

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 Miami-Dade County residents, businesses, and visitors by delivering safe, clean, efficient, reliable, sustainable and equitable public transportation infrastructure and services

Owner:
Cleckley,
Eulois
(DTPW)
Department:
Transportation
and Public
Works

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	TM1-1 Promote efficient traffic flow on Miami-Dade County roadways (DTPW)	Percentage of Traffic Signals in service	Jun '24		99.3%	95.0%	99.3%	95.0%	
		Percentage of High Priority Traffic Control Signs Installed, Repaired, or Replaced, within 16 Hours of Notification	Apr '24		100.0%	99.0%	100.0%	99.0%	
		% of Follow-Up Responses to Citizen Complaints w/in Five Days	Apr '24		100%	90%	100%	90%	
		Rickenbacker Toll Revenue Collected (thousands)	2023 FY		13,150	13,150	13,150	13,150	
	TM1-2 Expand & improve bikeway, greenway and sidewalk system (DTPW)	Miles of Sidewalks Added/Rehabilitated	'23 FQ4		2.12 Miles	2.50 Miles	11.54 Miles	10.00 Miles	
		Miles completed of the Underline Project (Phase 2 & 3)	'24 FQ2		2.14Miles	n/a	4.28Miles	2.14Miles	
		Sidewalk- Percentage of sidewalk service requests inspected within 15 business days of complaint	Apr '24		18.99%	50.00%	49.67%	50.00%	
	TM1-3: Provide reliable, accessible, and affordable transit service (DTPW)	Mean Distance Between Failures (Metrobus): KPI	Jun '24		3,008	4,000	3,728	4,000	
		Average Weekday Boardings - Bus	Jun '24		187,867	241,000	199,347	241,000	
		Average Weekday Boardings - Mover	Jun '24		20,874	30,000	22,980	30,000	
		Average Weekday Boardings - Rail	Jun '24		46,750	40,000	50,206	40,000	
		Mean Distance Between Mainline Failures (Rail)	Jun '24		4,947	3,000	4,234	3,000	
		Monthly Metromover service availability	Jun '24		98.4%	100.0%	98.8%	100.0%	
		Mean Distance Between Hard Failures (Mover)	Jun '24		1,698	6,000	3,819	6,000	
		Escalator Availability (Metrorail & Metromover)	Apr '24		89.6%	95.0%	88.7%	95.0%	
Elevator Availability (Metrorail & Metromover)	Apr '24		93.9%	96.0%	92.9%	96.0%			
On-Time Performance (STS)	Jun '24		92.53%	87.00%	88.47%	87.00%			

On-Time Performance (Metrobus)	Jun '24		69.1%	78.0%	65.5%	78.0%	
Total monthly boardings for the Transit System	Jun '24		6,575,557	n/a	64,792,884	n/a	
All complaints per 100K boardings for Bus	Jun '24		8.84	15.00	14.96	15.00	
All complaints per 100K boardings for Rail	Jun '24		4.95	1.50	4.57	1.50	
All complaints per 100K boardings for Mover	Apr '24		0.62	0.50	1.63	0.50	
Percentage of ADA Accommodations completely Processed Quarterly	'24 FQ2		100.00%	100.00%	100.00%	100.00%	
Metrorail/ Metromover elevator and escalator availability	Mar '24		82.88%	96.00%	87.76%	96.00%	
Number of ADA Facilities Inspected Quarterly	'24 FQ2		8	20	23	40	
Number of Golden Passports 64 and Under	Apr '24		7,816	9,150	65,114	64,050	
Rail On-Time Performance (Metrorail)	Jun '24		67.68%	95.00%	71.84%	95.00%	
Number of Commuter Reduced EASY Cards	Apr '24		918	1,000	7,019	7,000	
Number of Golden Passports 65 and Over	Apr '24		203,819	197,075	1,416,977	1,379,525	
Total number of revenue miles (Metrobus)	Jun '24		1,744,063	2,398,773	16,930,891	21,588,953	
Total number of revenue miles (Metrorail)	Jun '24		687,698	734,451	6,183,418	6,610,055	
Total number of revenue miles (Metromover)	Jun '24		57,736	96,000	604,274	864,000	
SPI - South Miami-Dade Corridor Project Development	'24 FQ2		0.89	1.00	0.89	1.00	
Number of vehicles parked at Metrorail Stations	Jun '24		50,183	117,000	502,118	1,053,000	
Activity of passenger movement per month between Miami International Airport and the Metrorail system	Jun '24		67,500	83,333	602,000	749,997	
Number of bike racks installed	Jun '24		0	n/a	83	124	
Total Number of Traffic Control and Street Name Signs Installed, Repaired and or Replaced	Jun '24		1,984Signs	2,700Signs	19,266Signs	24,300Signs	
Percentage of High Priority Traffic Control Signs Installed, Repaired, or Replaced, within 16 Hours of Notification	Apr '24		100.0%	99.0%	100.0%	99.0%	

