

Townsville Waste Services Customer Service Standard Report Card

Quarter 3 Progress Against Performance Targets for 2018/2019

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					
Effective Collection of Residential Waste and Recycling	Annual Target	Quarter 3 Result	Year To Date Progress	Progress Indicator	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services	0.20	1.24		Missed kerb side collections for the quarter is 0.20 bins missed per 1000 scheduled collections.
Response time to missed kerbside waste and recycling services	>95% by next business day	85.26%	93.33%		For the Quarter, there were 285 incidents regarding missed bins. There were 243 bins emptied by the next business day.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer	99.21%	98.99%		In the Quarter, there were 126 requests for new bins and 125 were completed within the 3 business day target.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee	96.94%	97.69%		For the Quarter there were a total of 1211 damaged bins due for repair/replacement. Townsville Waste Services repaired/replaced 1174 bins within 3 business days.
Waste disposal facilities are available and functional during opening hours	363 days per year	88	271		Waste disposal facilities closed for a total of 14 hours due to the severe wet weather event and accesses was not possible.