



# Townsville Waste Services

## Quarter 3 Progress Against Performance Targets for 2016/2017

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.	15.56	5.44	●	Missed kerbside collections did not meet the target for quarter 3 as a result of missed collections during and after cyclone Debbie. Approximately 21,000 bins scheduled for the date that the cyclone made landfall, were rescheduled for the remainder of the week. Without the disruptions caused by cyclone Debbie, collections would have been on target with 0.61 bins missed per 1000 scheduled collections for the quarter.
Response time to missed kerbside waste and recycling services	>95% by the next business day.	34%	76%	●	Response times were below target as a result of rescheduling of missed bins during and after cyclone Debbie. Of the 21,000 bins that were rescheduled due to cyclone Debbie, 7000 of those bins were collected within the target of the next business day. Without the disruptions caused by cyclone Debbie, 96% of all other missed bins were collected by the next business day.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer.	98%	98%	●	98% of all bins were delivered within the targeted timeframe, with 5 out of 240 bins not being delivered on time. These delays are associated with the delivery of new bins to remote areas. New processes have been developed in order to assist in meeting standard delivery times.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee.	96%	95%	●	96% of all bin repair/replacement requests were completed within the targeted timeframe, with 20 out of 533 requests not being delivered on time. There were some delays with repair/replacement requests in remote areas. A new process has been developed to ensure standard delivery times are met in future.
Waste disposal facilities are available and functional during opening hours	363 days per year.	89 days	272 days	●	Waste disposal facilities were only closed for one day during the third quarter - 28 March 2017 - due to cyclone Debbie.

Quarter 3  
2016/17