TM1-4: Expand and modernize public transportation systems and options while minimizing carbon emissions (DTPW)

TM1-5: Facilitate connectivity at major points of interest and throughout the transportation system (DTPW)

TM2-1: Promote traffic and roadway safety (DTPW)

TM2-2: Improve safety for pedestrians and bicyclists (DTPW)

Percentage of Traffic Signals in service	Jun '24		99.3%	95.0%	99.3%	95.0%	
Sidewalk- Percentage of sidewalk service requests inspected within 15 business days of complaint	Apr '24		18.99%	50.00%	49.67%	50.00%	
Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'24 FQ2		9.85%	50.00%	9.68%	50.00%	

TM2-3 Ensure the safe operation of public transit (DTPW)

Number of Security Post Inspections	Jun '24		1,125	950	1,193	950	
Number of uniformed and/or plain-clothed; police details completed for the month.	Jun '24		75	50	701	450	
Approved submittal of DTPW Annual Safety Certification to the FDOT State Safety Oversight	2023		Yes	Yes	Yes	Yes	

TM3-1: Harden and maintain roadway infrastructure (DTPW)

Potholes- Total Number of Potholes and Drop-offs Repaired (EA)	Apr '24		242	650	5,176	4,550	
Total Number of Roadway Bridge Inspections Performed	2024 FY		175	100	175	100	
Potholes - Percentage of pothole service requests completed within five business days of complaint	Apr '24		34.92%	80.00%	66.55%	80.00%	

TM3-2: Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures (DTPW)

Mean Distance Between Failures (Metrobus): KPI	Jun '24		3,008	4,000	3,728	4,000	
Preventative Maintenance Adherence (Metrobus)	Jun '24		99.4%	90.0%	95.1%	90.0%	
Mean Distance Between Mainline Failures (Rail)	Jun '24		4,947	3,000	4,234	3,000	
Mean Distance Between Hard Failures (Metrorail): KPI	Jun '24		76,411	39,000	104,167	39,000	
Preventative Maintenance Adherence (Metrorail)	Jun '24		89.0%	90.0%	94.0%	90.0%	
Preventative Maintenance Adherence (Metromover)	Jun '24		100.0%	90.0%	98.8%	90.0%	
Mean Distance Between Hard Failures (Mover)	Jun '24		1,698	6,000	3,819	6,000	
Escalator Availability (Metrorail & Metromover)	Apr '24		89.6%	95.0%	88.7%	95.0%	
Elevator Availability (Metrorail & Metromover)	Apr '24		93.9%	96.0%	92.9%	96.0%	
Percentage of nonrevenue vehicles that have not met or exceeded Useful Life Benchmark	2023 FY		59%	60%	59%	60%	

TM3-3: Promote clean, attractive roads and rights-of-way (DTPW)	Percentage of facilities inspected during the Fiscal Year meeting State of Good Repair ranking greater than 3	2023 FY		99.00%	80.00%	99.00%	80.00%	
	Roadway Sweeping- Miles of roadway swept per month (EA)	Apr '24		844 miles	825 miles	4,098 miles	5,775 miles	
	Number of Bus Stop Inspections	Jun '24		422	350	728	350	
NI1-1: Promote livable and beautiful neighborhoods (DTPW)	NEAT- Total Problem Sites Resolved (EA)	Apr '24		2,579	1,000	19,990	7,000	
NI2-2: Mitigate community flood risk (DTPW)	Roadway Sweeping- Miles of roadway swept per month (EA)	Apr '24		844 miles	825 miles	4,098 miles	5,775 miles	
	Canal- Mechanical Harvesting (Miles)	Apr '24		6.04 miles	25.36 miles	64.36 miles	177.52 miles	
	Number of Flooding Complaints for Validation	Jun '24		17	4	46	36	
	Canal- Herbicide Spraying (Miles)	Apr '24		23 miles	52 miles	190 miles	364 miles	
	Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Apr '24		100.0%	100.0%	100.0%	100.0%	
NI3-3: Protect, maintain, and restore beaches, the coastline, Biscayne Bay, and other bodies of water (DTPW)	Drains- Percentage of drain cleaning service requests completed within 30-days of complaint	Apr '24		45.45%	80.00%	80.81%	80.00%	
	Drains- Total Drains Cleaned (EA)	Apr '24		380	800	2,909	5,600	
HS1-3: Promote the independence and wellbeing of the elderly (DTPW)	Number of Golden Passports 65 and Over	Apr '24		203,819	197,075	1,416,977	1,379,525	
HS2-1: Provide the necessary support services for vulnerable residents and special populations (DTPW)	Number of Golden Passports 64 and Under	Apr '24		7,816	9,150	65,114	64,050	
PS3-3 Ensure security at airports, seaport and on public transit (DTPW)	Number of Security Post Inspections	Jun '24		1,125	950	1,193	950	
	Reportable Part I Crimes (Serious)	Jun '24		4	10	2	10	
	Reportable Part II Crimes (Petty)	Jun '24		0	5	1	45	
GG1-1 Support a customer-focused organization by	Number of e-Newsletter subscribers (Cumulative)	Jun '24		3,701	n/a	25,651	n/a	

