

Scorecard - Solid Waste Management

Information

Name:

Solid Waste Management

Description:

(Scorecard created 10/2015 as a result of the split from Public Works.)

Domain:

Solid Waste Management

Owners:

Fernandez, Michael (DSWM)

Details

		As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal		Owners		
▼ Customer											Customer	
▼ Provide Quality Residential Garbage, Trash and Recycling Collection Services											Fernandez, Michael (DSWM); Solid Waste Management	Provide Quality Residential Garbage, Trash and Recycling Collection Services
	Initiative Name	Type	As Of	Status	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	%	Owners					
	Replace Waste Collection System (WCS)		6/11/2019	In Progress		90%	Silver, Deborah F. (DSWM); Solid Waste Management					
	Percentage of Automated and Manual Garbage Routes completed on time		Jun '19	<div></div>		97.3%	98.0%	<div></div>	97.5%	98.0%	Robinson, Margie (DSWM); Henfield, Claudia (DSWM); Penha-Cumbermack, Debbie (DSWM); Conner, Latasha (DSWM)	Percentage of Automated and Manual Garbage Routes completed on time
	New Household Accounts added to Solid Waste Collections (Monthly)		Jun '19	<div></div>		159	150	<div></div>	1,359	1,350	Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Chong, Michelle (DSWM);	New Household Accounts added to Solid Waste Collections (Monthly)
	Number of Garbage Complaints Received per 10,000 households		Jun '19	<div></div>		3	4	<div></div>	28	36	Henfield, Claudia (DSWM); Robinson, Margie (DSWM); Penha-Cumbermack, Debbie (DSWM)	Number of Garbage Complaints Received per 10,000 households
	Number of curbside recycling complaints per 10,000 participating households		Jun '19	<div></div>		1.0	1.4	<div></div>	0.9	1.4	Love, Gayle (DSWM); Massa, Jeanmarie (DSWM)	Number of curbside recycling complaints per 10,000 participating households
	Number of Missed Garbage Complaints Received Per 10,000 Households		Jun '19	<div></div>		3	4	<div></div>	26	36	Henfield, Claudia (DSWM); Penha-Cumbermack, Debbie (DSWM); Robinson, Margie (DSWM)	Number of Missed Garbage Complaints Received Per 10,000 Households
	Number of Bulky Waste complaints per 1000 Regular Bulky Waste orders created		Jun '19	<div></div>		17.0	10.0	<div></div>	14.8	10.0	Howard, Ronald	Number of Bulky Waste complaints per 1000 Regular Bulky Waste orders created
▼ Improve Programs that Promote Neighborhood & Rights-of-Way Aesthetics, & Environmental Conditions											Fernandez, Michael (DSWM); Solid Waste Management	Improve Programs that Promote Neighborhood & Rights-of-Way Aesthetics, & Environmental Conditions
	Percentage of scheduled illegal dumping piles picked up within 8 days of receipt		Jun '19	<div></div>		100.0%	95.0%	<div></div>	97.0%	95.0%	Penha-Cumbermack, Debbie (DSWM); Ferguson, Virginia T. (DSWM)	Percentage of scheduled illegal dumping piles picked up within 8 days of receipt
