

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:** Ferrer Diaz, Josiel (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	TM1-1 Promote efficient traffic flow on Miami-Dade County roadways (DTPW)	Percentage of Traffic Signals in service	Sep '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	Jul '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	Jul '24		55.10%	50.00%	50.69%	50.00%	
	TM1-3: Provide reliable, accessible, and affordable transit service (DTPW)	Mean Distance Between Failures (Metrobus): KPI	Sep '24		3,730	4,000	3,638	4,000	
		Average Weekday Boardings - Bus	Sep '24		192,573	241,000	197,308	241,000	
		Average Weekday Boardings - Mover	Sep '24		20,532	30,000	22,480	30,000	
		Average Weekday Boardings - Rail	Sep '24		52,873	40,000	49,975	40,000	
		Mean Distance Between Mainline Failures (Rail)	Sep '24		5,334	3,000	4,283	3,000	
		Monthly Metromover service availability	Sep '24		99.7%	100.0%	99.0%	100.0%	
		Mean Distance Between Hard Failures (Mover)	Sep '24		2,439	6,000	3,776	6,000	
		Escalator Availability (Metrorail & Metromover)	Sep '24		87.9%	95.0%	50.4%	95.0%	
		Elevator Availability (Metrorail & Metromover)	Sep '24		86.4%	96.0%	91.8%	96.0%	
		On-Time Performance (STS)	Sep '24		88.76%	87.00%	89.02%	87.00%	
		On-Time Performance (Metrobus)	Aug '24		66.2%	78.0%	65.9%	78.0%	
		Total monthly boardings for the Transit System	Sep '24		6,744,393	n/a	85,692,288	n/a	
		All complaints per 100K boardings for Bus	Aug '24		12.87	15.00	14.86	15.00	
		All complaints per 100K boardings for Rail	Aug '24		5.45	1.50	4.68	1.50	
		All complaints per 100K boardings for Mover	Aug '24		1.00	0.50	1.44	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	Jul '24		49.61%	96.00%	87.82%	96.00%	
		Number of ADA Facilities Inspected Quarterly	'24 FQ3		18	7	62	21	
		Number of Golden Passports 64 and Under	Jul '24		8,321	9,150	88,997	91,500	
		Rail On-Time Performance (Metrorail)	Sep '24		52.61%	95.00%	68.69%	95.00%	
	Number of Commuter Reduced EASY Cards	Jul '24		880	1,000	9,674	10,000		
	Number of Golden Passports 65 and Over	Jul '24		205,044	197,075	2,030,806	1,970,750		
	TM1-4: Expand and modernize public transportation systems and options while minimizing carbon emissions (DTPW)	Total number of revenue miles (Metrobus)	Jul '24		1,801,127	2,398,773	18,774,729	23,987,726	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	TM1-4: Expand and modernize public transportation systems and options while minimizing carbon emissions (DTPW)	Total number of revenue miles (Metrorail)	Jul '24		679,306	734,451	6,862,724	7,344,506	
		Total number of revenue miles (Metromover)	Jul '24		58,908	96,000	663,182	960,000	
		SPI - South Miami-Dade Corridor Project Development	'24 FQ2		0.89	1.00	0.89	1.00	
	TM1-5: Facilitate connectivity at major points of interest and throughout the transportation system (DTPW)	Number of vehicles parked at Metrorail Stations	Sep '24		57,897	117,000	675,919	1,404,000	
		Activity of passenger movement per month between Miami International Airport and the Metrorail system	Sep '24		69,200	83,333	814,900	999,996	
		Number of bike racks installed	Aug '24		0	n/a	95	124	
	TM2-1: Promote traffic and roadway safety (DTPW)	Total Number of Traffic Control and Street Name Signs Installed, Repaired and or Replaced	Sep '24		1,792Signs	2,700Signs	25,548Signs	32,400Signs	
		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%	
	TM2-2: Improve safety for pedestrians and bicyclists (DTPW)	Percentage of Traffic Signals in service	Sep '24		99.3%	95.0%	99.3%	95.0%	
		Sidewalk- Percentage of sidewalk service requests inspected within 15 business days of complaint	Jul '24		55.10%	50.00%	50.69%	50.00%	
		Sidewalk- Service Requests Completed within 60 Business Days of Complaint (%)	'24 FQ3		6.51%	50.00%	8.64%	50.00%	
	TM2-3 Ensure the safe operation of public transit (DTPW)	Number of Security Post Inspections	Sep '24		1,153	950	1,183	950	
		Number of uniformed and/or plain-clothed; police details completed for the month.	Sep '24		68	50	912	600	
		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	Jun '24		16.06%	80.00%	59.05%	80.00%	
	TM3-2: Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures (DTPW)	Mean Distance Between Failures (Metrobus): KPI	Sep '24		3,730	4,000	3,638	4,000	
		Preventative Maintenance Adherence (Metrobus)	Sep '24		89.9%	90.0%	94.6%	90.0%	
		Mean Distance Between Mainline Failures (Rail)	Sep '24		5,334	3,000	4,283	3,000	
		Mean Distance Between Hard Failures (Metrorail): KPI	Sep '24		66,669	39,000	95,226	39,000	
		Preventative Maintenance Adherence (Metrorail)	Sep '24		94.0%	90.0%	93.7%	90.0%	
		Preventative Maintenance Adherence (Metromover)	Sep '24		68.4%	90.0%	96.0%	90.0%	
		Mean Distance Between Hard Failures (Mover)	Sep '24		2,439	6,000	3,776	6,000	
		Escalator Availability (Metrorail & Metromover)	Sep '24		87.9%	95.0%	50.4%	95.0%	
		Elevator Availability (Metrorail & Metromover)	Sep '24		86.4%	96.0%	91.8%	96.0%	
		Percentage of nonrevenue vehicles that have not met or exceeded Useful Life Benchmark	2023 FY		59%	60%	59%	60%	
	Percentage of facilities inspected during the Fiscal Year meeting State of Good Repair ranking	2023 FY		99.00%	80.00%	99.00%	80.00%		

