



		completed on or before the designated interval							
		Percentage of light equipment repair work orders completed by Fleet technicians in 8 days or less	'24 FQ3		60%	80%	65%	80%	
		Financial savings from tire recapping, reducing number of new tires purchased	'24 FQ3		\$789,254	\$450,000	\$2,495,721	\$1,350,000	
		Metric tons of carbon dioxide (CO2) emissions conserved by recapping tires	'24 FQ3		694	n/a	2,216	n/a	
	<b>PROVIDE EFFICIENT DESIGN AND CONSTRUCTION PROJECTS VIA PROGRAM MANAGEMENT OFFICE</b>	Percentage of construction projects completed on budget	2023 FY		90%	80%	90%	80%	
		Percentage of construction projects completed on schedule	2023 FY		12%	55%	12%	55%	
		Square footage maintained per maintenance employee	2023 FY		67,232Sq. Ft.	90,000Sq. Ft.	67,232Sq. Ft.	90,000Sq. Ft.	
	<b>MAINTAIN EXCELLENT FACILITIES AND INFRASTRUCTURE</b>	Percentage of liability claimants contacted within 48 hours (2 Point Contact - 2PC)	Q1 '24		89	90	179	180	
		Customer Satisfaction With Risk Management Services	'24 FH1		3.0 / 4.0	5.0 / 4.0	3.0 / 4.0	5.0 / 4.0	
		Percentage of workers' compensation claimants contacted within 24 hours (3 Point Contact - 3PC)	Q1 '24		98	95	196	190	
	<b>PROVIDE EFFICIENT RISK MANAGEMENT SERVICES</b>	Percentage on County Departments Audited	H2 '23		60	60			
		Percentage of customers satisfied with print shop services	'23 FH2		85%	90%	85%	90%	
		Percent of sustainable ink used in the ISD Print Shop production.	2023 FY		100%	100%	100%	100%	
<b>Financial</b>	<b>MEET BUDGET TARGETS</b>	Total Accounts Receivable (ISD)	'24 FQ3		\$30,883,566	\$15,000,000	\$30,883,566	\$15,000,000	
		Revenue: Total (ISD)	'24 FQ3		\$50,409	\$93,571	\$174,561	\$280,713	
		Expenses: Total	'24 FQ3		\$92,045	\$93,571	\$260,154	\$280,713	
		Positions: Number of full-time positions filled	'24 FQ3		918	923	918	923	
		<b>ACCOUNTING COMPLIANCE WITH FINANCIAL LAWS</b>	Percentage of Invoices Processed Within 30 Calendar Days of Receipt	'24 FQ3		94%	90%	95%	90%
<b>Internal</b>	<b>MAINTAIN COMPETITIVE FLEET MANAGEMENT OPERATIONS</b>	Percentage of selected light equipment repairs that surpass industry standards	'24 FQ3		96%	90%	92%	90%	

**PROVIDE COST SAVING REAL ESTATE MANAGEMENT SERVICES**

**PROVIDE EFFICIENT DESIGN AND CONSTRUCTION SERVICES VIA PROGRAM MANAGEMENT OFFICE**

**MAINTAIN EXCELLENT FACILITIES AND INFRASTRUCTURE-1**

**IMPROVE EFFECTIVENESS OF THE ADA OFFICE**

Percent difference between Fleet's light equipment labor rate and the average private sector rate	2023 FY		95%	10%	95%	10%	
Percentage of selected heavy equipment repairs that surpass industry standards	'24 FQ3		86%	90%	80%	90%	
Percent difference between Fleet's heavy equipment labor rate and the average private sector rate	2023 FY		92%	10%	92%	10%	
Number of calendar days to process tax deed properties either for County use or for surplus circulation	2022 FY		90	120	90	120	
Percentage of leased properties physically inspected that are compliant with all lease terms	2022 FY		75%	100%	75%	100%	
Dollar value of surplus property sold	2022 FY		\$469,104	\$174,000	\$469,104	\$174,000	
Percentage of Projects that were competitively bid and awarded within 90 calendar days.	'24 FQ3		33%	80%	17%	80%	
Number of new construction attaining LEED Silver Certified	2023 FY		2	1	2	1	
Percentage of projects that require additional funding thru the issuance of a Change Order	'24 FQ3		7.0%	20.0%	6.7%	20.0%	
Percent of actual revenue realized compared to budget amount	'24 FQ3		24%	90%	24%	90%	
Percentage of Capital Projects that were competitively bid and awarded within 180 calendar days.	'24 FQ3		No Data	80%	0%	80%	
Percentage of Elevators, Escalators and regulated equipment with current certificate of operation	'24 FQ3		71%	90%	71%	90%	
Meet or exceed 3:1 ratio of active EVs to available charging ports	'24 FQ2		94%	100%	97%	100%	
Total Operating Expenses per Sq. Ft	2023 FY		\$9.00	\$9.00	\$9.00	\$9.00	
Benchmark all ISD managed buildings in ENERGY STAR® Portfolio Manager®	'24 FH1		90%	90%	90%	90%	
Number of ADA trainings provided to County and municipality ADA professionals/employees	'24 FQ3		1	3	8	9	

