	nation									
	Name: Solid Waste Management									
	Description: (Scorecard created 10/2015 as a resu	ult of the split fr	om Publi	c Works.)						
	Domain: Solid Waste Management									
	Owners: n/a									
etail:	S THE ALL AS IN CONTROL OF THE ASSESSMENT AND ASSESSMENT OF THE AS									
	Secretary of the secret	As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal	Owners	To the second se
-	Customer	ASOI		Actuur	Dusiness Flan Cour		TTDActual	TTTD Goal	Owners	Customer
-	Provide Quality Residential Garbage, Trash								Solid Waste Management	Provide Quality Residential Garbag
	and Recycling Collection Services								Sond Waste management	and Recycling Collection Services
	Initiative Name Ty	pe As Of	Sta	tus 🧀 👸	✓ 0 0 %		Owners			
	Replace Waste Collection System (WCS)	12/16/201	9 In Pro	gress	90%	Solid Wa	ste Management			
	Percentage of Automated and Manual Garbage	Dec '19	^	98.8%	98.09	6	98.6%	98.0%	Robinson, Margie (DSWM); Henfield, Claudia (DSWM);	Percentage of Automated and Manual G
	Routes completed on time								Penha-Cumbermack, Debbie (DSWM); Conner, Latasha (DSWM)	Routes completed on time
	New Household Accounts added to Solid Waste	Dec '19	_	388	14	1	884	423	Anaxe, Geraldine (DSWM); Galvez, David (DSWM);	New Household Accounts added to Soli
	Collections (Monthly)								Shorunke-Jean, Bolanle O. (DSWM); Chong, Michelle (DSWM);	Collections (Monthly)
	Number of Garbage Complaints Received per	Dec '19	_	3	4	1	8	. 12	Henfield, Claudia (DSWM); Robinson, Margie (DSWM);	Number of Garbage Complaints Receive
	10,000 households Number of curbside recycling complaints per	Dec '19		7.1	6.	1 🔽	6.7	6.4	Penha-Cumbermack, Debbie (DSWM) Love, Gayle (DSWM);	10,000 households Number of curbside recycling complaint
	10,000 participating households	Dec 15	h.d	***	0.	, PM	0.7	0.4	Massa, Jeanmarie (DSWM)	10,000 participating households
	Number of Missed Garbage Complaints Received Per 10,000 Households	Dec '19	_	2			7	12	Henfield, Claudia (DSWM); Penha-Cumbermack, Debbie (DSWM)	Number of Missed Garbage Complaints Received Per 10,000 Households
	Received Fell 10,000 Households								; Robinson, Margie (DSWM)	Received Per 10,000 Households
	Number of Bulky Waste complaints per 1000 Regular Bulky Waste orders created	Dec '19	_	8.4	16.0		10.8	16.0	Howard, Ronald	Number of Bulky Waste complaints per
-	Improve Programs that Promote								Solid Waste Management	Regular Bulky Waste orders created Improve Programs that Promote
Υ.	Neighborhood & Rights-of-Way Aesthetics,								Solid Waste Management	Neighborhood & Rights-of-Way Aes
	& Environmental Conditions		80000				· · · · · · · · · · · · · · · · · · ·			& Environmental Conditions
	Percentage of scheduled illegal dumping piles picked up within 8 days of receipt	Dec '19	_	100.0%	95.0%		97.4%	95.0%	Penha-Cumbermack, Debbie (DSWM) ; Ferguson, Virginia T. (DSWM)	Percentage of scheduled illegal dumping picked up within 8 days of receipt
	Investigate Illegal Dumping Complaints received	Dec '19	_	96%	95%	_	97%	95%	Vargas, Luis (DSWM); Jackson, Michelle J. (DSWM)	Investigate Illegal Dumping Complaints
	via 311 within one week of Receipt								; Cummings, Demetrise (DSWM)	via 311 within one week of Receipt
*	Provide Safe, Attractive and Structurally Sound ROWs and Infrastructure for Both								Solid Waste Management	Provide Safe, Attractive and Structu Sound ROWs and Infrastructure for
	General and Special Populations					Pow				General and Special Populations
	Total Residential Enforcement Actions	Dec '19		2,543	2,835		8,882		Vargas, Luis (DSWM);	Total Residential Enforcement Actions
	Litter Tons	Dec '19	_	41	C	_	125	0	Penha-Cumbermack, Debbie (DSWM) ; Howard, Ronald	Litter Tons
	Single Stream Recycling Program Tons	Dec '19		5,418	5,000		61,167	61,000	Massa, Jeanmarie (DSWM);	Single Stream Recycling Program Tons
Ψ	Provide Timely and Satisfactory Resolution								Solid Waste Management	Provide Timely and Satisfactory Res
	to Customer Needs, Requests & Inquiries Average Illegal Dumping Pick-up Response Time	Dec '19		2			2		Penha-Cumbermack, Debbie (DSWM)	to Customer Needs, Requests & Inquests
