





McRobies Gully Waste Management Centre

Performance report card 2017/18

Performance Area	Performance Measure	Annual Target	Result YTD	Comments
 Traffic & Congestion	Amenity complaints (Congestion)	0	1	1 complaint during free-entry weekend.
	% increase/decrease in number of Council waste vehicle movements over the weighbridge	0% increase	3% Decrease	Deliveries continue to Derwent Park on Fridays. Reduced weekend litter bin collections
 Water quality /environmental test results	Quarterly monitoring schedule undertaken	100% compliance	Yes	Scheduled monitoring undertaken (June 17, September 17, December 17, April 18)
	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	No dust or odour complaints!
	Number of pollution incidents (notifiable to the EPA)	0	1	
	Street cleaning program compliance with schedule (No. of days swept)	100% compliance	Yes	Daily inspection & clean. Increased clean post May flood
	Response to formally issued concerns/complaints	100% Less than 5 days	Yes	All formal complaints investigated & 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. Immediate response to flood event & site assessments undertaken.
 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	20 facebook posts	Information provided on facebook, website, and the Mercury as required
	Number of community engagement activities undertaken	As needed	1	Public meeting
	Communications from South Hobart Community received	As needed	0	No communications received
Waste Management Strategy Progress	Actions implemented	As required		54 / 91 Actions progressed
Reduced pressure on landfill	Waste Diversion Rate	41%	42%	First time in history the landfill has received less than 20,000 tonnes of waste!

Zeroing in on waste.

