost Competitive Position(Sortie: CEP)	MIA cost per enplaned passenger	'26 FQ1		\$17.52	\$18.38	\$17.52	\$18.38	
		MIA non-terminal rental revenue (\$1,000)	Dec '25		\$8,916	\$7,180	\$26,818	\$21,567	
		GAA revenue (\$1,000s)	Dec '25		\$1,560	\$1,274	\$4,900	\$3,831	
		Commercial operations gross revenues (\$1000) at MIA	Dec '25		\$109,002	\$57,782	\$291,893	\$154,273	
		New carriers	'26 FQ1		2	1	2	1	
		Landing fee rate (per 1,000 lbs. in dollars)	'26 FQ1		\$1.65	\$1.65	\$1.65	\$1.65	
Internal	Maintain a safe working environment (MDAD)	MDAD job related injury/illness incidents	Dec '25		5	15	9	45	
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	Dec '25		765	625	2,403	1,975	
	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	Dec '25		44	44	44	44	
		Recycle 300 tons of cardboard (% progress)	'26 FQ1		25%	25%	25%	25%	

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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 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)

PK_ID 00000000-0000-0000-0000-000000000035

Name contains any Miami-Dade Aviation Department