Solid Waste Management

(Scorecard created 10/2015 as a result of the split from Public Works.) The Miami-Dade County Department of Solid Waste Management is dedicated to providing efficient and sustainable waste management services. We offer safe waste collection, recycling, and disposal solutions that protect public health and the environment. Our initiatives promote waste diversion and community engagement, fostering sustainability among residents and businesses. Through innovative practices, we aim to create a cleaner, greener Miami-Dade County for future generations.

Owner: Daniel, Aneisha (DSWM)

Department: Solid Waste Management

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target	Actual FYTD	FYTD Goal	
Customer	Provide quality residential garbage, trash and recycling collection services	Number of curbside recycling complaints per 10,000 participating households	Dec '24	14.2	6.4	16.1	6.4	
		Number of Garbage Complaints Received per 10,000 households	Dec '24	2	4	8	12	
		Number of Missed Garbage Complaints Received Per 10,000 Households (D)	Dec '24	2	4	6	12	
		Percentage of Automated and Manual Garbage Routes completed on time	Dec '24	93.7%	98.0%	89.1%	98.0%	
		Patrons served by Home Chemical Collection Program including mobile events	2024 FY	10,601	8,000	10,601	8,000	
		New Household Accounts added to Solid Waste Collections	Dec '24	147	218	365	654	
		Bulky waste complaints per 1,000 regular bulky waste orders created	Dec '24	78.6	104.0	58.3	104.0	
	Improve programs that promote neighborhood and ROWs aesthetics, and environmental conditions	Number of Litter Corridor Miles Completed	Dec '24	800miles	500miles	2,129miles	1,500miles	
		Percentage of scheduled illegal dumping piles picked up within eight days of scheduling	Dec '24	91.5%	95.0%	85.9%	95.0%	
		Percentage of enforcement related complaints responded to within two business days	Dec '24	100%	95%	100%	95%	
	Provide safe, attractive, and structurally sound ROWs and infrastructure for both general and special populations	Garbage tons collected (in thousands)	Dec '24	53	0	149	0	
		Litter Tons (D)	Dec '24	12	0	40	0	
		Trash and recycling centers: tons collected (in thousands)	Dec '24	19	18	59	54	
		Single Stream Recycling Program Tons (D)	Dec '24	4,917	4,700	n/a	n/a	
		Bulky waste trash tons collected (in thousands)	Dec '24	9.98	0.00	30.42	0.00	
	Provide timely and satisfactory resolution to customer needs, requests and inquiries	Percentage of mosquito nuisance complaints receiving a response within 48 hours	Dec '24	100.0%	100.0%	100.0%	100.0%	
		Total residential enforcement actions (in thousands)	Dec '24	3.180	3.350	9.790	10.049	
		Average illegal dumping pick-up response time (in calendar days)	Dec '24	3	3	3	3	
		Average bulky waste response time (in calendar days)	Dec '24	14.7	7.0	12.1	7.0	
		Average bulky waste response time (calendar days from appointment date to pickup date)	Dec '24	0.3	0.1	0.2	0.1	
Financial	Meet Budget Targets Quarterly	Disposal Revenue Tons - Garbage	Dec '24	118	113	342	339	
		Disposal Revenue Tons - Trash	Dec '24	53	58	168	175	
		Disposal tons accepted at full fee (in thousands)	Dec '24	171	113	510	340	
		Total (revenue) tons transferred in (in thousands)	Dec '24	67	n/a	198	n/a	
	Monitor Overtime	Overtime Expenditure (WM Operations) (D)	Dec '24	\$545,127	\$682,567	\$1,877,009	\$2,047,700	
		Overtime expenditure (Administration) (D) (New)	Dec '24	\$3,604	\$5,208	\$12,259	\$15,624	
	To Reduce Disposal Accounts receivable delinquencies	Accounts receivable Disposal delinquent balance over 90 days past due {Workload Measure} (D)	Q4 '24	\$0	\$5,000	\$0	\$5,000	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Financial	To Reduce Disposal Accounts receivable delinquencies	Total Accounts Receivable (D)	'25 FQ1		\$8,938.0K	\$8,500.0K	\$8,938.0K	\$8,500.0K	
	Meet Budget Targets (Solid Waste)	Revenue: Total (Solid Waste)	'25 FQ1		\$552,175K	\$197,992K	\$552,175K	\$197,992K	
		Expen: Total (Solid Waste)	'25 FQ1		\$77,401K	\$197,992K	\$77,401K	\$197,992K	
		Positions: Full-time Filled (D) (Solid Waste)	'25 FQ1		1,061	1,172	1,061	1,172	
Internal	Ensure ongoing compliance with local, state, and federal regulations	Disposal system level of service (in years)	2024 FY		11	5	11	5	
		Percentage of Florida Department of Environmental Protection reporting deadlines met	Dec '24		100.0%	99.7%	100.0%	99.7%	
		Number of compliance inspections conducted at FDEP permitted facilities	'25 FQ1	_	33	30	33	30	
	Improve Service Request Responsiveness	Percentage of Purchases Processed as Change Orders (D)	Dec '24		3%	25%	6%	25%	
		Percentage of Purchases Processed as 'Confirmation Purchases' (D)	Dec '24		0%	2%	n/a	2%	
		Average Number of Days from Request to Completion (D)	Dec '24		26	16	14	16	
		Bid Reviews Completed (D)	Dec '24		1	n/a	7	n/a	
Learning and Growth	Provide Training and Employee Development Opportunities	Number of Training Sessions Conducted	Dec '24		32	n/a	99	n/a	
	Ensure a Safe Working Environment for Employees	Number of Safety Inspections Conducted (D)	Dec '24		18	18	54	54	

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* - This measure has been annualized - Featured Objective for this report. This year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Ensure ongoing compliance with local, state, and federal regulations	Virginia Key Landfill Grant	1/27/2023	Complete			Kelapanda, Achaya (DSWM)

Initiatives for Scorecard

There is no data for the selected filter

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Name contains any Solid Waste Management