

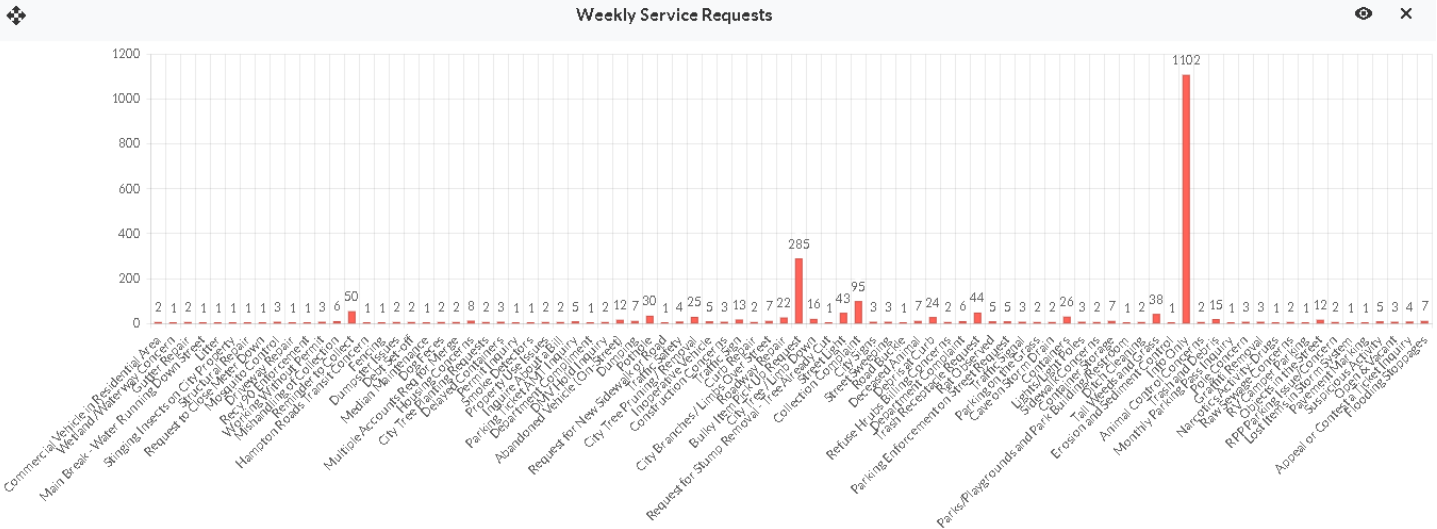


Norfolk Cares Center COVID-19 Full Weekly Report of Activity Week of 04/20/2020-04/24/2020

Contact Center Performance Measure	Measurement
Average Speed of Answer	26 seconds
Call Duration Average	178 seconds (2 Minutes, 58 seconds)
Average Hold Time	85 seconds (1 Minutes, 25 seconds)
Average Service Factor (Measures Service Level and Average Speed of Answer)	94.61%

Citizen Channels of Contact	
Method of Contact	Amount
Incoming Telephone Calls	1,794
Outgoing Telephone Calls	357
myNorfolk Web Portal Requests	535
myNorfolk IOS Submissions	43
myNorfolk Android Submissions	29
E-Mails to healthyneighborhoods@norfolk.gov	59
Overnight Voicemails	41
Total	2,858

Top Service Request Call Trends	
(MOST REQUESTED) Department of Public Works Division of Waste Management Bulky Item Pick Up	Department of Public Works Division of Waste Management Collection Complaint
Department of Public Works Division of Waste Management Reminder to Collect	Department of Public Works Division of Waste Management Trash Receptacle Request



Top Informational Inquiries

Waste Management Inquiry

City Treasurer

Parking Customer Service

Norfolk Transfer Station

Utilities Water Accounts