	Investigate Illegal Dumping Complaints received via 311 within one week of Receipt		Jun '19	<div></div>		95%	95%	<div></div>	96%	95%	Vargas, Luis (DSWM); Jackson, Michelle J. (DSWM); Cummings, Demetris (DSWM)	Investigate Illegal Dumping Complaints received via 311 within one week of Receipt
▼ Provide Safe, Attractive and Structurally Sound ROWs and Infrastructure for Both General and Special Populations											Fernandez, Michael (DSWM); Solid Waste Management	Provide Safe, Attractive and Structurally Sound ROWs and Infrastructure for Both General and Special Populations
	Total Residential Enforcement Actions		Jun '19	<div></div>		2,640	2,660	<div></div>	24,638	23,940	Vargas, Luis (DSWM);	Total Residential Enforcement Actions
	Litter Tons		Jun '19	<div></div>		26	0	<div></div>	280	0	Penha-Cumbermack, Debbie (DSWM); Howard, Ronald	Litter Tons
	Single Stream Recycling Program Tons		Jun '19	<div></div>		4,689	5,000	<div></div>	61,167	61,000	Massa, Jeanmarie (DSWM);	Single Stream Recycling Program Tons
▼ Provide Timely and Satisfactory Resolution to Customer Needs, Requests & Inquiries											Fernandez, Michael (DSWM); Solid Waste Management	Provide Timely and Satisfactory Resolution to Customer Needs, Requests & Inquiries
	Average Illegal Dumping Pick-up Response Time		Jun '19	<div></div>		2	3	<div></div>	3	3	Penha-Cumbermack, Debbie (DSWM); Ferguson, Virginia T. (DSWM)	Average Illegal Dumping Pick-up Response Time
	Average Bulky Waste Response Time in Calendar Days		Jun '19	<div></div>		7.0	7.0	<div></div>	7.0	7.0	Penha-Cumbermack, Debbie (DSWM); Ferguson, Virginia T. (DSWM)	Average Bulky Waste Response Time in Calendar Days
	Response to Mosquito Nuisance Complaints		Jun '19	<div></div>		98.3% (1,998.0 / 2,032.0)	96.0%	<div></div>	99.2% (6,817.0 / 6,869.0)	96.0%	Washington, Elizabeth (DSWM); Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM)	Response to Mosquito Nuisance Complaints
Implement/Provide Quality Environmental, Smart Growth and Sustainability Programs that Support Livable Communities											Fernandez, Michael (DSWM); Solid Waste Management	Implement/Provide Quality Environmental, Smart Growth and Sustainability Programs that Support Livable Communities
▼ Financial												
▼ Meet Budget Targets Quarterly											Fernandez, Michael (DSWM); Solid Waste Management	Meet Budget Targets Quarterly
	Disposal Revenue Tons - Garbage		Jun '19	<div></div>		89,706	93,028	<div></div>	816,608	837,252	Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM);	Disposal Revenue Tons - Garbage
	Disposal Revenue Tons - Trash		Jun '19	<div></div>		48,748	49,397	<div></div>	434,705	444,573	Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Galvez, David (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM)	Disposal Revenue Tons - Trash
	Disposal Full Fee Revenue Tons		Jun '19	<div></div>		138,454	142,425	<div></div>	1,251,313	1,281,825	Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Shorunke-Jean, Bolanle O. (DSWM)	Disposal Full Fee Revenue Tons

