

# Townsville Waste Services Customer Service Standard Report Card

## Quarter 3 Progress Against Performance Targets for 2017/2018

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	0.44	0.44		Missed kerb side collection for the third quarter experienced 0.44 bins missed per 1000 scheduled collections.
Response time to missed kerbside waste and recycling services	>95% by next business day	92%	91%		For the third quarter, Townsville Waste Services were under target with 92% of all missed bins collected by the target of the next business day. Of the 558 missed bins, 47 were not emptied within the 24 hour target.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer	98%	96%		For the third quarter, 98% of all new bins were delivered within the targeted timeframe, with 188 out of 191 bins being delivered on time.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee	99%	98%		99% of all bin repair/replacement requests were completed within the targeted timeframe for the third quarter, with 837 out of 847 bins being delivered on time.
Waste disposal facilities are available and functional during opening hours	363 days per year	89	272		Waste disposal facilities were open and operational as planned each day, except two sites suffered temporary closure for 12 hours due to heavy rainfall. Jensen closed due to flooded roads and Hervery Range closed their landfill but continued to use the transfer station.