

# Townsville Waste Services Customer Service Standard Report Card

## Quarter 4 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 4 Result	Year To Date Progress	Progress Indicator	Last Year Comparison	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services	0.12	1.36	●	232%	There were 1.36 missed bins for the financial year. This significant change is due to a new driver missing a large section in Douglas in July and there was also a natural flood disaster that struck Townsville in February/March.
Response time to missed kerbside waste and recycling services	>95% by next business day	96.36%	93.42%	●	4%	For the financial year there were 1808 bins missed and 1689 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	97.06%	98.86%	●	3%	For the financial year there were 527 new bins delivered and 521 were completed within the targeted time frame.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee	98.26%	97.74%	●	-0.4%	For the financial year there were 3011 separate incidents and 2943 were completed within the targeted 3 business days.
Waste disposal facilities are available and functional during opening hours	363 days per year	91.00	362.00	●	-0.3%	For the financial year, waste disposal facilities were open and operational as planned each day. Some temporary closures were required for part days due to the flooding event in February/March.