Scorecard - Solid Waste Management

▼ Monitor Overtime and Temporary Expenditures						Fernandez, Michael (DSWM); Solid Waste Management				Monitor Overtime and Temporary Expenditures																																					
Overtime expenditure (Administration)		Jun '19	▲	\$2,956	\$10,500	▲	\$39,167	\$94,500	Ruiz, Michael W. (DSWM)		Overtime expenditure (Administration)																																				
Temporary Expenditure (Administration)		Jun '19	▲	\$1,352	\$3,233	▼	\$41,526	\$29,097	Ruiz, Michael W. (DSWM)		Temporary Expenditure (Administration)																																				
Overtime Expenditure (WWM Operations)		Jun '19	▼	\$305,278	\$222,251	▼	\$3,189,765	\$2,000,256	Durham-Camp, Sherra (DSWM)		Overtime Expenditure (WWM Operations)																																				
Temporary Expenditure (WWM Operations)		Jun '19	▲	\$40,366	\$45,591	▲	\$375,057	\$410,334	Durham-Camp, Sherra (DSWM)		Temporary Expenditure (WWM Operations)																																				
▼ To Reduce Disposal Accounts receivable delinquencies						Rayborn, Rick (DSWM); Trabanco, Raul (DSWM) ; Solid Waste Management				To Reduce Disposal Accounts receivable delinquencies																																					
Accounts receivable Disposal delinquent balance over 90 days past due (Workload Measure)		'19 Q2	▲	\$162,285	\$250,000		n/a	n/a	Rayborn, Rick (DSWM); Trabanco, Raul (DSWM)		Accounts receivable Disposal delinquent balance over 90 days past due (Workload Measure)																																				
Total Accounts Receivable		'19 FQ3	▲	\$5,798.0K	\$5,825.0K		n/a	n/a	Rayborn, Rick (DSWM); Trabanco, Raul (DSWM)		Total Accounts Receivable																																				
▼ Meet Budget Targets (Solid Waste)						Fernandez, Michael (DSWM)				Meet Budget Targets (Solid Waste)																																					
Expen: Total (Solid Waste)		'19 FQ3	▲	\$76,431K	\$136,652K	▲	\$249,940K	\$409,182K	Fernandez, Michael (DSWM)		Expen: Total (Solid Waste)																																				
Revenue: Total (Solid Waste)		'19 FQ3	▼	\$59,313K	\$136,266K	▼	\$352,510K	\$408,796K	Fernandez, Michael (DSWM)		Revenue: Total (Solid Waste)																																				
Positions: Full-time Filled (Solid Waste)		'19 FQ3		999	n/a		n/a	n/a	Fernandez, Michael (DSWM) ; Sifontes, Michelle (DSWM)		Positions: Full-time Filled (Solid Waste)																																				
▼ Internal										Internal																																					
▼ Office of the Mayor Assignments						Faddis, Johanna (DSWM); Cabrera, Aimee (DSWM); Solid Waste Management				Office of the Mayor Assignments																																					
Percentage of the Mayor's Office Assignments Completed Ontime		Jun '19	▲	100% (5 / 5)	100%	▼	69% (11 / 16)	100%	Cabrera, Aimee (DSWM)		Percentage of the Mayor's Office Assignments Completed Ontime																																				
Improve the Efficiency of the Operations						Fernandez, Michael (DSWM); Solid Waste Management				Improve the Efficiency of the Operations																																					
▼ Ensure Ongoing Compliance with local, state, and Federal Regulations						Fernandez, Michael (DSWM); Solid Waste Management				Ensure Ongoing Compliance with local, state, and Federal Regulations																																					
