



# Townsville Waste Services

## Performance Against 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 quarterly and annually to council. All progress reports and annual results will be published on the council's website.

**LEGEND:** ● On Target ● Monitor ● Requires Action

Waste Services					14/15 Annual Result	Comparison to 14/15 Result
Effective Collection of Residential Waste and Recycling	Annual Target	15/16 Annual Result	Status	Comments		
Missed kerbside waste and recycling services.	<1 per 1,000 services.	0.38	●	The service standard target was met with 0.38 missed kerbside waste and recycling services per 1,000 services. This equates to a collection rate of 99.96%, with 168 bins missed on average per month out of approximately 457,000 services. This is compared with 145 bins missed on average per month during the 14/15 financial year, out of approximately 455,000 services.	0.32	23 more missed bins on average per month
Response time to missed kerbside waste and recycling services.	>95% by the next business day.	87.21%	●	The overall result for the year was brought down by lower than expected results in the fourth quarter. This was due to missed bins in rural areas for which there was no collection vehicles available in that area to meet the targeted timeframe. It was also attributed to record keeping failures; some Customer Requests were not closed off correctly or on time, giving the impression that the target was not achieved. It is suspected that some of the collections were made on time but this is not reflected in the results.	Reporting in progress	Not reported in 14/15
New residential kerbside service commencement.	100% within 3 business days or on another date agreed with the customer.	92.54%	●	The poor results are mostly attributed to record keeping failures; some Customer Requests were affected by incorrect sequencing of event dates. In other cases the Customer Requests were not closed off correctly or on time, giving the impression that the target was not achieved. It is suspected that some of the bin deliveries were made on time but this is not reflected in the results.	Reporting in progress	Not reported in 14/15

# Townsville Waste Services

Waste Services (Continued)						
Effective Collection of Residential Waste and Recycling	Annual Target	15/16 Annual Result	Status	Comments	14/15 Annual Result	Comparison to 14/15 Result
Response time to bin repair/replacement requests.	100% within 3 business days after payment of appropriate fee.	87.14%	●	Townsville Waste Services performed well in the later 2 quarters of the year, with a response rate of 97% in the third quarter and 96% in the fourth quarter. Unfortunately, the result for the whole year is brought down by low results in the first and second quarters, due to reporting issues.	Reporting in progress	Not reported in 14/15
Waste disposal facilities are available and functional during opening hours.	363 days per year.	363	●	All waste disposal facilities were open and functional on every day required during the year, with facilities closed on Christmas Day and Good Friday as scheduled. There was restricted access to parts of the Hervey Range Landfill for a period of 10 days due to a Police search, with the facilities remaining fully operational during this time.	92	Same 100% result