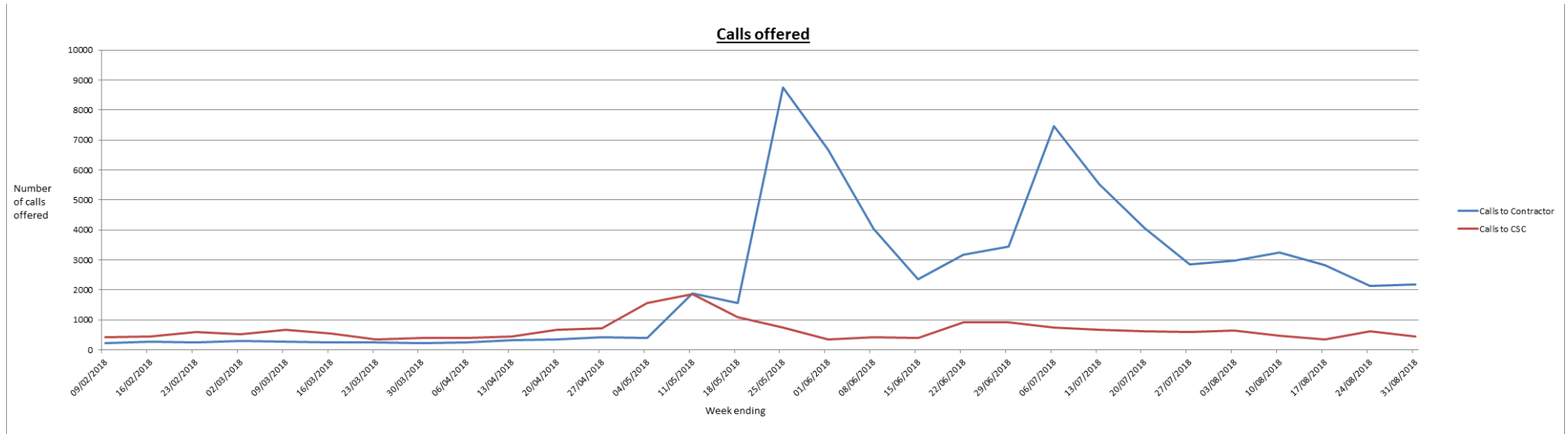


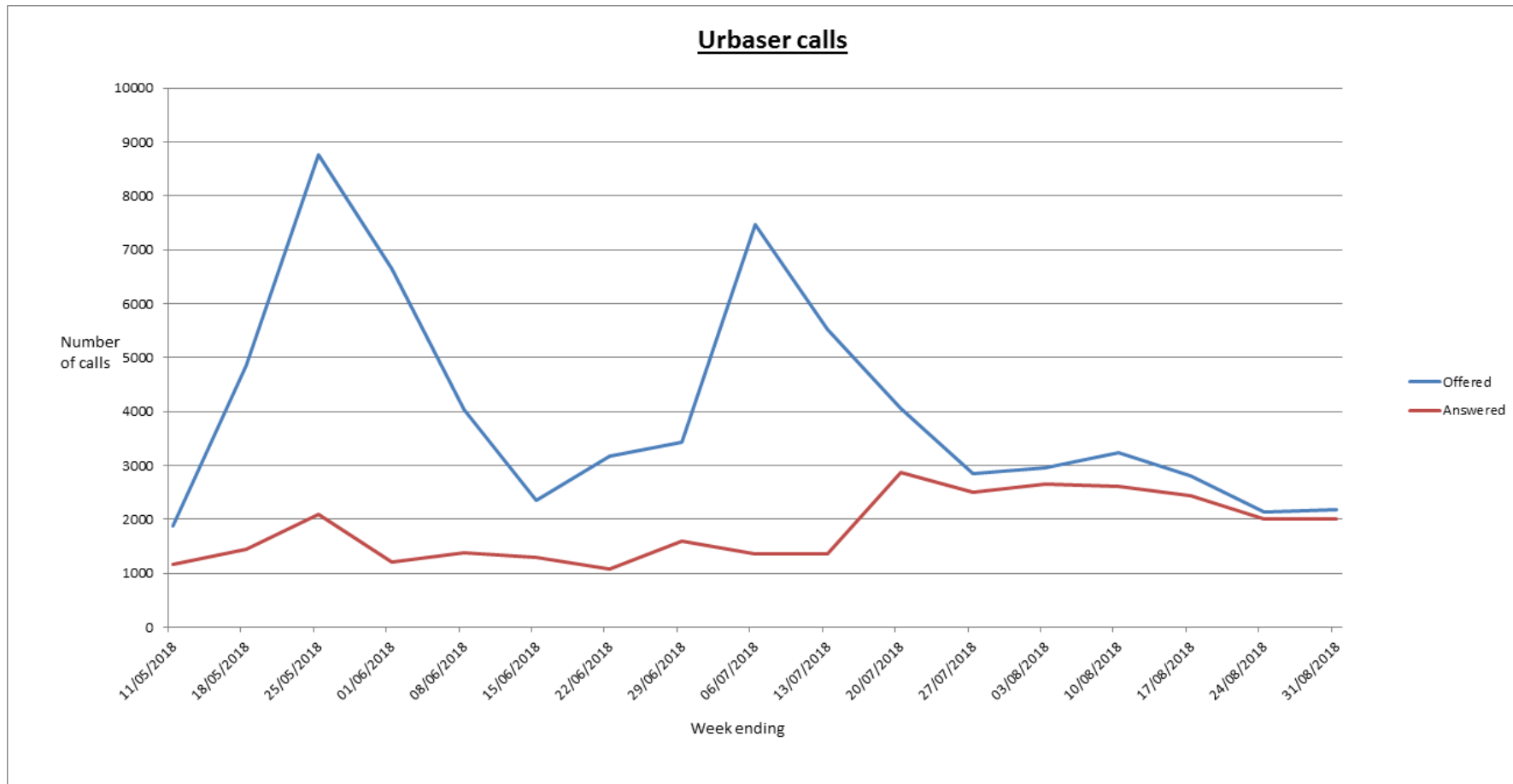
Appendix B - Call Handling Statistics

Calls offered per week



- Volume is of calls per week through the 0800 and 4000 numbers to the waste contractor and NHDC's Customer Service Centre (CSC)
- Blue line showing calls to the Waste contractor and red showing calls to CSC
- Volume for the contractor is calls that have been offered to the contractor phone system.
- Volume for the CSC team between 09/02/2018 to 18/05/2018 is calls that have been offered to the CSC team.
- Volume for the CSC team between 25/05/2018 to 31/08/2018 is contact logged by CSC on the CRM system Achieve Service for Waste. It includes phone, email and face to face contacts.
- Dates shown are for the Friday of that week.
- Waste contractor started taking calls on the 8th May, however there were issues with their phone system in the beginning

Urbaser Calls



- Volume is of calls per week through the 0800 and 4000 numbers to Urbaser
- Blue line shows calls offered to Urbaser's phone system and red line shows calls answered by their agents but will include more that have been answered by their voicemail system
- It is difficult to get statistics for Urbaser's answer rate due to the system they use and a call minder being in effect.
- Remaining calls will be abandoned or answered by voicemail.