<table><thead><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th></th><th></th><th></th><th></th><th></th><th></th><th>%</th><th>Owners</th></tr></thead><tbody><tr><td>Munisport Landfill Grant</td><td></td><td>4/17/2019</td><td>In Progress</td><td></td><td></td><td></td><td></td><td></td><td></td><td>68%</td><td>Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management</td></tr><tr><td>Virginia Key Landfill Grant</td><td></td><td>4/17/2019</td><td>In Progress</td><td></td><td></td><td></td><td></td><td></td><td></td><td>25%</td><td>Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management</td></tr></tbody></table>												Initiative Name	Type	As Of	Status							%	Owners	Munisport Landfill Grant		4/17/2019	In Progress							68%	Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management	Virginia Key Landfill Grant		4/17/2019	In Progress							25%	Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management
Initiative Name	Type	As Of	Status							%	Owners																																				
Munisport Landfill Grant		4/17/2019	In Progress							68%	Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management																																				
Virginia Key Landfill Grant		4/17/2019	In Progress							25%	Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management																																				
Disposal System Level of Service (In Years)		2019 FY	▲	15	5	▲	15	5	Porcelli, Mario (DSWM)		Disposal System Level of Service (In Years)																																				
▼ Provide Quality Administrative and Operational Support that Drives Effectiveness and Efficiency in Service Delivery						Fernandez, Michael (DSWM); Solid Waste Management				Provide Quality Administrative and Operational Support that Drives Effectiveness and Efficiency in Service Delivery																																					
<table><thead><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th></th><th></th><th></th><th></th><th></th><th></th><th>%</th><th>Owners</th></tr></thead><tbody><tr><td>Biometric Time Clocks Project Deployment</td><td></td><td>6/7/2019</td><td>On Hold</td><td></td><td></td><td></td><td></td><td></td><td></td><td>69%</td><td>Silver, Deborah F. (DSWM); Solid Waste Management</td></tr></tbody></table>												Initiative Name	Type	As Of	Status							%	Owners	Biometric Time Clocks Project Deployment		6/7/2019	On Hold							69%	Silver, Deborah F. (DSWM); Solid Waste Management												
Initiative Name	Type	As Of	Status							%	Owners																																				
Biometric Time Clocks Project Deployment		6/7/2019	On Hold							69%	Silver, Deborah F. (DSWM); Solid Waste Management																																				
▼ Learning and Growth										Learning and Growth																																					
▼ Provide Training and Employee Development Opportunities						Fernandez, Michael (DSWM); Solid Waste Management				Provide Training and Employee Development Opportunities																																					
Total No. of Training Sessions		Jun '19	▲	13	10	▲	221	90	Lafortune, Ruelynn (DSWM); Lopez, Daniel (DSWM); Sifontes, Michelle (DSWM); Marlow, Myra (DSWM); Lamb, Trinese (DSWM); Arias, Ruth (DSWM); Westmoreland, La Keisha (DSWM)		Total No. of Training Sessions																																				
▼ Ensure a Safe Working Environment for Employees						Sifontes, Michelle (DSWM); Arias, Ruth (DSWM); Solid Waste Management				Ensure a Safe Working Environment for Employees																																					
No. of safety inspections conducted		Jun '19	▲	18	18	▲	162	162	Sifontes, Michelle (DSWM); Marlow, Myra (DSWM); Lopez, Daniel (DSWM); Lamb, Trinese (DSWM); Lafortune, Ruelynn (DSWM); Arias, Ruth (DSWM)		No. of safety inspections conducted																																				

