









McRobies Gully Waste Management Centre

Performance report card 2018/19

Performance Area	Performance Measure	Annual Target	Result YTD	Comments
 Traffic & Congestion	Amenity complaints (Congestion)	0	0	<div style="border: 1px solid black; border-radius: 15px; padding: 5px; display: inline-block;"> No complaints! </div>
	% increase/decrease in number of Council waste vehicle movements over the weighbridge	0% increase	2% Decrease	
 Water quality /environmental test results	Quarterly monitoring schedule undertaken	100% compliance	Yes	Scheduled monitoring undertaken
	Monitoring assessed against relevant/appropriate water quality guidelines	95% compliant	Yes	Consultant review indicates >95% compliance
 Impacts from the operation of the site	Amenity complaints (Odour/Dust/Noise etc)	0	0	<div style="border: 1px solid black; border-radius: 15px; padding: 5px; display: inline-block;"> No incidents! </div>
	Number of pollution incidents (notifiable to the EPA)	0	0	
	Street cleaning program compliance with schedule (No. of days swept)	100% compliance	Yes	Daily inspection and clean.
	Response to formally issued concerns/complaints	100% Less than 5 days	Yes	All formal complaints investigated and responded to within 5 days
Customer Service	Response to urgent (emergency) concerns	100% Less than 1 day	Yes	Closure of site due to risk concerns (high wind) as required.
 Access to Information & Community Engagement	% of environmental test results published online	100% Within 30 days of receiving results	No	Results to be published following website upgrade
	Frequency of updates on events, services, and information to Council's website and social media	As needed	25+ facebook posts	Information provided on facebook, website, and the Mercury as required
	Number of community engagement activities undertaken	As needed	20	A diverse range of workshops, tours, presentations and information stalls.
	Communications from South Hobart Community received	As needed	0	No communications received
Waste Management Strategy Progress	Actions implemented	As required		70/91 Actions progressed
Reduced pressure on landfill	Waste Diversion Rate	<div style="border: 1px solid black; border-radius: 10px; padding: 2px;">Last year</div> 42%	<div style="border: 1px solid black; border-radius: 10px; padding: 2px;">This year</div> 43%	<div style="border: 1px solid black; border-radius: 15px; padding: 5px; display: inline-block;"> Second year in a row the landfill has received less than 20,000 tonnes of waste! </div>

McRobies Gully Waste Management Centre

Performance report card 2019/20

Performance Area	Performance Measure	Annual Target	Result YTD	Comments
 Traffic & Congestion	Amenity complaints (Congestion)	0	1	
	% increase/decrease in number of Council waste vehicle movements over the weighbridge	0% increase	7.2% Decrease	
 Water quality /environmental test results	Quarterly monitoring schedule undertaken	100% compliance	Yes	Scheduled monitoring undertaken
	Monitoring assessed against relevant/appropriate water quality guidelines	95% compliant	Yes	Consultant review indicates >95% compliance
 Impacts from the operation of the site	Amenity complaints (Odour/Dust/Noise etc)	0	1	Leachate pump
	Number of pollution incidents (notifiable to the EPA)	0	0	No incidents!
	Street cleaning program compliance with schedule (No. of days swept)	100% compliance	Yes	Daily inspection and clean.
	Response to formally issued concerns/complaints	100% Less than 5 days	Yes	All formal complaints investigated and responded to within 5 days
Customer Service	Response to urgent (emergency) concerns	100% Less than 1 day	Yes	Closure of site due to risk concerns (high wind) as required.
 Access to Information & Community Engagement	% of environmental test results published online	100% Within 30 days of receiving results	No	Results to be published following website upgrade
	Frequency of updates on events, services, and information to Council's website and social media	As needed	30+ facebook posts	Information provided on facebook, website, and the Mercury as required
	Number of community engagement activities undertaken	As needed	30	A diverse range of workshops, tours, presentations and information stalls.
	Communications from South Hobart Community received	As needed	0	No communications received
Waste Management Strategy Progress	Actions implemented	As required		72/91 Actions progressed
Reduced pressure on landfill	Waste Diversion Rate	43% Last year	44% This year	Third year in a row the landfill has received less than 20,000 tonnes of waste!