



Townsville Waste Services

Quarter 4 Progress Against Performance Targets for 2016/2017

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 Progress	Progress Indicator	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services.	0.61	4.23	●	Missed kerb side collections are on target for the fourth quarter, with 0.61 bins missed per 1000 scheduled collections. The Year to Date result is brought down by a high number of missed collections in the third quarter, as a result of cyclone Debbie.
Response time to missed kerbside waste and recycling services	>95% by the next business day.	99%	81%	●	For the fourth quarter, 99% of all missed bins were collected by the next business day, achieving the target. The Year to Date result is brought down by a high number of missed collections in the third quarter, as a result of cyclone Debbie.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer.	100%	99%	●	For the fourth quarter, 100% of all bins were delivered within the targeted timeframe, with 255 bins being delivered on time.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee.	98%	96%	●	98% of all bin repair/replacement requests were completed within the targeted timeframe for the fourth quarter, with 7 out of 444 requests not being delivered on time.
Waste disposal facilities are available and functional during opening hours	363 days per year.	91 days	363 days	●	All waste facilities were open and operational throughout the fourth quarter.

Quarter 4
2016/17