

As Of <= 12/31/2024

## 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	🔴
	Improve programs that promote neighborhood and ROWs aesthetics, and environmental conditions	Bulky waste complaints per 1,000 regular bulky waste orders created	Dec '24	🟢	78.6	104.0	58.3	104.0	🟢
		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	
	Provide timely and satisfactory resolution to customer needs, requests and inquiries	Bulky waste trash tons collected (in thousands)	Dec '24	🟢	9.98	0.00	30.42	0.00	🟢
		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	🟢

