Week in Review: April 6 - 10, 2020

Welcome to the first weekly NCN COVID-19 Update. We hope this finds you safe and well. As we settle into the new “normal” of shelter in place, we thought you’d appreciate updates from the field.

Driver Readiness

We’re happy to report drivers are staying well and coming to work. All routes (trash, recycling, organics and roll off) in every community were collected last week. Drivers, route managers and mechanics are maintaining strict social distancing practices and every facility is stocked with hand sanitizer, masks and other protective gear and disinfectant.

Residential Excess Waste Collection

We have seen a significant increase in residential trash volumes, not surprising given everyone is at home. To help customers and drivers manage this waste, we are providing free pickup of a personal garbage can each week. The metal or plastic container allows our drivers to use the mechanized arm to lift and empty the container. This helps to prevent back injuries and keeps our drivers healthy during this stressful time.

NCN Call Center – By the Numbers

- 100% of agents, total of 98, working from home
- 69 dedicated to Residential, 25 to Commercial & 4 to Digital
- 18,752 calls in queue
- 17,587 calls answered
  - 6.21% calls abandoned
  - 100 seconds average speed to answer
- 1,773 emails answered
- 398 chats of which 395 completed
Customer Comments

We are grateful for our customers’ understanding and support during these difficult times and are touched by the thank you signs, social media posts and supportive comments in our customer survey. They are a tremendous boost to everyone working to provide this essential service.

Stay in Touch

Receive timely service updates by selecting your communications preference – text, email or phone – at wm.com/MyPreferences.

NCN COVID-19 Update