

Water and Sewer Scorecard- Business Plan (OMB)

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: Fink, Jay (WASD)
Department: Water and Sewer

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Support a customer-focused organization by providing convenient access to information and services	Percentage of calls answered within the two-minute threshold	Jun '25		59%	70%	78%	70%	
		Average wait time per call	2024 FY		3.22	2.00	3.22	2.00	
		Abandoned calls ratio	2024 FY		15.04%	8.00%	15.04%	8.00%	
Financial	Maintain Fitch, Moody's, and/or Standard and Poor's (S&P) bond ratings	Revenue bond ratings - Moody's	'25 FQ3		Aa3	Aa3	Aa3	Aa3	
		Revenue bond ratings - Fitch	'25 FQ3		AA-	AA-	AA-	AA-	
		Revenue bond ratings - Standard & Poor's	'25 FQ3		AA	AA	AA	AA	
	Meet budget targets	Expen: Total (Water and Sewer)	'25 FQ3		\$244,987K	\$297,255K	\$688,437K	\$891,765K	
		Revenue: Total (Water and Sewer)	'25 FQ3		\$289,244K	\$297,255K	\$925,218K	\$891,765K	
		Positions: Full-Time Filled (Water and Sewer)	'25 FQ3		2,883	3,084	2,883	3,084	
		Capital infrastructure improvement plan expenditure ratio	'25 FQ3		75%	75%	79%	75%	
GOB wastewater capital infrastructure expenditure ratio	'25 FQ3		36%	70%	64%	70%			
Internal	Ensure compliance with regulatory requirements for water and wastewater systems	Percent compliance with drinking water standards	Jun '25		100%	100%	100%	100%	
		Percent compliance with wastewater standards	'25 FQ3		91%	100%	90%	100%	
	Ensure timely completion of Consent Decree wastewater capital improvement projects	System-wide available water supply capacity from the Biscayne Aquifer	Jun '25		48.16 MGD	10.10 MGD	27.29 MGD	10.10 MGD	
		Percentage of Consent Decree wastewater projects on or before schedule	'25 FQ3		63%	100%	63%	100%	
	Improve water use efficiency	Gallons of water saved per day (GPD) through implementation of the Water Use Efficiency Plan	'25 FQ3		22,414 GPD	76,440 GPD	22,414 GPD	76,440 GPD	
		Finished water use per capita- consumption (GPCD)	2024		130.89 GPCD	137.35 GPCD			
Learning and Growth	Foster employee development and leadership	Training hours per employee	2024 FY		12.75	24.00	12.75	24.00	

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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 Scorecard

There is no data for the selected filter

Name contains any Water and Sewer Scorecard- Business Plan (OMB)