	Average megal bumping Fick-up Response Time	Dec 19	and the same of	2	4		2	4	; Ferguson, Virginia T. (DSWM)	Average Illegal Dumping Pick-up Respon
	Average Bulky Waste Response Time in	Dec '19	_	7.0	7.0	_	7.0	7.0	Penha-Cumbermack, Debbie (DSWM)	Average Bulky Waste Response Time in
	Calendar Days Response to Mosquito Nuisance Complaints	Dec '19		100.0%	100.0%	P	100.0%	100.0%	; Ferguson, Virginia T. (DSWM) Washington, Elizabeth (DSWM);	Calendar Days Response to Mosquito Nuisance Compla
	response to mosquito reasures complaints	Dec 13			100.070					
	Implement/Provide Quality Environmental,			(368.0/368.0)		Section Sectio	(1,244.0/1,244.0)		Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management	Implement/Provide Quality Environm
20404-040	Smart Growth and Sustainability Programs that Support Livable Communities Financial			(368.0/368.0)		Section Sectio			Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management	Implement/Provide Quality Environn Smart Growth and Sustainability Pro that Support Livable Communities Financial
~	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly	D100			03.050		(1,244.0/1,244.0)		Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management	Implement/Provide Quality Environn Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly
TOTAL STATE	Smart Growth and Sustainability Programs that Support Livable Communities Financial	Dec '19		97,166	93,958			281,874	Petris, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaxe, Geraldine (DSVM); Galvez, David (DSVM);	Implement/Provide Quality Environn Smart Growth and Sustainability Pro- that Support Livable Communities Financial
TOTAL STATE	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage			97,166			(1,244.0/1,244.0) 272,402	281,874	Petris, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolante O. (DSVM); Anaxe, Geraldine (DSVM); Chong, Michelle (DSVM); Chong, Michelle (DSVM);	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage
TOTAL STATE	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly	Dec '19	_		93,958 49,891		(1,244.0/1,244.0)	281,874 149,673	Petris, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaze, Geraldine (DSVM); Chong, Michelle (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM);	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly
TOTAL STATE	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage			97,166			(1,244.0/1,244.0) 272,402	281,874 149,673	Petrie, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaxe, Geraldine (DSVM); Chong, Michelle (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Shorunke-Jean, Bolanle O. (DSVM);	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage
TOTAL STATE	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash	Dec '19		97,166 48,278	49,891		272,402 150,458	281,874 149,673	Petris, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Chong, Michelle (DSWM); Chong Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Perez, Nathale D. (DSWM);	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash
TOTAL STATE	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage			97,166			(1,244.0/1,244.0) 272,402	281,874 149,673 431,547	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Perez, David (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Perex, Nathalie D. (DSWM); Chong, Michelle (DSWM);	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons	Dec '19		97,166 48,278	49,891		272,402 150,458	281,874 149,673 431,547	Petrie, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaxe, Geraldine (DSVM); Galvez, David (DSVM); Chong, Michelle (DSVM); Galvez, David (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Galvez, David (DSVM); Anaxe, Geraldine (DSVM); Perez, Nathalie D. (DSVM); Chong, Michelle (DSVM); Perez, Nathalie D. (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Shorunke-Jean, Bolanle O. (DSVM);	Implement/Provide Quality Environs Smart Growth and Sustainability Pre that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons
