

As Of <= 12/31/2025

People and Internal Operations Department

Owner: Delgado, Raimundo (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	'26 FQ1		No Data	90%	n/a	90%	
		Customer satisfaction with service levels and quality of work	'26 FQ1	▲	4.7 / 5.0	4.3 / 5.0	4.7 / 5.0	4.3 / 5.0	▲
	Align workforce with organizational priorities through grievances, appeals, and complaint resolution	Percentage of reclassification appeals completed within 60 days from date of hearing	'26 FQ1	▼	0.00%	90.00%	0.00%	90.00%	▼
		Percentage of benefits-eligible employees and dependents who complete an Annual Preventative Wellness Screening	2025 FY	▲	50%	45%	50%	45%	▲
	Develop and roll out programs to motivate employees	Percentage of Annual Participation in Wellness Touchpoints	2025	▲	55.11%	55.00%			
		Number of community outreach events	'26 FQ1	▼	10	20	10	20	▼
	Educate the County workforce and community on fostering respectful welcoming environments for all	Percentage of cases mediated that were resolved	'26 FQ1	▲	76.92%	65.00%	76.92%	65.00%	▲
		Percentage of pre-employment physical examination results processed within five working days	'26 FQ1	■	89.00%	90.00%	89.00%	90.00%	■
	Enforce Miami-Dade County's Human Rights Ordinance and fair employment standards	Percentage of heavy equipment repair work orders completed by Fleet technicians in 8 days or less.	'26 FQ1	▲	89%	80%	89%	80%	▲
		Percentage of light vehicles purchased for PIOD that are electric (EVs)	2025 FY	▼	0%	40%	n/a	40%	
	Maintain acceptable turnaround time on County provided physical examinations and drug screening results	Percentage of light vehicles purchased Countywide that are electric (EVs)	2025 FY	■	39%	40%	39%	40%	■
		Number of customer engagement events with all County department transportation coordinators in a fiscal year	2025 FY	▲	12	12	12	12	▲
	Maintain competitive fleet management operations	Percentage of light equipment preventive maintenance jobs completed on or before the designated interval	'26 FQ1	■	67%	70%	67%	70%	■
		Percentage of heavy equipment preventive maintenance jobs completed on or before the designated interval	'26 FQ1	▼	58%	70%	58%	70%	▼
		Percentage of light equipment repair work orders completed by Fleet technicians in 8 days or less	'26 FQ1	▼	51%	80%	51%	80%	▼
		Financial savings from tire recapping, reducing number of new tires purchased	'26 FQ1	▼	\$661,265	\$835,000	\$661,265	\$835,000	▼
		Metric tons of carbon dioxide (CO2) emissions conserved by recapping tires	'26 FQ1	▼	176	200	176	200	▼
		Percentage of annual capital asset inventory department reconciliations completed	2025 FY	▲	100%	100%	100%	100%	▲
	Offer efficient business services	Percentage of print and mail assignments with standard manufacturing specifications completed timely following proof approvals	'26 FQ1	▲	100%	95%	100%	95%	▲
		Percentage of customers satisfied with print shop services	'26 FH1	▲	90%	90%	90%	90%	▲
	Provide departments with qualified personnel	Percentage of vacant reclass actions completed within 30 business days	'26 FQ1	▲	83.15%	75.00%	83.15%	75.00%	▲
		Number of recruitment outreach events attended, facilitated or coordinated	'26 FQ1	▼	1	7	1	7	▼

