

Who Can I Call? One Call Does It All:
Norfolk Cares IMPACT Call Center



What is the Norfolk Cares IMPACT Call Center?

- The Norfolk Cares IMPACT Call Center is a single-point-of-contact for residents seeking information or requesting service from the City.
- Norfolk Cares was established in direct response to requests from Norfolk citizens and City Council to improve the processing of citizen requests for service.
- Through Norfolk Cares, citizens can request a City service, obtain information on City services, or receive an update on a previous request for City service.
- Norfolk Cares staff may make a referral to a specific department if their expertise is needed.

How Can I Contact the Norfolk Cares IMPACT Call Center?

- Dialing (757) 664-6510 Monday-Friday, between 8:00 a.m. and 6:00 p.m.
- Filling out the Norfolk Cares online form.
- Sending an e-mail to Norfolk Cares at healthyneighborhoods@norfolk.gov
- All requests for service are confidential and will not be revealed to anyone other than the City staff assigned to the request. Personal information (i.e. name, phone number) may be requested to help with resolving the concern.

Common Errors that Result in Processing Delays

- Incorrect Address
- Incorrect Pole Numbers
- Specific Location of Complaint Not Provided
- Description of Concern Not Provided
- Complaints that are not a violation

www.norfolk.gov/311callcenter

Norfolk Cares Assistance Center - City of Norfolk, Virginia - Windows Internet Explorer

http://www.norfolk.gov/311callcenter/

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NORFOLK
Life. Celebrated Daily.

A to Z | Questions? | Staff Search

Home | Norfolk Cares Assistance Center Living in Norfolk Visiting in Norfolk Business in Norfolk City Government Online Services

NORFOLK CARES ASSISTANCE CENTER

WHAT IS THE NORFOLK CARES ASSISTANCE CENTER?

The Norfolk Cares Assistance Center is a single-point-of-contact for residents seeking information about or requesting service from the City of Norfolk. Norfolk Cares was established in direct response to requests from Norfolk citizens and City Council to improve the processing of citizen requests for service.

Through Norfolk Cares, citizens can request a City service, obtain information on City services, or receive an update on a previous request for City service. Norfolk Cares staff may make a referral to a specific department if their expertise is needed.

HOW CAN I CONTACT THE NORFOLK CARES ASSISTANCE CENTER?

Anyone can contact Norfolk Cares by

- dialing 757-664-6510 Monday through Friday between 8:00am and 6:00pm
- filling out the Norfolk Cares [Online Form](#)
- sending an [Email](#) to Norfolk Cares

All requests for service are confidential and will not be revealed to anyone other than the City staff assigned to the request. However, it is extremely beneficial for City staff tasked with resolving the issue to have a name and phone number with which further information can be obtained if necessary.

HOW LONG WILL IT TAKE TO RESPOND TO A REQUEST FOR SERVICE?

The Norfolk Cares Assistance Center processes requests for service on the day they are received. The length of time to respond to a request will vary based on the nature of the request.

HOW DO I CHECK ON THE STATUS OF A REQUEST FOR SERVICE?

The Norfolk Cares Assistance Center maintains a record of requests for service received through the Center. To check on the status of a request for service made through Norfolk Cares, contact Norfolk Cares.

Please understand that due to matters regarding privacy we may not be able to release all information related to a request.

ONLINE FORM
(757) 664-6510
Contact by Email

CITY DEPARTMENTS
Select a Department

Top Questions...

- Service Request
- Ask a Question
- E Services - Public Works
- E Services - Utilities/Water/Sewer

Pay Utilities
Report a High Bill
Report a Leak Repair
Report Low Water Pressure
Report a Water/Sewer Main Break
Report a Leaking/Damaged Fire Hydrant

Pay Tickets
Additional Services
Residents Guide To Services
Speakers Bureau
Useful Links

NORFOLK AIR
NORFOLK Air

CURRENT CRIME DATA
CRIMEVIEW

Done Local intranet 100%

start Sent Items - Mic... Fw: Any luck on H... Avaya Inc. BCM5... Norfolk Cares Ass... Crystal Reports - ... Community Suppo... Microsoft PowerP... 4:15 PM

What Information Helps When I Call?

- Location! Location! Location!
- A specific description of what is being requested, being as clear as you can. The more specific you are, the more helpful we can be.
- At times your name, telephone number and/or e-mail address should you want to be contacted back

What Information Helps When I Call?

- Street Light Service Requests – please provide the full 9 digit pole number found on the pole number and the closest address is available.
- Houses without visible house numbers – providing the address to the left and the right of the home

What Can I Expect When I Call?

- All calls are logged into the Community Support Center system.
- Each call is routed to the correct department for investigation and resolution.
- Information is tracked for action (interim response/closure) for each call.
- When requested, the caller is informed of the outcome.

Questions????



Suggestions? Comments?