Linked Objects

▼ Child Scorecards		
Name	Owners	
DSWM Audit and Compliance	Hankerson, Andrea A. (DSWM); Solid Waste Management	
DSWM Intergovernmental And External Affairs	Santos, Stacy (DSWM); McDuffie-Brewster, Stacey (DSWM); Solid Waste Management	
DSWM - Administration	Ruiz, Michael W. (DSWM); Solid Waste Management	
DSWM - Waste Management Operations	Fernandez, Michael (DSWM); Solid Waste Management	
DSWM (AD) Collections Operations	Durham-Camp, Sherra (DSWM); Penha-Cumbermack, Debbie (DSWM); Solid Waste Management	

Scorecard - Solid Waste Management

DSWM (AD) Disposal Operations	Espinosa-Anderson, Olga (DSWM); Solid Waste Management
DSWM (AD) Tech Svcs, Env Affairs & Mntc Operations	Porcelli, Mario (DSWM); Hernandez, German (DSWM); Solid Waste Management
DSWM Accounting and Financial Reporting Division	Rayborn, Rick (DSWM); Trabanco, Raul (DSWM); Solid Waste Management
DSWM Budget & Fiscal Management	Shorunke-Jean, Bolanle O. (DSWM); Perez, Nathalie D. (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM)
DSWM Facilities Maintenance Division	Contreras, Humberto (DSWM); Solid Waste Management
DSWM Landfill Division	Gomez, Francisco (DSWM); Aldama, Leslie (DSWM); Espinosa-Anderson, Olga (DSWM); Solid Waste Management
DSWM Personnel Services Division	Marlow, Myra (DSWM); Sifontes, Michelle (DSWM); Lafortune, Ruelynn (DSWM); Lopez, Daniel (DSWM); Solid Waste Management
DSWM Procurement & Contracts Mgmt. Division	Careaga, Karina (DSWM); Solid Waste Management
DSWM Public Information & Outreach Division	Love, Gayle (DSWM); Solid Waste Management
DSWM Tech Services & Env Affairs Division	Uchdorf, Wieland; Porcelli, Mario (DSWM); Hernandez, German (DSWM); Solid Waste Management
DSWM Transfer Division	Faddis, Johanna (DSWM); Lovely, Charles (DSWM); Palmer, Kelli (DSWM); Villanueva, Jessica (DSWM); Solid Waste Management
DSWM Trash Division	Howard, Ronald; Penha-Cumbermack, Debbie (DSWM); Solid Waste Management
DSWM Garbage Division	Henfield, Claudia (DSWM); Robinson, Margie (DSWM); Penha-Cumbermack, Debbie (DSWM)
DSWM Fleet Management Division	Diaz, Danny (DSWM)
DSWM Mosquito Control	Cabrera, Aimee (DSWM); Fernandez, Michael (DSWM); Petrie, William (DSWM); Solid Waste Management
DSWM Management Information Services Division	Silver, Deborah F. (DSWM); Solid Waste Management
DSWM (AD) Support Services	Ruiz, Michael W. (DSWM)
Solid Waste Historical Data	Santos, Stacy (DSWM); Solid Waste Management

▼ Parent Scorecards

Name	Owners
Neighborhood and Infrastructure Strategic Area Scorecard	Miami-Dade County

▼ ActiveViews

▼ Initiatives

Name	Type	As Of						%	Status	Owners
Replace Waste Collection System (WCS)		12/16/2019						90%	In Progress	Silver, Deborah F. (DSWM); Solid Waste Management
Munisport Landfill Grant		12/24/2019						68%	In Progress	Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management
Virginia Key Landfill Grant		8/23/2019						25%	In Progress	Porcelli, Mario (DSWM); Hernandez, German (DSWM); Kelapanda, Achaya (DSWM); Solid Waste Management
Biometric Time Clocks Project Deployment		12/16/2019						69%	On Hold	Silver, Deborah F. (DSWM); Solid Waste Management

▼ Objectives

Name	Owners
Provide Quality Residential Garbage, Trash and Recycling Collection Services	Fernandez, Michael (DSWM); Solid Waste Management
Improve Programs that Promote Neighborhood & Rights-of-Way Aesthetics, & Environmental Conditions	Fernandez, Michael (DSWM); Solid Waste Management
Provide Safe, Attractive and Structurally Sound ROWs and Infrastructure for Both General and Special Populations	Fernandez, Michael (DSWM); Solid Waste Management
Provide Timely and Satisfactory Resolution to Customer Needs, Requests & Inquiries	Fernandez, Michael (DSWM); Solid Waste Management
Implement/Provide Quality Environmental, Smart Growth and Sustainability Programs that Support Livable Communities	Fernandez, Michael (DSWM); Solid Waste Management
Meet Budget Targets Quarterly	Fernandez, Michael (DSWM); Solid Waste Management
Monitor Overtime and Temporary Expenditures	Fernandez, Michael (DSWM); Solid Waste Management
To Reduce Disposal Accounts receivable delinquencies	Rayborn, Rick (DSWM); Trabanco, Raul (DSWM); Solid Waste Management
Meet Budget Targets (Solid Waste)	Fernandez, Michael (DSWM)

Scorecard - Solid Waste Management

	Office of the Mayor Assignments	Faddis, Johanna (DSWM); Cabrera, Almee (DSWM); Solid Waste Management
	Improve the Efficiency of the Operations	Fernandez, Michael (DSWM); Solid Waste Management
	Ensure Ongoing Compliance with local, state, and Federal Regulations	Fernandez, Michael (DSWM); Solid Waste Management
	Provide Quality Administrative and Operational Support that Drives Effectiveness and Efficiency in Service Delivery	Fernandez, Michael (DSWM); Solid Waste Management
	Provide Training and Employee Development Opportunities	Fernandez, Michael (DSWM); Solid Waste Management
	Ensure a Safe Working Environment for Employees	Sifontes, Michelle (DSWM); Arias, Ruth (DSWM); Solid Waste Management
▼ Program Groups		
▼ Stoplight Charts		
▼ Tasks		

