

As Of <= 12/31/2025

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 **Owner:** Miller, Stacy (DTPW)
 Miami-Dade County residents, businesses, and visitors by delivering safe, clean, efficient, reliable, sustainable and **Department:** Transportation and Public Works
 equitable public transportation infrastructure and services

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	Dec '25	▲	1,262	950	1,153	950	▲
		Reportable Part I Crimes (Serious)	Dec '25	▲	11	16	15	16	▲
		Reportable Part II Crimes (Petty)	Dec '25	▲	3	16	4	48	▲
	Ensure the safe operation of public transit	Number of security post inspections	Dec '25	▲	1,262	950	1,153	950	▲
		Number of uniformed and/or plain-clothed police details completed	Dec '25	▼	42	50	134	150	▼
		Approved submittal of DTPW Annual Safety Certification to the FDOT State Safety Oversight	2025	▲	Yes	Yes	Yes	Yes	
	Expand and improve bikeway, greenway and sidewalk system	Miles of sidewalks added/rehabilitated	'26 FQ1	▼	1.31	2.50	1.31	2.50	▼
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Dec '25	▼	36.0%	50.0%	36.2%	50.0%	▼
		Percentage Complete for Underline Phase 3	'26 FQ1		79%	n/a	79%	n/a	
	Expand and modernize public transportation systems and options while minimizing carbon emissions	Total number of revenue miles (Metrobus)	Dec '25	▼	1,868,366	2,398,773	5,503,266	7,196,318	▼
		Total number of revenue miles (Metrorail)	Dec '25	▼	646,086	734,451	2,004,096	2,203,352	▼
		Total number of revenue miles (Metromover)	Dec '25	▼	47,981	96,000	157,420	288,000	▼
		Percentage Complete for South Dade Transit Operations Center	'26 FQ1		83%	n/a	83%	n/a	
	Facilitate connectivity at major points of interest and throughout the transportation system	Number of vehicles parked at Metrorail stations	Dec '25	▼	40,000	117,000	105,014	351,000	▼
		Number of monthly Metrorail passengers at Miami International Airport (boardings only)	Dec '25	▲	39,383	37,801	110,444	113,403	▼
	For-hire services that meet the public needs	Individuals trained at for-hire trainings	'26 FQ1	▼	260	384	260	384	▼
	Harden and maintain roadway infrastructure	Total number of potholes and drop-offs repaired	Dec '25	▲	1,017	650	3,087	1,950	▲
		Total number of roadway bridge inspections performed	2025 FY	▲	104	100	104	100	▲
		Percentage Complete for 136th Street Bridge	'26 FQ1	▲	100%	100%	100%	100%	▲
		Percentage of pothole service requests completed within five business days of complaint	Dec '25	▼	10.0%	80.0%	8.9%	80.0%	▼
	Improve safety for pedestrians and bicyclists	Percentage of traffic signals in service	Dec '25	▲	99.3%	95.0%	99.3%	95.0%	▲
		Percentage of sidewalk service requests inspected within 15 business days of complaint	Dec '25	▼	36.0%	50.0%	36.2%	50.0%	▼
		Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'26 FQ1	▼	7.21%	50.00%	7.21%	50.00%	▼
	Mitigate community flood risk	Miles of roadway swept	Dec '25	▼	489	825	2,080	2,475	▼
		Canal miles mechanically harvested	Dec '25	▼	2.65	25.36	18.65	76.08	▼
		Number of flooding complaints received	Dec '25	▼	1	4	9	12	▼
		Canal- Herbicide Spraying (Miles)	Dec '25	▼	10 miles	52 miles	55 miles	156 miles	▼
		Percentage of drain cleaning service requests completed within 30 days of complaint	Dec '25	▲	100.0%	80.0%	100.0%	80.0%	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Mitigate community flood risk	Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Dec '25	▲	100.0%	100.0%	100.0%	100.0%	▲
	Promote clean, attractive roads and rights-of-way	Miles of roadway swept	Dec '25	▼	489	825	2,080	2,475	▼
		Number of Bus Stop Inspections	Dec '25	▲	378	350	494	350	▲
	Promote efficient traffic flow on Miami-Dade County roadways	Percentage of traffic signals in service	Dec '25	▲	99.3%	95.0%	99.3%	95.0%	▲
		Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Dec '25	▲	100.00%	99.00%	100.00%	99.00%	▲
		Percentage of Follow-Up Responses to Citizen Complaints w/in Five Days	Dec '25	▲	100%	90%	100%	90%	▲
		Rickenbacker toll revenue collected (in thousands)	2025 FY	▼	\$11,738	\$12,500	\$11,738	\$12,500	▼
	Promote livable and beautiful neighborhoods	NEAT- Total Problem Sites Resolved (EA)	Dec '25	▲	1,908	1,000	4,797	3,000	▲
	Promote the independence and wellbeing of the elderly	Number of Golden Passports issued to residents aged 65 and over	Dec '25	▲	210,777	197,075	630,638	591,225	▲
	Promote traffic and roadway safety	Total number of traffic control and street name signs installed, repaired and/or replaced	Dec '25	▼	2,748	2,800	7,100	8,400	▼
		Percentage of high priority traffic control signs installed, repaired, or replaced, within 16 hours of notification	Dec '25	▲	100.00%	99.00%	100.00%	99.00%	▲
		Percentage of drain cleaning service requests completed within 30 days of complaint	Dec '25	▲	100.0%	80.0%	100.0%	80.0%	▲
