

As Of <= 03/31/2025

## 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                  | Mar '25             | 🔴 | 7.8       | 6.4       | 11.7        | 6.4         | 🔴 |
|                  |   | Number of Garbage Complaints Received per 10,000 households                                  | Mar '25             | 🟢 | 3         | 4         | 15          | 24          | 🟢 |
|                  |   | Number of Missed Garbage Complaints Received Per 10,000 Households (D)                       | Mar '25             | 🟢 | 2         | 4         | 13          | 24          | 🟢 |
|                  |   | Percentage of Automated and Manual Garbage Routes completed on time                          | Mar '25             | 🔴 | 93.3%     | 98.0%     | 91.6%       | 98.0%       | 🔴 |
|                  |   | Patrons served by Home Chemical Collection Program including mobile events                   | 2025 FY             | 🔴 | 5,954     | 8,100     | 5,954       | 8,100       | 🔴 |
|                  |   | New Household Accounts added to Solid Waste Collections                                      | Mar '25             | 🔴 | -109      | 218       | 1,458       | 1,308       | 🟢 |
|                  | Improve programs that promote neighborhood and ROWs aesthetics, and environmental conditions                      | Bulky waste complaints per 1,000 regular bulky waste orders created                          | Mar '25             | 🟢 | 79.4      | 104.0     | 64.7        | 104.0       | 🟢 |
|                  |   | Number of Litter Corridor Miles Completed  | Mar '25             | 🟢 | 675miles  | 500miles  | 3,660miles  | 3,000miles  | 🟢 |
|                  |   | Percentage of scheduled illegal dumping piles picked up within eight days of scheduling      | Mar '25             | 🔴 | 90.7%     | 95.0%     | 82.9%       | 95.0%       | 🔴 |
|                  |   | Percentage of enforcement related complaints responded to within two business days           | Mar '25             | 🟡 | 100%      | 95%       | 100%        | 95%         | 🟡 |
|                  | Provide safe, attractive, and structurally sound ROWs and infrastructure for both general and special populations | Garbage tons collected (in thousands)  | Mar '25             | 🟢 | 46        | 0         | 284         | 0           | 🟢 |
|                  |   | Litter Tons (D)  | Mar '25             | 🟢 | 13        | 0         | 83          | 0           | 🟢 |
|                  |   | Trash and recycling centers: tons collected (in thousands)                                   | Mar '25             | 🟢 | 19        | 18        | 113         | 108         | 🟢 |
|                  |   | Single Stream Recycling Program Tons (D)   | Mar '25             | 🔴 | 4,152     | 4,700     | n/a         | n/a         |   |
|                  | Provide timely and satisfactory resolution to customer needs, requests and inquiries                              | Bulky waste trash tons collected (in thousands)  | Mar '25             | 🟢 | 10.26     | 0.00      | 59.30       | 0.00        | 🟢 |
|                  |   | Percentage of mosquito nuisance complaints receiving a response within 48 hours              | Mar '25             | 🟢 | 100.00%   | 100.00%   | 100.00%     | 100.00%     | 🟢 |
|                  |   | Total residential enforcement actions (in thousands)   | Mar '25             | 🔴 | 3.141     | 3.350     | 19.706      | 20.099      | 🟡 |
|                  |   | Average illegal dumping pick-up response time (in calendar days)                             | Mar '25             | 🔴 | 4         | 3         | 3           | 3           | 🟢 |
|                  |   | Average bulky waste response time (in calendar days)   | Mar '25             | 🔴 | 7.7       | 7.0       | 11.6        | 7.0         | 🔴 |
|                  |   | Average bulky waste response time (calendar days from appointment date to pickup date)       | Mar '25             | 🔴 | 0.3       | 0.1       | 0.3         | 0.1         | 🔴 |
| Financial        | Meet Budget Targets Quarterly   | Disposal Revenue Tons - Garbage  | Mar '25             | 🟢 | 112       | 111       | 673         | 667         | 🟢 |
|                  |   | Disposal Revenue Tons - Trash  | Mar '25             | 🟢 | 56        | 56        | 327         | 338         | 🔴 |
|                  |   | Disposal tons accepted at full fee (in thousands)  | Mar '25             | 🟢 | 168       | 113       | 1,000       | 679         | 🟢 |
|                  |   | Total (revenue) tons transferred in (in thousands)   | Mar '25             |   | 63        | n/a       | 384         | n/a         |   |
|                  | Monitor Overtime  | Overtime Expenditure (WM Operations) (D)   | Mar '25             | 🟢 | \$552,245 | \$554,752 | \$3,672,409 | \$3,328,515 | 🔴 |
|                  |   | Overtime expenditure (Administration) (D) (New)  | Mar '25             | 🟢 | \$4,333   | \$5,208   | \$20,931    | \$31,248    | 🟢 |
|                  | To Reduce Disposal Accounts receivable delinquencies  | Accounts receivable Disposal delinquent balance over 90 days past due {Workload Measure} (D) | Q1 '25              | 🟢 | \$1       | \$5,000   | \$1         | \$10,000    | 🟢 |
|                  |   |  |                     |   |           |           |             |             |   |

