

Townsville Waste Services Customer Service Standard Report Card

Quarter 2 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 2 Result	Year To Date Progress	Progress Indicator	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services	0.25	1.04		Missed kerb side collections for the quarter is 0.25 bins missed per 1000 scheduled collections.
Response time to missed kerbside waste and recycling services	>95% by next business day	89.49%	94.89%		For the quarter, Townsville Waste Services were under target. Out of the 352 incidents 315 bins were emptied by the next business day.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer	98.84%	98.91%		For the quarter, there were 173 requests for new bins and 171 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	97.50%	98.28%		There were 760 damaged bins due for repair/ replacement. Townsville Waste Services repaired/replaced 741 bins within the targetted 3 business days.
Waste disposal facilities are available and functional during opening hours	363 days per year	91	182		Waste disposal facilities were open and operational as planned each day.