

**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	Improve programs that promote neighborhood and ROWs aesthetics, and environmental conditions	Number of litter corridor miles completed	Jun '25		633miles	500miles	5,690miles	4,500miles		
		Percentage of scheduled illegal dumping piles picked up within eight days of scheduling	Jun '25		74.2%	95.0%	82.1%	95.0%		
		Percentage of enforcement related complaints responded to within two business days	Jun '25		100%	95%	100%	95%		
	Provide quality residential garbage, trash and recycling collection services	(NEW) Patrons served by Home Chemical Collection Program including mobile events	'25 FQ3			2,904	n/a	8,020	n/a	
		Number of curbside recycling complaints per 10,000 participating households	Jun '25		10.6	6.4	13.9	6.4		
		Number of Garbage Complaints Received per 10,000 households	Jun '25		3	4	22	36		
		Percentage of automated and manual garbage routes completed on time	Jun '25		99.6%	98.0%	93.9%	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	Jun '25		178	218	1,582	1,962		
		Bulky waste complaints per 1,000 regular bulky waste orders created	Jun '25		44.4	104.0	62.9	104.0		
	Provide safe, attractive, and structurally sound ROWs and infrastructure for both general and special populations	Garbage tons collected (in thousands)	Jun '25		51	0	430	0		
		Litter Tons (D)	Jun '25		5	0	104	0		
		Trash and recycling centers: tons collected (in thousands)	Jun '25		18	16	167	146		
		Single Stream Recycling Program Tons (D)	Jun '25		4,426	4,700	n/a	n/a		
		Bulky waste trash tons collected (in thousands)	Jun '25		9	10	88	92		
	Provide timely and satisfactory resolution to customer needs, requests and inquiries	Percentage of mosquito nuisance complaints receiving a response within 48 hours	Jun '25		100%	97%	100%	97%		
		Total residential enforcement actions (in thousands)	Jun '25		3.4	3.4	29.7	30.1		
		Average illegal dumping pick-up response time (in calendar days)	Jun '25		3	5	3	5		
		Average bulky waste response time (in calendar days)	Jun '25		8.3	10.0	10.8	10.0		
		Average bulky waste response time (calendar days from appointment date to pickup date)	Jun '25		0.1	0.1	0.3	0.1		
Revenue: Total (Solid Waste)		'25 FQ3		\$93,087K	\$197,996K	\$730,730K	\$593,982K			
Expen: Total (Solid Waste)		'25 FQ3		\$132,624K	\$197,996K	\$313,631K	\$593,983K			
Financial	Meet Budget Targets (Solid Waste)	Positions: Full-time Filled (D) (Solid Waste)	'25 FQ3		1,045	1,172	1,045	1,172		
		Disposal Revenue Tons - Garbage	Jun '25		119	111	1,026	1,001		
	Meet Budget Targets Quarterly	Disposal Revenue Tons - Trash	Jun '25		54	56	487	505		
		Disposal tons accepted at full fee (in thousands)	Jun '25		173	172	1,513	1,545		
		Total (revenue) tons transferred in (in thousands)	Jun '25		67	67	579	600		

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Financial	Monitor Overtime	Overtime Expenditure (WM Operations) (D)	Jun '25		\$627,938	\$554,752	\$5,553,451	\$4,992,772	
		Overtime expenditure (Administration) (D) (New)	Jun '25		\$4,039	\$5,208	\$30,517	\$46,872	
	To Reduce Disposal Accounts receivable delinquencies	Accounts receivable Disposal delinquent balance over 90 days past due {Workload Measure} (D)	Q2 '25		\$7	\$5,000	\$8	\$15,000	
		Total Accounts Receivable (D)	'25 FQ2		\$7,443.0K	\$8,500.0K	\$7,443.0K	\$8,500.0K	
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	Jun '25		100%	100%	100%	100%	
		Number of compliance inspections conducted at FDEP permitted facilities	'25 FQ3		33	30	99	90	
	Improve the Efficiency of the Operations	Total Tons of Yard Waste Processed	Jun '25		0	2,833	17,887	25,500	
Learning and Growth	Ensure a Safe Working Environment for Employees	Number of Safety Inspections Conducted (D)	Jun '25		18	18	162	162	
	Provide Training and Employee Development Opportunities	Number of Training Sessions Conducted	Jun '25		15	n/a	255	n/a	

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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)
Electric Vehicle Charging Stations	5/5/2025	In Progress			Hurst, Sabrina (DSWM); Contreras, Humberto (DSWM)
Landfill Gas (LFG) to Renewable Natural Gas (RNG) Conversion	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Technology Initiative - Driver Safety/Fleet Telematics	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Waste Facility Complex (WFC)	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Technology Initiative - SMATS Pilot	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Technology Initiative - Waste Collection Software Replacement (SWABS Deployment)	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Technology Initiative - Landfill Grade Management System	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Mosquito Control Facility	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Waste by Rail - (WbR)	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Comprehensive Landfill Closure Plan (CLCP)	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)
Zero Waste Master Plan (ZWMP)	5/5/2025	In Progress			McDuffie-Brewster, Stacey (DSWM)

Name contains any Solid Waste Management