



Townsville Waste Services

Quarter 2 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 2 Result	Year To Date Progress	Progress Indicator	Comments
Missed kerbside waste and recycling services.	<1 per 1,000 services.	0.34	0.38	●	Missed kerbside collections are on target, with 0.34 bins missed per 1000 scheduled collections on average during the quarter.
Response time to missed kerbside waste and recycling services.	>95% by the next business day.	96%	96.5%	●	This service standard is on target. During the second quarter, 96% of waste and recycling bins, which were initially missed, were responded to by the next business day.
New residential kerbside service commencement.	100% within 3 business days or on another date agreed with the customer.	98%	98%	●	98% of all new bins were delivered within the targeted time-frame, with 6 out of 282 bins not being delivered on time. There were some delays with delivery of new bins in remote areas. A new process has been developed to engage other internal departments to assist with deliveries to ensure standard delivery times are met.
Response time to bin repair/replacement requests.	100% within 3 business days after payment of appropriate fee.	96%	94.5%	●	96% of all bin repair/replacement requests were completed within the targeted time-frame, with 15 out of 372 requests not being delivered on time. There were some delays with repair/replacement requests in remote areas. A new process has been developed to ensure standard delivery times are met in future.
Waste disposal facilities are available and functional during opening hours.	363 days per year.	91 days	183 days	●	Waste disposal facilities were only closed for one day during the quarter, Christmas Day, which was planned. Kerbside collection services continued as scheduled on Christmas Day.

Quarter 2
2016/17