	Protect, maintain, and restore beaches, the coastline, Biscayne Bay, and other bodies of water	Drains- Total Drains Cleaned (EA)	Dec '25	▼	436	800	1,580	2,400	▼
	Provide reliable, accessible, and affordable transit service	Mean distance between failures (Metrobus) (in miles)	Dec '25	▼	2,744	4,000	2,873	4,000	▼
		Average Weekday Boardings - Bus	Dec '25	▼	165,428	241,000	173,139	241,000	▼
		Average Weekday Boardings - Mover	Dec '25	▼	26,086	30,000	25,573	30,000	▼
		Average Weekday Boardings - Rail	Dec '25	▲	47,613	40,000	50,330	40,000	▲
		Mean Distance Between Mainline Failures (Rail)	Dec '25	▲	3,988	3,000	4,123	3,000	▲
		Metromover service availability	Dec '25	▼	99.5%	100.0%	99.6%	100.0%	▼
		Mean Distance Between Hard Failures (Mover)	Dec '25	▼	5,331	6,000	4,526	6,000	▼
		Escalator availability (Metrorail & Metromover)	Dec '25	▲	95.7%	95.0%	96.7%	95.0%	▲
		Elevator availability (Metrorail & Metromover)	Dec '25	▲	96.6%	96.0%	96.4%	96.0%	▲
		On-time performance (STS)	Dec '25	▲	90.26%	87.00%	88.59%	87.00%	▲
		On-time performance (Metrobus)	Dec '25	▼	64.0%	78.0%	64.1%	78.0%	▼
		Total boardings for the transit system	Dec '25	▼	6,743,962	7,500,000	20,239,433	22,500,000	▼
		All complaints per 100K boardings for Bus	Dec '25	▲	11.38	15.00	13.01	15.00	▲
		All complaints per 100K boardings for Rail	Dec '25	▼	4.04	1.50	4.12	1.50	▼
		All complaints per 100K boardings for Mover	Dec '25	▼	1.32	0.50	1.11	0.50	▼
		All complaints per 100,000 boardings for bus, rail, and mover	Dec '25	▲	8.82	12.00	10.00	12.00	▲
		Percentage of ADA Accommodations completely Processed Quarterly	'26 FQ1	▲	100.00%	100.00%	100.00%	100.00%	▲
		Metrorail/ Metromover elevator and escalator availability	Dec '25	▲	9,615.4%	96.0%	9,656.5%	96.0%	▲
		Number of ADA Facilities Inspected Quarterly	'26 FQ1	▲	14	5	14	5	▲
		Number of Golden Passports issued to residents aged 64 and under	Dec '25	▼	8,789	9,150	25,839	27,450	▼
		Rail on-time performance	Dec '25	▼	66.7%	95.0%	68.2%	95.0%	▼
		Number of active commuter-reduced fare EASY Cards	Dec '25	▼	58	450	117	450	▼
		Number of Golden Passports issued to residents aged 65 and over	Dec '25	▲	210,777	197,075	630,638	591,225	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures	Mean distance between failures (Metrobus) (in miles)	Dec '25		2,744	4,000	2,873	4,000	
		Preventative maintenance adherence (Metrobus)	Dec '25		97.8%	90.0%	98.1%	90.0%	
		Mean Distance Between Mainline Failures (Rail)	Dec '25		3,988	3,000	4,123	3,000	
		Mean distance between hard failures (Metrorail) (in miles)	Dec '25		71,787	39,000	54,110	39,000	
		Preventative maintenance adherence (Metrorail)	Dec '25		100.0%	90.0%	95.7%	90.0%	
		Preventative maintenance adherence (Metromover)	Dec '25		100.0%	90.0%	98.6%	90.0%	
		Mean Distance Between Hard Failures (Mover)	Dec '25		5,331	6,000	4,526	6,000	
		Escalator availability (Metrorail & Metromover)	Dec '25		95.7%	95.0%	96.7%	95.0%	
		Elevator availability (Metrorail & Metromover)	Dec '25		96.6%	96.0%	96.4%	96.0%	
		Percentage of nonrevenue vehicles that have not met or exceeded Useful Life Benchmark	2025 FY		74%	60%	74%	60%	
		Percentage of facilities inspected during the fiscal year meeting State of Good Repair ranking greater than three	2025 FY		90.0%	80.0%	90.0%	80.0%	
		Percentage of revenue vehicles have not met or exceeded Useful Life Benchmark	2025 FY		93.07%	80.00%	93.07%	80.00%	
		Number of Golden Passports issued to residents aged 64 and under	Dec '25		8,789	9,150	25,839	27,450	
		Wait-time at the for-hire vehicle inspection station (in minutes)	'26 FQ1		101	25	101	25	
Financial	Effectively prioritize, allocate and use resources to meet the current and future operating and capital needs for all our residents	Percentage increase of e-Newsletter subscribers	'26 FQ1		2.36%	2.00%	2.36%	2.00%	
		Expen: Total (DTPW)	'26 FQ1		\$206,311K	\$96,240K	\$206,311K	\$96,240K	
		Positions: Full-time Filled (DTPW)	'26 FQ1		3,830	4,241	3,830	4,241	
		Number of FTA grants awarded	2025 FY		3	7	3	7	
		Revenue: Total (DTPW)	'26 FQ1		\$156,648K	\$244,649K	\$156,648K	\$244,649K	
		Number of FDOT grants awarded	2025 FY		11	11	11	11	
Internal	Ensure an inclusive and diverse workforce	Percentage of leadership positions filled by women	2025 FY		40.00%	40.00%	40.00%	40.00%	
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	'26 FQ1		10	9	10	9	
		Number of employees that attended Leadership Development Trainings	'26 FQ1		320	5	320	5	

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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

There are no Initiatives associated to the Scorecard

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