20404-040	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash	Dec '19		97,166 48,278	49,891		272,402 150,458	281,874 149,673 431,547	Petrie, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaxe, Geraldine (DSVM); Galvez, David (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Perez, David (DSVM); Anaxe, Geraldine (DSVM); Perez, Nathalie D. (DSVM); Chong, Michelle (DSVM); Perez, Nathalie D. (DSVM); Chong, Michelle (DSVM); Perex, Nathalie D. (DSVM); Chong, Michelle (DSVM);	Implement/Provide Quality Environn Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration)	Dec '19 Dec '19		97,166 48,278 145,444 \$4,327	49,891 143,849 \$11,867		272,402 150,458 422,860	281,874 149,673 431,547 \$35,600	Petrie, William (DSVM); Cabrera, Aimee (DSVM); Calrar, Robinson, Khanya (DSVM); Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaxe, Geraldine (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Galvez, David (DSVM); Perez, Nathalie D. (DSVM); Chong, Michelle (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Shorunke-Jean, Bolan	Implement/Provide Quality Environs Smart Growth and Sustainability Pre that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration)
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration)	Dec '19 Dec '19 Dec '19 Dec '19		97,166 48,278 145,444 \$4,327 \$0	49,891 143,849 \$11,867 \$5,267		272,402 150,458 422,860 \$22,176 \$0	281,874 149,673 431,547 \$35,600 \$15,801	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Shorunke-Jean D. (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Solid Waste Management Ruiz, Michael W. (DSWM)	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration)
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (WM Operations)	Dec '19 Dec '19 Dec '19 Dec '19 Dec '19 Dec '19		97,166 48,278 145,444 \$4,327 \$0 \$325,244	49,891 143,849 \$11,867 \$5,267 \$318,099		272,402 150,458 422,860 \$22,176 \$0 \$1,125,606	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297	Petrie, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaxe, Geraldine (DSVM); Glavez, David (DSVM); Chong, Michelle (DSVM); Glavez, David (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Galvez, David (DSVM); Anaxe, Geraldine (DSVM); Perez, Nathalie D. (DSVM); Galvez, David (DSVM); Perez, Nathalie D. (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Ruiz, Michael W. (DSVM) Ruiz, Michael W. (DSVM) Durham-Camp, Sherra (DSVM)	Implement/Provide Quality Environs Smart Growth and Sustainability Protents Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (WM Operations)
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (NM Operations) Temporary Expenditure (WM Operations)	Dec '19 Dec '19 Dec '19 Dec '19		97,166 48,278 145,444 \$4,327 \$0	49,891 143,849 \$11,867 \$5,267		272,402 150,458 422,860 \$22,176 \$0	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297 n/a	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM), Anaxe, Geraldine (DSWM), Chong, Michelle (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Porez, Nathalie D. (DSWM), Perez, Nathalie D. (DSWM) Perez, Nathalie D. (DSWM) Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM) Durham-Camp, Sherra (DSWM) Durham-Camp, Sherra (DSWM)	Implement/Provide Quality Environs Smart Growth and Sustainability Pre that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (VM Operations) Temporary Expenditure (VM Operations) Temporary Expenditure (VM Operations)
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (WM Operations)	Dec '19 Dec '19 Dec '19 Dec '19 Dec '19 Dec '19		97,166 48,278 145,444 \$4,327 \$0 \$325,244	49,891 143,849 \$11,867 \$5,267 \$318,099		272,402 150,458 422,860 \$22,176 \$0 \$1,125,606	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297 n/a	Petrie, William (DSVM); Cabrera, Aimee (DSVM); Clark - Robinson, Khanya (DSVM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSVM); Anaxe, Geraldine (DSVM); Glavez, David (DSVM); Chong, Michelle (DSVM); Glavez, David (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Galvez, David (DSVM); Anaxe, Geraldine (DSVM); Perez, Nathalie D. (DSVM); Galvez, David (DSVM); Perez, Nathalie D. (DSVM); Chong, Michelle (DSVM); Shorunke-Jean, Bolanle O. (DSVM); Ruiz, Michael W. (DSVM) Ruiz, Michael W. (DSVM) Durham-Camp, Sherra (DSVM)	Implement/Provide Quality Environs Smart Growth and Sustainability Pre that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (VM Operations) Temporary Expenditure (VM Operations) Temporary Expenditure (VM Operations)
