

Water and Sewer Department

The Miami-Dade Water and Sewer Department (MDWASD) is a proprietary fund county department, established to provide water and wastewater services throughout Miami-Dade County. The services consist of water treatment, transmission, and distribution; and wastewater collection, treatment, and disposal.

Owner: Cueto, Josenrique (WASD)
Department: Water and Sewer

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	Maintain high level of responsiveness to customer service requests (WASD)	Response time to sewage overflows	'21 FQ1	60min	45min	▲	n/a	n/a	
		Percent of all non-emergency requests/calls dispatched in less than 3 business days (OMB)	'20 FQ4	0.91%	99.00%	▼	n/a	n/a	
	Continue to make information available to customers in a timely manner (WASD)	Average Wait Time Per Call monthly (WASD- Retail Customer Service) (OMB)	Dec '20	100sec	n/a		n/a	n/a	
		Percentage of calls answered within the two-minute threshold (monthly) (OMB)	Dec '20	77.10%	n/a		n/a	n/a	
	Ensure compliance with 20-Year Water Use Permit	20-YR WUP Compliance Rate (in percent %)	Nov '20	3.0%	100.0%	▼	3.0%	100.0%	▼
	Ensure timely completion of Consent Decree Wastewater Capital Improvement projects (NI2-1) ▲	Percentage (%) of Consent Decree Wastewater Projects on or before Schedule (sortie) (OMB)	'20 FQ1	91.4%	90.0%	▲	91.4%	90.0%	▲
	Ensure timely completion of Capital Improvement Projects related to the Ocean Outfall Legislation Program (NI2-1) ▲	Percentage (%) of South District Ocean Outfall Legislation (OOL) Projects on Schedule	'20 FQ4	1%	100%	▼	n/a	n/a	
		Percentage (%) of North District Ocean Outfall Legislation (OOL) Projects on Schedule	'20 FQ4	1%	100%	▼	n/a	n/a	
		Percentage (%) of Ocean Outfall Legislation (OOL) Projects on Schedule (OMB)	'20 FQ4	0.96%	90.00%	▼	n/a	n/a	
		Percentage (%) of Central District Ocean Outfall Legislations (OOL) projects on schedule	'20 FQ4	1.00%	100.00%	▼	n/a	n/a	
Financial	Ensure Adequate Water and Wastewater Capacity (NI2-1)	Average number of days to complete capacity evaluations per month.	Dec '20	18.4days	n/a		n/a	n/a	
		System-wide Available Water Supply Capacity From the Biscayne Aquifer	Nov '20	40.53MGD	n/a		n/a	n/a	
		Expen: Total (Water and Sewer)	'21 FQ1	\$168,953K	\$222,356K	▲	\$168,953K	\$222,356K	▲
		Revenue: Total (Water and Sewer)	'21 FQ1	\$271,375K	\$222,356K	▲	\$271,375K	\$222,356K	▲
		Positions: Full-Time Filled (WASD)	'21 FQ1	2,523	2,816	▼	n/a	n/a	
		Capital Improvement Expenditure Ratio (in Percent)	'21 FQ1	1%	75%	▼	n/a	n/a	
		Capital Infrastructure Improvements Ratio (in percent) General Obligation Bonds (GOB) Funds	'21 FQ1	0%	75%	▼	n/a	n/a	
		Total Liabilities (AWWA)	2020 FY	4,043,274,848	n/a		4,043,274,848	n/a	
	Meet Budget Targets (Water and Sewer) (GG4-2)	Total Wastewater Liabilities (AWWA)	2020 FY	2,911,095,294.0	n/a		2,911,095,294.0	n/a	
		Total Liabilities - Water (AWWA)	2020 FY	1,132,180,554	n/a		1,132,180,554	n/a	
Internal	Continue to fully comply with drinking water standards (NI2-1)	Primary distribution system maintaining 35 lbs.psi -WASD	'21 FQ1	99.00%	99.00%	▲	n/a	n/a	
		Water Distribution Valves Exercised	'21 FQ1	4,017	n/a		4,017	n/a	
		Compliance with drinking water standards (% Days) (OMB)	Dec '20	100.00%	100.00%	▲	100.00%	100.00%	▲
		Collect a minimum of 420 samples per month for total coliform analysis	Dec '20	439	n/a		2,189	n/a	
	Continue to ensure the proper maintenance and operation of sewage system -Wastewater (NI2-1)	Feet of sewer line cleaned	'20 FQ4	753,233	600,000	▲	2,994,284	2,400,000	▲
		Feet of Sanitary Sewer Evaluation Completed (SSES)	Dec '20	163,757	125,000	▲	420,770	375,000	▲
		Percentage of pumps in service (OMB)	Oct '20	96.47%	99.00%	▼	n/a	n/a	
		O&M Wastewater Cost per account (Wastewater) (FBC)	2018 FY	\$500	n/a		\$500	n/a	
		SCADA Network Availability Ratio	Dec '20	99.93%	99.00%	▲	99.91%	99.00%	▲
		Total hours of corrective maintenance - WW Coll. & Trans. (AWWA/FBC)	2020 FY	258,765hours	n/a		258,765hours	n/a	
		Total hours of corrective maintenance - WW Treat. & Maint. (AWWA/FBC)	2018 FY	142,932hours	n/a		142,932hours	n/a	
		Total cost WASTEWATER planned and corrective maintenance (AWWA/FBC)	2020 FY	\$117,093,941	n/a		\$117,093,941	n/a	
		Total cost of WASTEWATER planned maintenance (AWWA)	2020 FY	\$32,163,083	n/a		\$32,163,083	n/a	
		Total cost of planned maintenance - Wastewater Treatment and Maintenance (AWWA/FBC)	2018 FY	\$29,409,475	n/a		\$29,409,475	n/a	
		Total cost of WASTEWATER corrective maintenance - Treatment and Maintenance (AWWA/FBC)	2018 FY	\$11,566,427	n/a		\$11,566,427	n/a	
		Wastewater Mainline Valves Exercised (OMB)	'21 FQ1	1,570	n/a		1,570	n/a	
		Percent compliance with wastewater standards (FY Quarterly) (AWWA) (OMB)	'20 FQ1	64.13%	100.00%	▼	n/a	n/a	
		Pipeline Failures (FBC)	2020 FY	1,672	n/a		1,672	n/a	
	WASD Operations Facts and Figures	Total MDWASD Population Served (Potable Water Service, Calendar Year)	2020 FY	2,407,121	n/a		2,407,121	n/a	
		Total MDWASD Population Served (Wastewater)	2020	2,732,449	n/a		2,732,449	n/a	

