

# Townsville Waste Services

## Quarter 2 Progress Against Performance Targets for 2017/2018

Legend	
<span style="color: green;">■</span> On Target	<span style="color: red;">■</span> Requires Attention
<span style="color: orange;">■</span> Monitor	

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.

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	0.49	0.45		Missed kerb side collections are on target for the second quarter, with 0.49 bins missed per 1000 scheduled collections.
Response time to missed kerbside waste and recycling services	>95% by next business day	88%	91%		For the second quarter, Townsville Waste Services were under target with 88% of all missed bins collected by the target of the next business day. Of the 563 missed bins, 66 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	93%	96%		For the second quarter, 91% of all bins were delivered within the targeted timeframe, with 206 out of 220 bins being delivered on time.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee	98%	97%		98% of all bin repair/replacement requests were completed within the targeted timeframe for the second quarter, with 661 out of 678 bins being delivered on time.
Waste disposal facilities are available and functional during opening hours	363 days per year	91	183		Waste disposal facilities were open and operational as planned each day, except for Christmas Day. Although waste disposal facilities were not open to the public on Christmas Day, kerbside waste and recycling collection continued on Christmas Day as usual.