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (WM Operations) Temporary Expenditure (WM Operations) To Reduce Disposal Accounts receivable delinquencies Accounts receivable Disposal delinquent balance	Dec '19 Dec '19 Dec '19 Dec '19 Dec '19 Dec '19		97,166 48,278 145,444 \$4,327 \$0 \$325,244	49,891 143,849 \$11,867 \$5,267 \$318,099		272,402 150,458 422,860 \$22,176 \$0 \$1,125,606	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297 n/a	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM), Anaxe, Geraldine (DSWM), Chong, Michelle (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Porez, Nathalie D. (DSWM), Perez, Nathalie D. (DSWM) Perez, Nathalie D. (DSWM) Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM) Durham-Camp, Sherra (DSWM) Durham-Camp, Sherra (DSWM)	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Temporary Expenditure (WM Operations) Temporary Expenditure (WM Operations) To Reduce Disposal Accounts receiv delinquencies Accounts receivable Disposal delinquent
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (WM Operations) Temporary Expenditure (WM Operations) To Reduce Disposal Accounts receivable delinquencies Accounts receivable Disposal delinquent balance over 90 days past due (Workload Measure)	Dec '19 Dec '19 Dec '19 Dec '19 Dec '19 Dec '19 The '19 Dec '19		97,166 48,278 145,444 \$4,327 \$0 \$325,244 \$16,467	49,891 143,849 \$11,867 \$5,267 \$318,099 n/a		272,402 150,458 422,860 \$22,176 \$0 \$1,125,606 \$57,001	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297 n/a	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Glivez, David (DSWM); Chong, Michelle (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM) Solid Waste Management Ruiz, Michael W. (DSWM) Durham-Camp, Sherra (DSWM) Durham-Camp, Sherra (DSWM) Solid Waste Management Rayborn, Rick (DSWM); Trabanco, Raul (DSWM)	Implement/Provide Quality Environs Smart Growth and Sustainability Prot that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (WM Operations) Temporary Expenditure (WM Operations) To Reduce Disposal Accounts receiv delinquencies Accounts receivable Disposal delinquent over 90 days past due (Workload Measur
•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (WM Operations) Temporary Expenditure (WM Operations) To Reduce Disposal Accounts receivable delinquencies Accounts receivable Disposal delinquent balance	Dec '19		97,166 48,278 145,444 \$4,327 \$0 \$325,244 \$16,467	49,891 143,849 \$11,867 \$5,267 \$318,099 n/a		272,402 150,458 422,860 \$22,176 \$0 \$1,125,606 \$57,001	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297 n/a n/a	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Galvez, David (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Solid Waste Management Ruiz, Michael W. (DSWM) Ruiz, Michael W. (DSWM) Ruiz, Michael W. (DSWM) Durham-Camp, Sherra (DSWM) Durham-Camp, Sherra (DSWM) Durham-Camp, Sherra (DSWM) Solid Waste Management	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Garbage Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (WM Operations) To Reduce Disposal Accounts received delinquencies Accounts receivable Disposal delinquent over 90 days past due (Workload Measur Total Accounts Receivable)