| Perspective Name    | Objective Name   | Measure Name   | Last Period Updated |  | Actual     | Target     | Actual FYTD | FYTD Goal  |  |
|---------------------|--|--|---------------------|--|------------|------------|-------------|------------|--|
| Financial           | To Reduce Disposal Accounts receivable delinquencies<br>Meet Budget Targets (Solid Waste)                        | Total Accounts Receivable (D)  | '25 FQ2             |  | \$7,443.0K | \$8,500.0K | \$7,443.0K  | \$8,500.0K |  |
|                     |  | Revenue: Total (Solid Waste)   | '25 FQ2             |  | \$85,468K  | \$197,994K | \$637,643K  | \$395,986K |  |
|                     |  | Expen: Total (Solid Waste)   | '25 FQ2             |  | \$103,606K | \$197,995K | \$181,007K  | \$395,987K |  |
|                     |  | Positions: Full-time Filled (D) (Solid Waste)  | '25 FQ2             |  | 1,058      | 1,172      | 1,058       | 1,172      |  |
| Internal            | Improve the Efficiency of the Operations<br>Ensure ongoing compliance with local, state, and federal regulations | Total Tons of Yard Waste Processed   | Mar '25             |  | 0          | 2,833      | 11,384      | 17,000     |  |
|                     |  | Disposal system level of service (in years)  | 2024 FY             |  | 11         | 5          | 11          | 5          |  |
|                     |  | Percentage of Florida Department of Environmental Protection reporting deadlines met | Mar '25             |  | 100.00%    | 99.70%     | 100.00%     | 99.70%     |  |
|                     |  | Number of compliance inspections conducted at FDEP permitted facilities              | '25 FQ2             |  | 33         | 30         | 66          | 60         |  |
|                     | Improve Service Request Responsiveness   | Percentage of Purchases Processed as Change Orders (D)                               | Mar '25             |  | 1%         | 25%        | 7%          | 25%        |  |
|                     |  | Percentage of Purchases Processed as 'Confirmation Purchases' (D)                    | Mar '25             |  | 0%         | 2%         | n/a         | 2%         |  |
|                     |  | Average Number of Days from Request to Completion (D)                                | Mar '25             |  | 36         | 16         | 29          | 16         |  |
|                     |  | Bid Reviews Completed (D)  | Mar '25             |  | 2          | n/a        | 15          | n/a        |  |
| Learning and Growth | Provide Training and Employee Development Opportunities<br>Ensure a Safe Working Environment for Employees       | Number of Training Sessions Conducted  | Mar '25             |  | 32         | n/a        | 183         | n/a        |  |
|                     |  | Number of Safety Inspections Conducted (D)   | Mar '25             |  | 18         | 18         | 108         | 108        |  |

[Edit Scorecard](#)

Back to Start

Key:

- Initiative

- Featured Objective

\* - This measure has been annualized to match the fiscal 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

| Initiative                               | As Of     | Status      | Budget | Timing | Owners             |
|--|-----------|-------------|--------|--------|--------------------|
| Replace Waste Collection System (WCS)    | 3/28/2025 | In Progress |        |        | Diaz, Danny (DSWM) |
| Biometric Time Clocks Project Deployment | 3/28/2025 | In Progress |        |        | Diaz, Danny (DSWM) |

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