Commentary

Action Items

	Due Date ▲	Status ▲	Action	Owners
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Comments










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Attachments & Links
















▼ Attachments

Measures

As Of: <M/d/yyyy> 15 Sum. Lvl.: Base Comparator: Default

		Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners	Domain
		Accounts receivable Disposal delinquent balance over 90 days past due (Workload Measure)	Accounts receivable Disposal balance running 90 days + past due. "Data" From Scalehouse Receivable System".	Goal - Default	Base	'20 Q1	\$41,848	\$225,000	\$183,152	Rayborn, Rick (DSWM); Trabanco, Raul (DSWM)	Solid Waste Management
		Average Bulky Waste Response Time in Calendar Days	The Department receives approximately 88,000 bulky waste orders annually. DSWM Bulky Waste Response time is calculated from the date of the request to the date of the actual pick-up by the Trash Division. (Includes both compliant and non-compliant bulky pickups) Days are reported as calendar days....	Goal - Default	Base	Dec '19	7.0	7.0	0.0	Penha-Cumbermack, Debbie (DSWM); Ferguson, Virginia T. (DSWM)	Solid Waste Management
		Average Illegal Dumping Pick-up Response Time	The Department responds to more than 9,000 illegal dumping complaints per year. The Waste Enforcement Officer Service Area consists of 32 zones and includes over 330,000 residential customers within the DSWM Service Area, plus the Cities of Aventura, Cutler Bay, Doral, Miami Gardens, Miami Lakes, Palmetto Bay,...	Goal - Default	Base	Dec '19	2	4	2	Penha-Cumbermack, Debbie (DSWM); Ferguson, Virginia T. (DSWM)	Solid Waste Management
		Disposal Full Fee Revenue Tons	The County charges tipping fees to Municipalities, Private Haulers and County Agencies for the use of its disposal and transfer facilities per ton. These fees are subject to annual increases based on Consumer Price Index (CPI). Currently, there are 18 cities with interlocal agreements. Disposal Full Fee Revenue...	Goal - Default	Base	Dec '19	145,444	143,849	1,595	Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Shorunke-Jean, Bolante O. (DSWM)	Solid Waste Management
		Disposal Revenue Tons - Garbage	The County charges tipping fees to Municipalities, Private Haulers and County Agencies for the use of its disposal and transfer facilities per ton. These fees are subject to annual increases based on Consumer Price Index (CPI). Currently, there are 18 cities with interlocal agreements.	Goal - Default	Base	Dec '19	97,166	93,958	3,208	Shorunke-Jean, Bolante O. (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Perez, Nathalie D. (DSWM)	Solid Waste Management
	VR	Disposal Revenue Tons - Trash	The County charges tipping fees to Municipalities, Private Haulers and County Agencies for the use of its disposal and transfer facilities per ton. These fees are subject to annual increases based on Consumer Price Index (CPI). Currently, there are 18 cities with interlocal agreements.	Goal - Default	Base	Dec '19	48,278	49,891	-1,613	Chong, Michelle (DSWM); Shorunke-Jean, Bolante O. (DSWM); Galvez, David (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM)	Solid Waste Management
		Disposal System Level of Service (In Years)	Remaining disposal capacity in number of years greater than or equal to the minimum standard (5 years minimum) as defined by the Solid Waste Disposal Concurency Determination. DATA: Consultant Capacity Report and FM&P Budgeted Revenue Tons. GOAL: Greater than or equal to the...	Goal - Default	Base	2019 FY	15	5	10	Porcelli, Mario (DSWM)	Solid Waste Management
		Expen: Total (Solid Waste)		Goal - Default	Base	'19 FQ3	\$76,431K	\$136,652K	\$-60,221K	Fernandez, Michael (DSWM)	Solid Waste Management
		Investigate Illegal Dumping Complaints received via 311 within one week of Receipt	The Department responds to more than 10,000 illegal dumping complaints per year. The Waste Enforcement Officer Service Area consists of 34 zones and includes over 340,000 residential customers within the DSWM Service Area, plus eight (9) cities including Aventura, Cutler Bay, Doral, Miami Gardens, Miami Lakes,...	Goal - Default	Base	Dec '19	96%	95%	1%	Vargas, Luis (DSWM); Jackson, Michelle J. (DSWM); Cummings, Demetris (DSWM)	Solid Waste Management

