



February 2020

Index Points to a Strong Opening for the Year

The Customer Service & Support Service Index (CSSSI) closed February well inside favorable territory, with a reading of 108.27. This represents an increase of 296 basis points from January's already positive 105.31 result. Moreover, the three-month moving average (CSSSI-MA3) stood at 105.72. Coming on the heels of a very good January, these figures all suggest that positive customer service scores are continuing into the New Year. When comparing the individual customer service indicators' February 2020 results versus February 2019, only one of the seven were down (calls handled by the call center as a percentage of total calls received). Two indicators provided the biggest kick to the February over January gain: 1) posted signs per person along Hillsborough roadways; and 2) call center operational procedure performance. Finally, none of the department's customer service measures completed the month below 96% of goal.

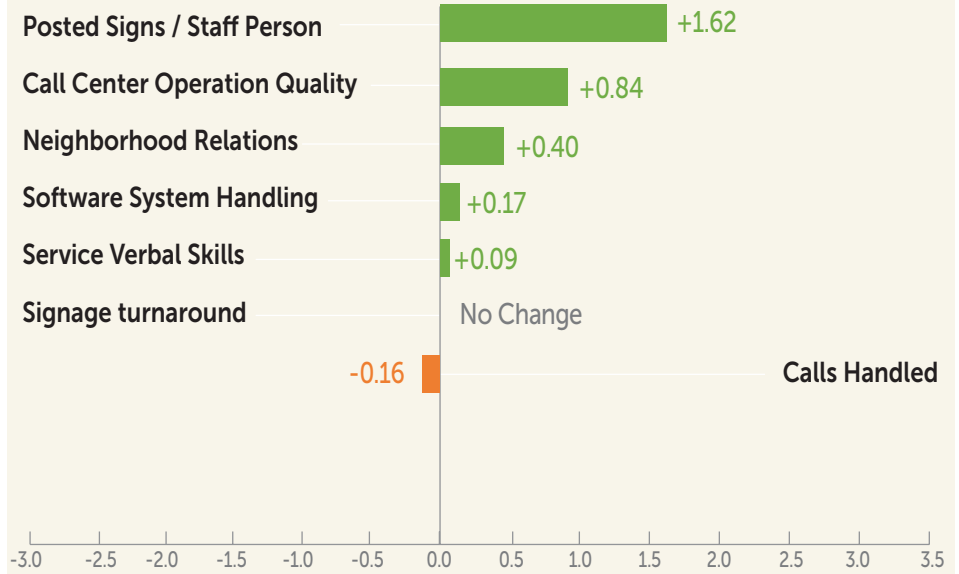
January 2020 = 105.31

February 2020 = 108.27

108.27 points

What impacted the index?

*One (1) basis point = 1/100 of a percent.



For the month, the CSSSI improved by a total of 296 basis points. The chart shows how each customer service indicator contributed to the monthly change.

In the Spotlight



Backstage Pass - Fire Rescue and Emergency Management at the Public Safety Operations Center

The 2020 Hillsborough Backstage Pass class completed their seven-month program with an overview and tour of Fire Rescue and Emergency Management's Public Safety Operations Center. Participants learned about the diverse departments and ways Hillsborough County serves and protects the community when danger threatens.

CSS Senior Leadership Team

Annette Spina
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Taking The Pulse of Customer Service

| | Latest Date | Goal | Latest Data | Preceding Period | Year Ago | Year-Over-Year % Change |
|---|-------------|---------|-------------|------------------|----------|-------------------------|
| EFFICIENCY INDICATORS | | | | | | |
| Citizen Engagement: Signage Turnaround Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i> | Feb | 100% | 100.0% | 100.0% | 100.0% | 0.0% |
| Citizen Engagement: Signs Posted Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). a) <i>Source: José Tejada – Senior Supervisor</i> | Feb | N/A | 108 | 102 | 76 | 42.1% |
| Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i> | Feb | 94% | 91.0% | 94.0% | 96.0% | -5.2% |
| CUSTOMER FEEDBACK INDICATOR | | | | | | |
| Neighborhood Relations Survey feedback from a recent Neighborhood Relations event or activity on a 1 to 5 scale with 5 being highest. <i>Source: Wanda Sloan and Stephanie Agliano – Neighborhood Liaisons</i> | Feb | 4.50 | 4.94 | 4.88 | 4.88 | 1.2% |
| QUALITY INDICATORS | | | | | | |
| Call Center: Operational/Procedural Performance Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i> | Feb | 4.50 | 4.72 | 4.53 | 4.40 | 7.3% |
| Call Center: Verbal Skills Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i> | Feb | 4.25 | 4.16 | 4.14 | 4.12 | 1.0% |
| Call Center: Software System-Handling Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i> | Feb | 4.75 | 5.00 | 4.84 | 4.73 | 5.7% |
| Composite Indexes | | | | | | |
| CSSSI ^{b)} | Feb | ≥ 100.0 | 108.27 | 105.31 | 102.70 | 5.4% |
| CSSSI-MA3 ^{c)} | Feb | ≥ 100.0 | 105.72 | 103.37 | 103.39 | 2.3% |
| Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes ^{d)} | Dec | ≥ 100.0 | 107.42 | 101.65 | 97.79 | 9.8% |

a) The average number of signs posted per-person per-month over the latest three months (three-month moving average) is used to smooth out month-to-month aberrations, since the quantity of signs that must be posted is set by factors outside the sign crew's control.

b) A figure that collapses into a single value the most recent monthly results from the department's seven measures (indicators) of customer service delivery, using relative weights of importance for each indicator.

c) Month-to-month activities are influenced by many factors both within and beyond staff

members' control, and this can cause volatility in scores. The index's three-month moving average is used to reveal the trend in customer service performance over the latest 3-month period.

d) A figure that collapses into a single value the most recent results from several key county (3), state (1), and national (1) economic statistics, using relative weights of importance for each. The HCMI is used to compare the growth of Hillsborough County business and economic activity with the Customer Service & Support department's customer service progress. Details can be provided a separate report.



Neighborhood Relations Public Comments

Hillsborough Backstage Pass participants who visited Fire Rescue and the Emergency Management at the Public Safety Operation Center said:

"I've spent some long days at PSOC, but this overview of operations there was most insightful. I learned much that I previously did not know."

"One of my favorites! This was eye opening and amazing!!! Chief Jones was a wealth of information and the passion he has about the great work he has done really shines through."