

# Townsville Waste Services Customer Service Standard Report Card

## Quarter1 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 1 Result	Year To Date Progress	Progress Indicator	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services	0.79	0.79		Missed kerb side collections for Quarter 1 is 0.79 bins missed per 1000 scheduled collections. The number of missed bins increased by approximately 400% in July. The majority of the increase was seen on 1 day, the 31st of July, where 400 bins were missed as a result of Driver Error.
Response time to missed kerbside waste and recycling services	>95% by next business day	96.59%	96.59%		For Quarter 1, there were 1116 incidents regarding missed bins. There were 1078 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	98.97%	98.97%		In Quarter 1, there were 194 requests for new bins and 192 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	99.07%	99.07%		For Quarter 1 there were a total of 752 damaged bins due for repair/ replacement. Townsville Waste Services repaired/replaced 745 bins within 3 business days.
Waste disposal facilities are available and functional during opening hours	363 days per year	91	91		Waste disposal facilities were open and operational as planned each day.