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Provide departments with qualified personnel	Percentage of filled reclass position actions completed within 60 business days	'26 FQ1		79.81%	75.00%	79.81%	75.00%	
	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%	
	Providing appropriate expert recommendations to County Mayor on disciplinary appeal hearings	Percentage of disciplinary appeal recommendations sustained by the Mayor	'26 FQ1		100%	99%	100%	99%	
Financial	Accounting compliance with financial laws	Percentage of Invoices Processed Within 30 Calendar Days of Receipt	'26 FQ1		94%	90%	94%	90%	
	Meet Budget targets (PIOD)	Total Accounts Receivable (PIOD)	'26 FQ1		\$31,875	\$15,000	\$31,875	\$15,000	
		Revenue: Total (PIOD)	'26 FQ1		\$54,201K	\$116,019K	\$54,201K	\$116,019K	
		Positions: Full-Time Filled (PIOD)	'26 FQ1		794	954	794	954	
		Expen: Total (PIOD)	'26 FQ1		\$75,285K	\$116,019K	\$75,285K	\$116,019K	
Internal	Improve and streamline processes	First year of service turnover rate - average county departments	Dec '25		13.2%	5.0%	12.9%	5.0%	
		Average county department recruitment time	Dec '25		93 Days	60 Days	99 Days	60 Days	
	Improve effectiveness of the ADA office	Number of ADA trainings provided to County and municipality ADA professionals/employees or external agencies.	'26 FQ1		6	3	6	3	
		Number of Communication Efforts/Activities leading to improved ADA Awareness/Access to resources	'26 FQ1		6	7	6	7	
		Number of trainings completed by ADA Office staff towards ADA coordinator certification or maintenance	'26 FQ1		5	4	5	4	
		Effectiveness of trainings delivered by ADA Office staff (Satisfaction survey response)	'26 FQ1		4	5	4	5	
		% of the ADA Coordinator SharePoint page updated	'26 FQ1		100	100	100	100	
		Number of interactions/engagement activities w/County and external constituents	'26 FQ1		6	12	6	12	
		Number of ADA Compliance reviews completed at PIOD-managed facilities	'26 FQ1		6	2	6	2	
		Percentage of online resource database updated.	'26 FQ1		100%	25%	100%	25%	
	Maintain competitive fleet management operations	Percentage of selected light equipment repairs that surpass industry standards	'26 FQ1		94%	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	'26 FQ1		93%	90%	93%	90%	
		Percent difference between Fleet's heavy equipment labor rate and the average private sector rate	2025 FY		106%	10%	106%	10%	
	Maintain excellent facilities and infrastructure	Meet or exceed 3:1 ratio of active EVs to available charging ports	'26 FQ1		64%	100%	64%	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		101,649Sq. Ft.	90,000Sq. Ft.	101,649Sq. Ft.	90,000Sq. Ft.	
		Benchmark all PIOD managed buildings in ENERGY STAR® Portfolio Manager®	'26 FH1		100%	95%	100%	95%	
	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	'26 FQ1		100%	95%	100%	95%	
		Percentage of customers satisfied with print shop services	'26 FH1		90%	90%	90%	90%	
	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%	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Internal	Provide efficient design and construction services via program management office	Percentage of Projects that were competitively bid and awarded within 90 calendar days.	'26 FQ1	▼	50%	80%	50%	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	'26 FQ1	▲	5.0%	20.0%	5.0%	20.0%	▲
		Percent of actual revenue realized compared to budget amount	'26 FQ1	▼	9%	30%	9%	30%	▼
		Percentage of Capital Projects that were competitively bid and awarded within 180 calendar days.	'26 FQ1		No Data	80%	n/a	80%	
Learning and Growth	Improve the overall skills of the H.R. workforce to support County priorities	Percentage of planned administrative disciplinary training sessions that are conducted	Sep '25	▲	100.00%	100.00%	100.00%	100.00%	▲
		Total number of employees trained by or whose classes were facilitated by human resources	'26 FQ1	▲	10,193	1,950	10,193	1,950	▲
	Improve the overall skills of the workforce to support County priorities	Percentage of employees who rate training provided as effective at least six months after training is completed	'26 FQ1	⬆	100%	70%	100%	70%	⬆
		Percentage of post training effectiveness (percent of customer satisfaction)	'26 FQ1	▲	99.80%	95.00%	99.80%	95.00%	▲
		Total number of ♦ employees trained Countywide	'26 FQ1	▲	678	500	678	500	▲
	Recruit, develop, and retain talented human capital	Number of PIOD employees to receive Lean Six Sigma training	2025 FY	▼	1	5	1	5	▼
		Number of PIOD employees to receive frontline leadership development training	2025 FY	▼	22	100	22	100	▼
		Number of vacancies	'26 FQ1	▼	166	92	166	92	▼
		Number of professional development trainings attended by PIOD employees	2025 FY	▲	1,011	800	1,011	800	▲
		PIOD 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 Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Provide departments with qualified personnel	Implement the Job Description Management software application (PayScale) that will improve the efficiency and timeliness in writing, editing, and maintaining job descriptions and specifications	12/16/2024	In Progress			Baquedano, Cindy (PIOD); Martinez, Ingrid (PIOD)
	Identify policy changes and innovative strategies to reduce the overall recruitment lifecycle	12/16/2024	In Progress			Martinez, Ingrid (PIOD); Hidalgo, Yetive (PIOD)
Improve and streamline processes	Analyze the employee and business process impacts which may result from the creation of the new Constitutional Offices.	12/16/2024	In Progress			Martinez, Ingrid (PIOD)
	Continue to remediate INFORMS HCM, implement enhancements and effectively communicate and collaborate with all stakeholders, including union partners, Directors, DPRs and employees.	12/16/2024	In Progress			Martinez, Ingrid (PIOD)
Educate the County workforce and community on fostering respectful welcoming environments for all	Promote EmployABILITY305, train supervisory staff on best practices when working with individuals with disabilities and how best to identify and create these employment opportunities, and with the assistance of departments, begin creating and interviewing	12/16/2024	In Progress			New, Erin (PIOD); Garcia, Christine (PIOD); Martinez, Ingrid (PIOD)

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Total number of employees trained Countywide	Promote EmployABILITY305, train supervisory staff on best practices when working with individuals with disabilities and how best to identify and create these employment opportunities, and with the assistance of departments, begin creating and interviewing	12/16/2024	In Progress						New, Erin (PIOD); Garcia, Christine (PIOD); Martinez, Ingrid (PIOD)

Initiatives for Scorecard

There are no Initiatives associated to the Scorecard

PK_ID a585cf20-bb62-43f0-a13b-c43a9bd9d216

Name contains any People and Internal Operations Department