

Townsville Waste Services Customer Service Standard Report Card

Quarter 4 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 4 Result	Year To Date Result	Result Indicator	Last Year Comparison	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services	0.31	0.41	●	-90%	There were 0.31 missed bins for the quarter and 0.41 for the year. This significant change is not a reflection of any process improvements implemented within the year, but instead a result of the previous financial year's result being affected by significant missed bins due to Cyclone Debbie.
Response time to missed kerbside waste and recycling services	>95% by next business day	85.71%	89.57%	●	10%	For the quarter there were 504 bins missed and 432 bins emptied by the next business day. Our Year to Date result is 5% below target, however our performance has improved by 10% when compared to the previous year.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer	95.74%	96.29%	●	-2%	For the quarter there were 188 new bins delivered and 180 were completed within the targeted time frame.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee	99.11%	98.11%	●	2%	For the quarter there were 788 separate incidents and 781 were completed within the targeted 3 business days.
Waste disposal facilities are available and functional during opening hours	363 days per year	91	363	●	0%	For the quarter, waste disposal facilities were open and operational as planned each day. Some temporary closures were required for part days during the year as a result of flood and fire events.