



Townsville Waste Services

Quarter 1 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 1 Result	Progress Indicator	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services.	0.4	●	Missed kerbside collections are on target, with 0.40 bins missed per 1,000 scheduled collections.
Response time to missed kerbside waste and recycling services	>95% by the next business day.	93%	●	93% of all missed bins were collected by the next business day. The lower than average response time was due to staff absences during the month of August.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer.	98%	●	98% of all new bins were delivered within the targeted timeframe, with 5 out of 207 bins not being delivered on time.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee.	97%	●	97% of all bin repair / replacement requests were completed within the targeted timeframe with 26 out of 764 not being delivered on time.
Waste disposal facilities are available and functional during opening hours	363 days per year.	92 days	●	All waste facilities were open and operational throughout the first quarter.

Quarter 1
2017/18