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•	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (MM Operations) Temporary Expenditure (WM Operations) To Reduce Disposal Accounts receivable delinquencies Accounts receivable Disposal delinquent balance over 90 days past due (Workload Measure) Total Accounts Receivable Meet Budget Targets (Solid Waste)	Dec '19 Oec '19 Oec '19		97,166 48,278 145,444 \$4,327 \$0 \$325,244 \$16,467 \$162,285 \$6,720.0K	49,891 143,849 \$11,867 \$5,267 \$318,099 n/a \$250,000 \$5,775,0K		272,402 150,458 422,860 \$22,176 \$0 \$1,125,606 \$57,001 n/a	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297 n/a n/a \$545,448K	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM) Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Galvez, David (DSWM); Chong, Michelle (DSWM); Galvez, David (DSWM); Anaxe, Geraldine (DSWM); Anaxe, Geraldine (DSWM); Perez, Nathalie D. (DSWM); Anaxe, Geraldine (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM) Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM) Solid Waste Management Ruiz, Michael W. (DSWM) Durham-Camp, Sherra (DSWM) Solid Waste Management Rayborn, Rick (DSWM); Trabanco, Raul (DSWM) Rayborn, Rick (DSWM); Trabanco, Raul (DSWM)	Implement/Provide Quality Environm Smart Growth and Sustainability Pro that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Garbage Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (WM Operations) To Reduce Disposal Accounts received inquent over 90 days past due (Workload Measur Total Accounts Receivable Meet Budget Targets (Solid Waste)
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· ·	Smart Growth and Sustainability Programs that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Trash Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Overtime Expenditure (MM Operations) To Reduce Disposal Accounts receivable delinquencies Accounts receivable Disposal delinquent balance over 90 days past due (Workload Measure) Total Accounts Receivable Meet Budget Targets (Solid Waste) Expen: Total (Solid Waste) Expen: Total (Solid Waste) Positions: Full-time Filled (Solid Waste) Internal Office of the Mayor Assignments Percentage of the Mayor's Office Assignments Completed Ontime Improve the Efficiency of the Operations Ensure Ongoing Compliance with local, state, and Federal Regulations Initiative Name Typ Munisport Landfill Grant	Dec '19 Oct '19 Oct '19 Oct '19 Oct '19	Statu In Prog	97,166 48,278 145,444 \$4,327 \$0 \$325,244 \$16,467 \$162,285 \$6,720,0K \$109,953K \$230,873K 1,009	49,891 143,849 \$11,867 \$5,267 \$318,099 n/a \$250,000 \$5,775,0K \$136,266K \$136,266K 1,096 (985 - 1,096)		272,402 150,458 422,860 \$22,176 \$0 \$1,125,606 \$57,001 n/a n/a \$359,893K \$563,383K n/a 100% (3/3) Owners e Management	281,874 149,673 431,547 \$35,600 \$15,801 \$954,297 n/a n/a \$545,448K \$545,062K n/a	Petrie, William (DSWM); Cabrera, Aimee (DSWM); Clark - Robinson, Khanya (DSWM); Solid Waste Management Solid Waste Management Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Chong, Michelle (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Perez, Nathalie D. (DSWM); Chong, Michelle (DSWM); Chong, Michelle (DSWM); Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM) Anaxe, Geraldine (DSWM); Cabvez, David (DSWM); Shorunke-Jean, Bolanle O. (DSWM) Solid Waste Management Ruiz, Michael W. (DSWM) Durham-Camp, Sherra (DSWM) Durham-Camp, Sherra (DSWM) Solid Waste Management Rayborn, Rick (DSWM); Trabanco, Raul (DSWM) Rayborn, Rick (DSWM); Trabanco, Raul (DSWM) Permandez, Michael (DSWM) Fermandez, Michael (DSWM) Solid Waste Management Cabrera, Aimee (DSWM) Solid Waste Management Cabrera, Aimee (DSWM)	Implement/Provide Quality Environn Smart Growth and Sustainability Prot that Support Livable Communities Financial Meet Budget Targets Quarterly Disposal Revenue Tons - Garbage Disposal Revenue Tons - Garbage Disposal Full Fee Revenue Tons Monitor Overtime and Temporary Expenditures Overtime expenditure (Administration) Temporary Expenditure (Administration) Temporary Expenditure (WM Operations) To Reduce Disposal Accounts receivable Disposal delinquencies Accounts receivable Disposal delinquent over 90 days past due (Workload Measur Total Accounts Receivable Expen: Total (Solid Waste) Expen: Total (Solid Waste) Positions: Full-time Filled (Solid Waste) Internal Office of the Mayor Assignments Percentage of the Mayor's Office Assignar Completed Ontime Improve the Efficiency of the Operatit Ensure Ongoing Compliance with 1oc