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Internal	WASD Operations Facts and Figures	Collection/Treatment, Calendar year)	FY						
		Retail Population Served (Wastewater Collection/Treatment, Calendar Year)	2020 FY	2,046,805	n/a		2,046,805	n/a	
		Water Miles of Pipe (Excluding Lateral Service Lines)	2020 FY	6,276	n/a		6,276	n/a	
	Provide Stewardship to the CDMP and Zoning Application Process. (WASD)	(%) Percent of CDMP comments submitted timely (OMB)	'20 FH2	1%	100%	☑	n/a	n/a	
		# of CDMP applications per cycle	'20 FH2	2	n/a		n/a	n/a	
		(%) Percent of DIC comments provided timely (OMB)	'21 FQ1	1%	100%	☑	n/a	n/a	
		# of applications evaluated for DIC	'21 FQ1	4	n/a		n/a	n/a	
	Improve Water-Use Efficiency	Gallons of water saved per day (GPD) through implementation of the Water Use Efficiency Plan (OMB)	'20 FQ4	41,856GPD	71,100GPD	☑	141,624GPD	260,000GPD	☑
	Compliance with regulatory requirements for water & wastewater systems (NI2-1)	Percentage (%) of DEP Tank Inspections in Compliance	'21 FQ1	1%	99%	☑	n/a	n/a	
	Learning and Growth	Provide Education, Training & Technology to Develop an Efficient and Flexible Workforce- WASD (GG2-2)	Training Hours per Employee (Quarterly) (AWWA)	'20 FQ1	1.76	n/a	n/a	n/a	
			Training Hours Per Employee (Fiscal Year) (AWWA/OMB)	2020 FY	4.51	n/a	4.51	n/a	
			Emergency Employee Response Readiness Training (Fiscal Year) (hours/employee) (AWWA)	2020 FY	4.45	n/a	4.45	n/a	
		Improve employees knowledge and skills (GG2-2)	Water Employees Training Hours Per WATER Employee	2020 FY	2.6	n/a	2.6	n/a	
			Water ERR (Emergency response readiness) training hours	2020 FY	3,371	n/a	3,371	n/a	
			Wastewater Employee Training hours per Wastewater FTE	2019 FY	15.1	n/a	15.1	n/a	
			Wastewater Employees Training Hours	2020 FY	4,857	n/a	4,857	n/a	
			Water Employees Training Hours	2020 FY	3,479	n/a	3,479	n/a	
			Wastewater ERR Training Hours	2020 FY	4,809	n/a	4,809	n/a	

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Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Percentage (%) of South District Ocean Outfall Legislation (OOL) Projects on Schedule	ST-2D-A: SDWWTP - Electrical Distribution Building 3	10/10/2019	In Progress	▲	▲			▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant)
	ST-2B: SDWWTP - Clarifiers and HLD	11/3/2020	In Progress	▲	■		■	▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant)
	ST-2A: SDWWTP - Headworks and Oxygenation Train	11/3/2020	In Progress	▲	■		■	▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant)
	ST-2C: SDWWTP - Chlorine Contact and Generation and Wells PS	11/3/2020	In Progress	▲	■		■	▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant)
	ST-1C: SDWWTP - Filter Backwash	10/10/2019	In Progress	▲	▲			▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant)
	SE-2: SDWWTP - Municipal Injection Wells	11/3/2020	In Progress	▲	▲		▲	▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant)
Percentage (%) of Consent Decree Wastewater Projects on or before Schedule (sortie) (OMB)	WASD Consent Decree Initiatives Report	2/4/2016	In Progress		▲				
Percentage (%) of North District Ocean Outfall Legislation (OOL) Projects on Schedule	NE-2: NDWWTP ? Municipal Injection Wells	11/3/2020	In Progress	▲	▲		■	▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant)
Percentage (%) of Ocean Outfall Legislation (OOL) Projects on Schedule (OMB)	Implementation of Ocean Outfall Legislation Program	10/10/2019	In Progress	▲	▲			▲	Ferguson, James (WASD); Malone, Kevin B. (Consultant); Smith, Isaac (WASD)
	WASD Ocean Outfall Legislation (OOL) Initiatives Report	1/26/2016	In Progress	▲	▲				Ferguson, James (WASD); Malone, Kevin B. (Consultant)

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