



Townsville Waste Services

Quarter 3 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					
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.	0.38	0.37	●	Kerbside collections are tracking well to target for the third quarter, and year to date.
Response time to missed kerbside waste and recycling services.	>95% by the next business day.	98.35%	91.06%	●	This service standard is on track, with 98.35% of missed kerbside waste and recycling services collected by the next business day. The year to date progress is brought down by low results in the first and second quarters, due to reporting issues.
New residential kerbside service commencement.	100% within 3 business days or on another date agreed with the customer.	94.50%	93.14%	●	Townsville Waste Services delivered refresher training to staff on the sequencing and recording of event dates, resulting in improved accuracy of data. The defect was a result of one new bin service commencing after the scheduled date. The year to date progress is brought down by low results in the first and second quarters, due to reporting issues.
Response time to bin repair/ replacement requests.	100% within 3 business days after payment of appropriate fee.	97%	84.64%	●	Townsville Waste Services dramatically improved performance in the third quarter, with 97% of bin repair and replacement requests responded to within the required timeframe. In some instances, the service standard was not met due to bins not being available for inspection. The year to date progress is brought down by low results in the first and second quarters, due to reporting issues.
Waste disposal facilities are available and functional during opening hours.	363 days per year.	91 days	274 days	●	All waste disposal facilities were open and functional every day during the months of January, February and March. This service standard is on track for the third quarter, and year to date.

Quarter 3
2015/16