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Provide Training and Employee	7.09.070 12.110.000.000.000.000.000.000						Solid Waste Management	Provide Training and Employee
Development Opportunities Total No. of Training Sessions	Dec '19	_	19	11	_	61	33 Lafortune, Ruelynn (DSWM); Lopez, Daniel (DSWM); Sifontes, Michelle (DSWM); Marlow, Myra (DSWM); Lamb, Trinese (DSWM), Arlas, Ruth (DSWM); Westmoreland, La Keisha (DSWM)	Development Opportunities
 Ensure a Safe Working Environment for Employees 							Westmoreland, La Keisha (DSWM) Solid Waste Management	Ensure a Safe Working Enviror
No. of safety inspections conducted	Dec '19	_	18	18		54	54 Sifontes, Michelle (DSWM); Marlow, Myra (DSWM); Lopez, Daniel (DSWM); Lamb, Trinese (DSWM); Lafortune, Ruelynn (DSWM); Arias, Ruth (DSWM)	Employees No. of safety inspections conducted
ked Objects							Editions, (Notylin (Borrin), Filias, (Notific (Borrin))	
Child Scorecards								
Name	Language	Owners						· · · · · · · · · · · · · · · · · · ·
DSWM Audit and Compliance	Solid Waste Man							
DSWM Intergovernmental And External Affairs	Solid Waste Man							
DSWM - Administration DSWM - Waste Management Operations	Solid Waste Man	DESCRIPTION OF THE PARTY OF THE						
DSWM (AD) Collections Operations	Solid Waste Man Solid Waste Man	REPORT OF THE PROPERTY OF THE						
DSWM (AD) Disposal Operations	Solid Waste Man	A STATE OF THE PARTY OF THE PAR						
DSWM (AD) Tech Svcs, Env Affairs & Mntc	Solid Waste Man	the state of the s						
Operations	C-E4106-1-11-							
DSWM Accounting and Financial Reporting Division DSWM Budget & Fiscal Management	Solid Waste Man n/a	iagement						
DSWM Facilities Maintenance Division	Solid Waste Man	nagement						
DSWM Landfill Division	Solid Waste Man							
DSWM Personnel Services Division	Solid Waste Man							
DSWM Procurement & Contracts Mgmt. Division	Solid Waste Man	agement						
DSWM Public Information & Outreach Division	Solid Waste Mana							
DSWM Tech Services & Env Affairs Division	Solid Waste Mana	COLUMN TO SERVICE PROPERTY OF THE PARTY OF T						
DSWM Transfer Division	Solid Waste Man							
DSWM Trash Division DSWM Garbage Division	Solid Waste Mana	agement						
DSWM Fleet Management Division	n/a n/a							
DSWM Mosquito Control	Solid Waste Mana	anement						
DSWM Management Information Services Division	Solid Waste Mana	mid_ Administration of principle of the second seco						
DSWM (AD) Support Services	n/a							
Solid Waste Historical Data	Solid Waste Mana	agement						
Parent Scorecards								CONTRACTOR
Name	والمتعارضا	Owners						
Neighborhood and Infrastructure Strategic Area Scorecard	n/a							
ActiveViews								
Initiatives								
Name	Type As	Of 🧀	8	, 0	o 9	% Status	Owners	
Name Replace Waste Collection System (WCS)	Type As 2/10/2	the state of the s	189 -	. 0	909		Owners Solid Waste Management	
Replace Waste Collection System (WCS) Munisport Landfill Grant	2/10/2 12/24/	2020 /2019	70	. 0	909 689	In Progress S In Progress S	Solid Waste Management Solid Waste Management	
Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant	2/10/2 12/24/ 8/23/2	2020 /2019 2019	8	• •	909 689 259	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management Solid Waste Management	
Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant Biometric Time Clocks Project Deployment	2/10/2 12/24/	2020 /2019 2019	70	. 0	909 689	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management	
Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant Biometric Time Clocks Project Deployment	2/10/2 12/24/ 8/23/2	2020 /2019 2019 2020	wners	0	909 689 259	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management Solid Waste Management	
Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant Biometric Time Clocks Project Deployment Objectives Name Provide Quality Residential Garbage, Trash and	2/10/2 12/24/ 8/23/2 2/10/2	2020 /2019 2019 2020	wners	0	909 689 259	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management Solid Waste Management	
Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant Biometric Time Clocks Project Deployment Objectives Name	2/10/2 12/24/ 8/23/2 2/10/2 Solid Wast	2020 /2019 2019 2020	wners t		909 689 259	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management Solid Waste Management	
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Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant Biometric Time Clocks Project Deployment Objectives Name Provide Quality Residentia Garbage, Trash and Recycling Collection Services Improve Programs that Promote Neighborhood & Rights-of-Way Aesthetics, & Environmental Conditions Provide Safe, Attractive and Structural yound ROWs and Infrastructure for Both General and Special Populations Provide Timely and Satisfactory Resolution to Customer Needs, Requests & Inquiries	2/10/2 12/24/ 8/23/2 2/10/2 Solid Wast Solid Wast	2020 /2019 2019 2020 Ote Managemen	wners t		909 689 259	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management Solid Waste Management	
Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant Biometric Time Clocks Project Deployment Objectives Name Provide Quality Residential Garbage, Trash and Recycling Collection Services Improve Programs that Promote Neighborhood & Rights-of-Way Aesthelics, & Environmental Conditions Provide Safe, Attractive and Structurally Sound ROWs and Infrastructure for Both General and Special Populations Provide Timely and Satisfactory Resolution to	2/10// 12/24/ 8/23// 2/10// Solid Wast Solid Wast Solid Wast	2020 /2019 2019 2020 Otte Managemente Managemente Managemen	wners t		909 689 259	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management Solid Waste Management	
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Replace Waste Collection System (WCS) Munisport Landfill Grant Virginia Key Landfill Grant Biometric Time Clocks Project Deployment Objectives Name Provide Quality Residential Garbage, Trash and Recycling Collection Services Improve Programs that Promote Neighborhood & Rights-of-Way Aesthetics, & Environmental Conditions Provide Safe, Attractive and Structurally Sound ROWs and Infrastructure for Both General and Special Populations Provide Timely and Satisfactory Resolution to Customer Needs, Requests & Inquiries Implement/Provide Quality Environmental, Smart Growth and Sustainability Programs that Support Livable Communities Meet Budget Targets Quarterly Monitor Overtime and Temporary Expenditures	2/10/2 12/24/ 8/23/2 2/10/2 Solid Wast	2020 //2019 2019 2020 O te Managemen te Managemen te Managemen te Managemen te Managemen	whers t		909 689 259	In Progress S In Progress S In Progress S	Solid Waste Management Solid Waste Management Solid Waste Management	
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Scorecard - Solid Waste Management

_		Accounts receivable Disposal delinquent balance over 90 days past due (Workload Measure)	 Accounts receivable Disposal balance running 90 day + past due. "Data" From Scalehouse Receivable System". 	s Goal - Default	Base	'20 Q1	\$41,848	\$225,000	\$183,152 Rayborn, Rick (DSWM); Trabanco, Raul
		Average Bulky Waste Response Time in Calendar Days	System: 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)
		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	Goal - Default t	Base	. Dec '19	2	4	 Penha-Cumbermack, Dabble (DSWM); Ferguson, Virginia T. (DSWM)
	VR	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		Base	Jan '20	137,098	143,849	-6,751 Perez, Nathalie D. (DSWM), Chong, Min ; Anaxe, Geraldine (DSWM); Galvez, Dr Shorunke-Jean, Bolanie O. (DSWM)
		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	Jan '20	91,020	93,958	-2,938 Shorunke-Jean, Bolanle O. (DSWM); Anaxe, Geraldine (DSWM); Galvez, Dav Chong, Michelle (DSWM); Perez, Natha
	V R	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 from These fees are subject to annual increases based on Consumer Price Index (CPI). Currently, there are 18 cities with interlocal agreements.	Goal - Default	Base	Jan °20	46,078	49,891	-3,813 Chong, Michelle (DSWM); Shorunke-Jean, Bolanle O. (DSWM); Galvez, David (DSWM); Anaxe, Geraldi Perez, Nathalie D. (DSWM)