	providing convenient access to information and services, and by ensuring processes are easy to navigate (DTPW)								
	GG4-4: Lead community sustainability efforts and climate change mitigation and adaptation strategies (DTPW)	Canal- Mechanical Harvesting (Miles)	Apr '24		6.04 miles	25.36 miles	64.36 miles	177.52 miles	
	ED1-2: Create and maintain an environment attractive and welcoming to large and small businesses and their workforce (DTPW)	Wait-time at the For-hire Vehicle Inspection Station (in minutes)	Mar '24		12mins.	35mins.	18mins.	35mins.	
	ED1-3: Expand business and job training opportunities aligned with the needs of the local economy (DTPW)	Individuals trained at for-hire trainings	Mar '24		180	128	724	768	
Financial	GG4-2: Effectively prioritize, allocate and use resources to meet the current and future operating and capital needs for all our residents (DTPW)	Expen: Total (DTPW)	'24 FQ3		\$188,497K	\$234,588K	\$606,337K	\$703,764K	
		Positions: Full-time Filled (DTPW)	'24 FQ3		3,432	4,203	n/a	n/a	
		Number of FTA grants awarded	2024 FY		3	7	3	7	
		Revenue: Total (DTPW)	'24 FQ3		\$34,292K	\$234,588K	\$378,333K	\$703,764K	
		Number of FDOT grants awarded	2024 FY		13	11	13	11	
Internal	GG2-3: Ensure an inclusive and diverse workforce (DTPW)	Percentage of Women in Leadership Positions	2023 FY		35.25%	30.00%	35.25%	30.00%	
Learning and Growth	GG2-2: Promote employee development and leadership (DTPW)	Number of Learning and Development WORKSHOPS offered by DTPW HR Training and Development Unit at the end of the reporting period	'24 FQ3		12	9	30	27	
		Number of employees that attended Supervisory/Frontline Leadership Development trainings (mandated and trained by Downtown HR)	'24 FQ3		15	5	67	15	

Percentage of Performance Appraisals completed within 30 days of due date	'24 FQ2		95.00%	100.00%	94.50%	100.00%	
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[Edit Scorecard](#)

Key: - Initiative - Featured Objective

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Total number of revenue miles (Metrobus)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						
Total number of revenue miles (Metrorail)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						
Total number of revenue miles (Metromover)	Proceed with Implementation of the SMART Program and other Transit-Oriented Developments	2/24/2023	In Progress						
Percentage of nonrevenue vehicles that have not met or exceeded Useful Life Benchmark	Maintain and Update Existing Infrastructure	2/24/2023	In Progress						Ferrer Diaz, Josiel (DTPW)
Number of Learning and Development WORKSHOPS offered by DTPW HR Training and Development Unit at the end of the reporting period	Recruit and Retain Qualified Staff	1/11/2024	In Progress						Cleckley, Eulois (DTPW); Knight, Lydia (DTPW)
Percentage of facilities inspected during the Fiscal Year meeting State of Good Repair ranking greater than 3	Maintain and Update Existing Infrastructure	2/24/2023	In Progress						Ferrer Diaz, Josiel (DTPW)
Positions: Full-time Filled (DTPW)	Identify and Secure Funding	2/24/2023	In Progress						
Number of employees that attended Supervisory/Frontline Leadership Development trainings (mandated and trained by Downtown HR)	Recruit and Retain Qualified Staff	1/11/2024	In Progress						Cleckley, Eulois (DTPW); Knight, Lydia (DTPW)
Number of bike racks installed	Promote Safety / Decrease and Eliminate Injuries and Fatalities.	2/24/2023	In Progress						Ferrer Diaz, Josiel (DTPW)
Revenue: Total (DTPW)	Identify and Secure Funding	2/24/2023	In Progress						

Rows 1 - 10

Initiatives for Scorecard

There is no data for the selected filter