**Advance Opportunities For Small Businesses In Miami-Dade County**

Number of Communication Efforts made to improve awareness of ADA-related issues and standards	'24 FQ3		6	6	22	20	
Number of trainings completed by ADA Office staff towards ADA coordinator certification or maintenance	'24 FQ3		9	4	24	12	
Effectiveness of trainings delivered by ADA Office staff	'24 FQ3		4	5	13	14	
% of the ADA Coordinator SharePoint page updated	'24 FQ3		100	100	300	300	
Number of interactions/engagement activities w/County and external constituents	'24 FQ3		12	10	40	30	
Number of ADA Compliance reviews completed at FIMD-managed facilities	'24 FQ3		2	2	9	6	
Percentage of online resource database updated.	'24 FQ3		100%	100%	100%	100%	
Number of outreach and industry events with small businesses on key topics with stakeholders from major County Departments	'24 FQ3		20	20	20	20	
Percentage of identified underpaid wages on County contracts recovered	'24 FQ3		64%	50%	65%	50%	
Percentage of completed projects where small business opportunities were achieved	'24 FQ3		100.00%	98.00%	100.00%	98.00%	
Percentage of Construction, A&E, and Goods & Services awarded to small business enterprises (prime and sub-contractor) for contracts eligible for an SBE opportunity	'24 FQ3		70%	10%	38%	10%	
Percent of monitored projects in compliance with Living and Responsible Wages	'24 FQ3		91%	65%	90%	65%	
Total certified firms in Small Business Enterprise and Disadvantaged Business Enterprise programs	'24 FQ3		1,737	1,875	1,737	1,875	
Average number of days to create a selection committee	'24 FQ3		8	14	10	14	
Percent of monitored projects in compliance	'24 FQ3		98.74%	99.00%	99.39%	99.00%	

<p><b>PROVIDE EFFICIENT RISK MANAGEMENT SERVICES</b></p>	with Small Business Programs							
	Subrogation Collections	'24 FQ1		\$200,732	\$400,000	\$200,732	\$400,000	
	Percentage of liability claimants contacted within 48 hours (2 Point Contact - 2PC)	Q1 '24		89	90	179	180	
	Percentage of workers' compensation claimants contacted within 24 hours (3 Point Contact - 3PC)	Q1 '24		98	95	196	190	
	Percentage on County Departments Audited	H2 '23		60	60			
	Percentage of annual capital asset inventory department reconciliations completed	2023 FY		100%	100%	100%	100%	
<p><b>OFFER EFFICIENT BUSINESS SERVICES</b></p>	Percentage of print and mail assignments with standard manufacturing specifications completed timely following proof approvals	'24 FQ1		100%	95%	100%	95%	
	Number of ISD employees to receive Lean Six Sigma training	2022 FY		21	5	21	5	
	Number of ISD employees to receive frontline leadership development training	2023 FY		36	100	36	100	
<p><b>Learning and Growth</b></p> <p><b>RECRUIT, DEVELOP, AND RETAIN TALENTED HUMAN CAPITAL</b></p>	Number of vacancies	'24 FQ1		109	92	109	92	
	Number of professional development trainings attended by ISD employees	2022 FY		1,279	800	1,279	800	
	ISD employee satisfaction rating	2023 FY		No Data	75.0%	n/a	75.0%	

[Edit Scorecard](#)

Key: - Initiative - Featured Objective

## Initiatives for Scorecard

There is no data for the selected filter