



Townsville Waste Services

Quarter 2 Progress Report Against Performance Targets for 2015/2016

The following performance targets reflect the level of service Townsville Waste Services intends to provide to its customers. Townsville Waste Services will be accountable for its performance against these targets by reporting its quarterly progress against annual performance targets to council. All progress reports and annual results will be published on the council's website.

LEGEND: ● Target met ● Monitoring result ● Not met

Waste Services	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Effective Collection of Residential Waste and Recycling					
Missed kerbside waste and recycling services.	<1 per 1,000 services.	0.42	0.37	●	Kerbside collections are tracking well to target for Quarter 2 and the year to date.
Response time to missed kerbside waste and recycling services.	>95% by the next business day.	83.77%	83.77%	●	Townsville Waste Services have implemented new processes during the Quarter in order to report on this performance indicator. Analysis of the data has indicated that the lower than expected results is partly as a result of CRMs not necessarily being closed off correctly, in particular, event dates not being recorded, or being recorded incorrectly. Training in the CRM event process has been undertaken by key personnel and will also be rolled out to other staff involved.
New residential kerbside service commencement.	100% within 3 business days or on another date agreed with the customer.	91.78%	91.78%	●	Townsville Waste Services have implemented new processes during the Quarter in order to report on this performance indicator. The main contributor to the lower than expected results is the sequencing of event dates in CRMs, which is particularly important when customers request a specific date for bin delivery (rather than just within the 3 business day period), for example the date that they are moving in to a new property. Further training in sequencing and recording of event dates will be undertaken by staff.

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Waste Services					
Effective Collection of Residential Waste and Recycling	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Response time to bin repair/ replacement requests.	100% within 3 business days after payment of appropriate fee.	68.28%	68.28%	●	Townsville Waste Services have implemented new processes during the Quarter in order to report on this performance indicator. The main contributor to the lower than expected results is the sequencing and recording of event dates in CRMs. Accordingly, refresher training in the CRM event process is being undertaken. Although the result for the Quarter is low, there was a marked improvement for the month of December, after process changes were implemented, with a monthly result of 99.01% being achieved. The lower than expected result was also largely affected by the replacement of an additional 200+ bins for 2 weeks surrounding National Recycling Week in November.
Waste disposal facilities are available and functional during opening hours.	363 days per year.	91 days	183 days	●	All waste disposal facilities were open and functional on every day required during the months of October, November and December, with facilities being closed on Christmas Day as scheduled. This service standard is on track to be met by the end of the financial year.

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