		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 Concurrency Determination. DATA: Consultant Capacity Report and FIMAP Budgeted Revenue Tons. GOAL: Greater than or equal to the	Goal - Default	Base	2019 FY	15		10 Porcelli, Mario (DSWM)
		Expen: Total (Solid Waste) 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 DSVM Service Area	Goal - Default Goal - Default	Base Base	'19 FQ4 Jan '20	\$109,953K 95%	\$136,266K 95%	\$-26,313K Fernandez, Michael (DSWM) 0% Vargas, Luis (DSWM); Jackson, Michell Cummings, Demetrise (DSWM)
		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	Jan '20	34	0	34 Penha-Cumbermack, Debbie (DSWM); Howard, Ronald
	VR	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	Jan *20	117	141	-24 Anaxe, Geraldine (DSWM); Galvez, Da Shorunke-Jean, Bolanle O. (DSWM); Chong, Michelle (DSWM); Perez, Natho
		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	Jan '20	18	18	 Sifontes, Michelle (DSWM); Marlow, My Lopez, Daniel (DSWM); Lamb, Trinese Lafortune, Ruelynn (DSWM); Arias, Rut
^		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
	VR	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	Jan '20	10.2	6.4	-3.8 Love, Gayle (DSWM); Massa, Jeanmar
		households	There are approximately 330,000 residential garbage customers in the DSWM Service Area, plus nine (9) cities including Aventura. Culter 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	Henfield, Claudia (DSWM); Robinson, N.; Penha-Cumbermack, Debbie (DSWM)
		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	Henfield, Claudia (DSWM); Penha-Cumbermack, Debbie (DSWM); Robinson, Margie (DSWM)
		emberger and an emberger	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 DSVM Time Tracking System Overtime fringe costs not included. Goal:	Goal - Default	Base	Dec '19	\$4,327	\$11,867	\$7,540 Ruiz, Michael W. (DSWM)
	VR		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)
		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%	Robinson, Margie (DSWM); Henfield, Cl.; Penha-Cumbermack, Debbie (DSWM); Conner, Latasha (DSWM)
		Percentage of scheduled illegal dumping piles picked up within 8 days of receipt	(1) waste touck urive. 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 17.8.2 Date does not include illegally dumped trash.	Goal - Default	Base	Dec '19	100.0%	95.0%	5.0% Penha-Cumbermack, Debble (DSWM); Ferguson, Virginia T. (DSWM)
		Percentage of the Mayor's Office Assignments Completed Ontime		Goal - Default	Base	Jan '20	100% (5/5)	100%	0% Cabrera, Almee (DSWM)
		Positions: Full-time Filled (Solid Waste)		Goal - Default	Base	'20 FQ1	1,009	1,096 985 - 1,096)	-87 Fernandez, Michael (DSWM); Sifontes, Michelle (DSWM)
			The Department is responsible for handling mosquito control for all of Miami-Dade County representing 2.6 million residents and visitors allike. The department handles approximately 9.600 mosquito complaints annually, based on historical data since 1936. The average varies based on climatic and biological	Goal - Default	Base	Jan '20	100.0% (662.0/662.0)	100.0%	Washington, Elizabeth (DSWM); Petrie, William (DSWM); Cabrera, Airnee Clark - Robinson, Khanya (DSWM)
		Revenue: Total (Solid Waste)		Goal - Default	Base	'19 FQ4	\$230,873K	\$136,266K	\$94,607K Fernandez, Michael (DSWM)

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Scorecard - Solid Waste Management

Single Stream Recycling Program Tons	The Department collects approximately 62,000 tons of Goal - Default recycled materials annually. There are approximately	Base	Jan '20	5,331	5,000	331 Massa, Jeanmarie (DSWM); Love, Gayle (
	350,000 customers participating in the County's					
	recycling program. The service area includes the DSWM Service Area, plus twelve (12) cities. The					
	DSWM Service Area, plus twelve (12) cities. The recycling is collected by two private haulers: World					

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