Scorecard - Solid Waste Management

	Litter Tons	Tons of litter collected in the Litter Program. Includes litter from over 550 hotspots and a combined total of 1360 corridor miles serviced each month. Goal is based on Projections per Budget & Perf Tracking workload measures.	Goal - Default	Base	Dec '19	39	0	39	Penha-Cumbermack, Debbie (DSWM); Howard, Ronald	Solid Waste Management
	New Household Accounts added to Solid Waste Collections (Monthly)	New Household Accounts added to Solid Waste Collections (Monthly) The Department provides solid waste services to single-family residential units (including certain multi-family units such as duplexes) and a small number of commercial and multi-family accounts in the unincorporated portions of Miami...	Goal - Default	Base	Dec '19	388	141	247	Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Chong, Michelle (DSWM); Perez, Nathalie D. (DSWM)	Solid Waste Management
	No. of safety inspections conducted	The Office of Safety, ISD requires that regular inspections be conducted of all departmental facilities. Effective 10-1-12, The Safety Inspection measure also includes Vehicle and Operations Inspections.	Goal - Default	Base	Dec '19	18	18	0	Sifontes, Michelle (DSWM); Marlow, Myra (DSWM); Lopez, Daniel (DSWM); Lamb, Trinese (DSWM); Lafortune, Ruelynn (DSWM); Arias, Ruth (DSWM)	Solid Waste Management
	Number of Bulky Waste complaints per 1000 Regular Bulky Waste orders created	The department receives approximately 88,000 bulky waste orders annually. Bulky Orders are created/ scheduled for a non-compliance pick-up or when a resident requests a regular bulky trash pick up either through the 311 Answer Center or directly to DSWM at 305-375-5544. Bulky Waste Complaints are also...	Goal - Default	Base	Dec '19	8.4	16.0	7.6	Howard, Ronald	Solid Waste Management
 VR	Number of curbside recycling complaints per 10,000 participating households	There are approximately 350,000 customers participating in the County's recycling program. The service area includes the DSWM Service Area, plus twelve (12) cities. The recycling is collected by two private haulers: World Waste and Progressive Waste Solutions.	Goal - Default	Base	Dec '19	7.1	6.4	-0.7	Love, Gayle (DSWM); Massa, Jeanmarie (DSWM)	Solid Waste Management
	Number of Garbage Complaints Received per 10,000 households	There are approximately 330,000 residential garbage customers in the DSWM Service Area, plus nine (9) cities including Aventura, Cutler Bay, Doral, Miami Gardens, Miami Lakes, Opa-Locka, Palmetto Bay, Pinecrest and Sunny Isles Beach. Calculation: Number of Complaints received/ Number of households...	Goal - Default	Base	Dec '19	3	4	1	Henfield, Claudia (DSWM); Robinson, Margie (DSWM); Penha-Cumbermack, Debbie (DSWM)	Solid Waste Management
	Number of Missed Garbage Complaints Received Per 10,000 Households	The Department handles approximately 8,700 missed garbage complaints annually. [Replaces the measure - Number of Missed Garbage Complaints received per 1,000 households] Data per Waste Collection System. Calculation: # of complaints divided by monthly household count divided by the average number of...	Goal - Default	Base	Dec '19	2	4	2	Henfield, Claudia (DSWM); Penha-Cumbermack, Debbie (DSWM); Robinson, Margie (DSWM)	Solid Waste Management
