

**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:**  
Coley, Roy (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. (Business Plan) (GG1-1)	Percentage of calls answered within the two-minute threshold (monthly) (Retail Customer Service)	Mar '24		28.00%	70.00%	32.17%	70.00%	
		Average Wait Time per Call (Fiscal Year) (Retail Customer Service and Emergency Communications)	2023 FY		4.69minutes	2.00minutes	4.69minutes	2.00minutes	
		Abandoned Calls Ratio (%) (Fiscal Year) (Retail Customer Service and Emergency Communications)	2023 FY		22.12%	8.00%	22.12%	8.00%	
Financial	Meet Budget Targets (WASD) (GG4-2)	Expen: Total (Water and Sewer)	'24 FQ2		\$186,389K	\$260,744K	\$391,418K	\$521,488K	
		Revenue: Total (Water and Sewer)	'24 FQ2		\$262,432K	\$260,744K	\$610,290K	\$521,488K	
		Positions: Full-Time Filled (Water and Sewer)	'24 FQ2		2,742	3,086	2,742	3,086	
		Capital Infrastructure Improvement Plan Expenditure Ratio	'24 FQ2		75%	75%	71%	75%	
		Wastewater Capital Infrastructure Improvements Ratio (in percent) Using GOB Funds	'24 FQ2		31.90%	70.00%	45.81%	70.00%	
	Maintain Fitch, Moody's, and/or Standard and Poor's (S&P) bond ratings (GG4)	WASD Revenue Bond Ratings - Moody's	'24 FQ2		Aa3	Aa3	Aa3	Aa3	
		WASD Revenue Bond Ratings - Fitch	'24 FQ2		AA-	AA-	AA-	AA-	
		WASD Revenue Bond Ratings - Standard & Poor's	'24 FQ2		AA-	AA-	AA-	AA-	
Internal	Ensure timely completion of Consent Decree Wastewater Capital Improvement projects (WASD) (NI2-1) (NI3-2) (NI3-3)	Percentage (%) of Consent Decree Wastewater Projects on or before Schedule (FY Quarterly) (WASD)	'24 FQ2		66.7%	100.0%	66.7%	100.0%	

**Improve Water-Use Efficiency (WASD) (NI2-1)**

Gallons of water saved per day (GPD) through implementation of the Water Use Efficiency Plan (FY Quarterly) (WASD)	'24 FQ2		85,968GPD	48,500GPD	85,968GPD	48,500GPD	
Finished Water Use Per Capita-Consumption (gpcd) (Calendar Year)	2023		132.47gpcd	128.00gpcd			
Compliance with drinking water standards (% Days) (monthly) (WASD)	Mar '24		100.00%	100.00%	100.00%	100.00%	
Percent compliance with wastewater standards (FY Quarterly) (WASD)	'24 FQ1		92.39%	100.00%	92.39%	100.00%	
System-wide Available Water Supply Capacity From the Biscayne Aquifer	Mar '24		14.84MGD	10.10MGD	14.84MGD	10.10MGD	

**Compliance with regulatory requirements for Water & Wastewater systems (WASD) (NI2-1) (NI3-3)**

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Key: - Initiative - Featured Objective

### Initiatives for Scorecard

There is no data for the selected filter