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal		
Customer	TM3-2: Provide resilient, well maintained, modern, and comfortable transportation vehicles, facilities, and structures (DTPW)	greater than 3								
	TM3-3: Promote clean, attractive roads and rights-of-way (DTPW)	Roadway Sweeping- Miles of roadway swept per month (EA)	Apr '24		844 miles	825 miles	4,098 miles	5,775 miles		
	NI1-1: Promote livable and beautiful neighborhoods (DTPW)	Number of Bus Stop Inspections	Sep '24		344	350	652	350		
		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		
	NI3-3: Protect, maintain, and restore beaches, the coastline, Biscayne Bay, and other bodies of water (DTPW)	Number of Flooding Complaints for Validation	Sep '24		7	4	75	48		
		Canal- Herbicide Spraying (Miles)	Apr '24		23 miles	52 miles	190 miles	364 miles		
	HS1-3: Promote the independence and wellbeing of the elderly (DTPW)	Canal - Canal Maintenance Service Requests Completed within 3 days of Complaint (%)	Apr '24		100.0%	100.0%	100.0%	100.0%		
		Drains- Percentage of drain cleaning service requests completed within 30-days of complaint	Apr '24		45.45%	80.00%	80.81%	80.00%		
	HS2-1: Provide the necessary support services for vulnerable residents and special populations (DTPW)	Drains- Total Drains Cleaned (EA)	Apr '24		380	800	2,909	5,600		
		Number of Golden Passports 65 and Over	Jul '24		205,044	197,075	2,030,806	1,970,750		
	PS3-3 Ensure security at airports, seaport and on public transit (DTPW)	Number of Golden Passports 64 and Under	Jul '24		8,321	9,150	88,997	91,500		
		Number of Security Post Inspections	Sep '24		1,153	950	1,183	950		
	GG1-1 Support a customer-focused organization by providing convenient access to information and services, and by ensuring processes are easy to navigate (DTPW)	Reportable Part I Crimes (Serious)	Sep '24		2	10	2	10		
		Reportable Part II Crimes (Petty)	Sep '24		0	5	2	60		
	GG4-4: Lead community sustainability efforts and climate change mitigation and adaptation strategies (DTPW)	Number of e-Newsletter subscribers (Cumulative)	Jul '24		3,785	n/a	29,436	n/a		
		Percentage increase of e-Newsletter subscribers	'24 FQ2		20.00%	2.00%	11.20%	2.00%		
	ED1-2: Create and maintain an environment attractive and welcoming to large and small businesses and their workforce (DTPW)	Canal- Mechanical Harvesting (Miles)	Apr '24		6.04 miles	25.36 miles	64.36 miles	177.52 miles		
		Wait-time at the For-hire Vehicle Inspection Station (in minutes)	Jul '24		13mins.	35mins.	15mins.	35mins.		
	Financial	ED1-3: Expand business and job training opportunities aligned with the needs of the local economy (DTPW)	Individuals trained at for-hire trainings	Aug '24		163	128	1,395	1,408	
		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 FQ4		\$192,305K	\$234,585K	\$798,642K	\$938,349K	
Internal	GG2-3: Ensure an inclusive and	Positions: Full-time Filled (DTPW)	'24 FQ4		3,432	4,203	n/a	n/a		
		Number of FTA grants awarded	2024 FY		3	7	3	7		
		Revenue: Total (DTPW)	'24 FQ4		\$374,856K	\$234,585K	\$753,189K	\$938,349K		
		Number of FDOT grants awarded	2024 FY		13	11	13	11		
		Percentage of leadership positions filled by women	2023 FY		35.25%	30.00%	35.25%	30.00%		

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target	Actual FYTD	FYTD Goal	
Learning and Growth	diverse workforce (DTPW) 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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Key: - Initiative - Featured Objective

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Total number of revenue miles (Metroliner)	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						

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Initiatives for Scorecard

There is no data for the selected filter

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