	Overtime expenditure (Administration)	Overtime expenditure incurred by full time county employees employed in the Director's Office, Fiscal Management & Information Services, Business Management & Public Affairs. Data per County Payroll Overtime Information and from DSWM Time Tracking System. Overtime fringe costs not included. Goal:...	Goal - Default	Base	Dec '19	\$4,327	\$11,867	\$7,540	Ruiz, Michael W. (DSWM)	Solid Waste Management
 VR	Overtime Expenditure (WM Operations)	Overtime expenditure incurred by full time county employees that are employed in the Public Works and Waste Management Operations Divisions. Overtime does not include overtime fringe. Data: per County Payroll overtime data system and from PWWM Time Tracking System. Expenditure does not include...	Goal - Default	Base	Dec '19	\$325,244	\$318,099	\$-7,145	Durham-Camp, Sherra (DSWM)	Solid Waste Management
	Percentage of Automated and Manual Garbage Routes completed on time	There are 280 automated routes and 18 manual routes. A manual route consists of two (2) collectors and one (1) waste truck driver. An automated crew consists of one (1) waste truck driver. And a semi-automated route consists of one (1) collector and one (1) waste truck driver.	Goal - Default	Base	Dec '19	98.8%	98.0%	0.8%	Robinson, Margie (DSWM); Henfield, Claudia (DSWM); Penha-Cumbermack, Debbie (DSWM); Conner, Latasha (DSWM)	Solid Waste Management
	Percentage of scheduled illegal dumping piles picked up within 8 days of receipt	The Department picks up approximately 2,500 illegally dumped trash piles annually. As a DSWM SORTIE, the Department will collect 95% of all scheduled illegally dumped trash piles within eight days of scheduling. DATA: per Waste Collection System, RSN Code 17 & 28. Date does not include illegally dumped tires....	Goal - Default	Base	Dec '19	100.0%	95.0%	5.0%	Penha-Cumbermack, Debbie (DSWM); Ferguson, Virginia T. (DSWM)	Solid Waste Management
 VR	Percentage of the Mayor's Office Assignments Completed Ontime		Goal - Default	Base	Oct '19	100% (3 / 3)	100%	0%	Cabrera, Aimee (DSWM)	Solid Waste Management
	Positions: Full-time Filled (Solid Waste)		Goal - Default	Base	'19 FQ4	998	n/a	n/a	Fernandez, Michael (DSWM); Sifontes, Michelle (DSWM)	Solid Waste Management
	Response to Mosquito Nuisance Complaints	The Department is responsible for handling mosquito control for all of Miami-Dade County representing 2.6 million residents and visitors alike. The department handles approximately 9,600 mosquito complaints annually, based on historical data since 1986. The average varies based on climatic and biological...	Goal - Default	Base	Dec '19	100.0% (368.0 / 368.0)	100.0%	0.0%	Washington, Elizabeth (DSWM); Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM)	Solid Waste Management
 VR	Revenue: Total (Solid Waste)		Goal - Default	Base	'19 FQ3	\$59,313K	\$136,266K	\$-76,953K	Fernandez, Michael (DSWM)	Solid Waste Management
	Single Stream Recycling Program Tons	The Department collects approximately 62,000 tons of recycled materials annually. There are approximately 350,000 customers participating in the County's recycling program. The service area includes the DSWM Service Area, plus twelve (12) cities. The recycling is collected by two private haulers: World...	Goal - Default	Base	Dec '19	5,418	5,000	418	Massa, Jeanmarie (DSWM); Love, Gayle (DSWM)	Solid Waste Management

