



April 2020

Modified index points to resilient customer service efforts during a very challenging month.

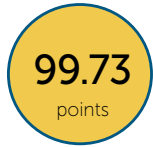
The Customer Service & Support Service Index (CSSSI) was structurally reconfigured during April to account for the COVID-19 pandemic. Four of the regular customer service indicators related to Citizen Engagement and Customer Service Representatives were temporarily suspended (see table). The remaining three customer service indicators share equally in this month's overall score.

After the adjustments, customer service delivery was at 99.73 for April. While the index did finish below the benchmark 100.0, a reading of 99.73 suggests that, on a combined basis, customer service efforts by the staff were at 99.73% of plan – a respectable score given the challenging environment.

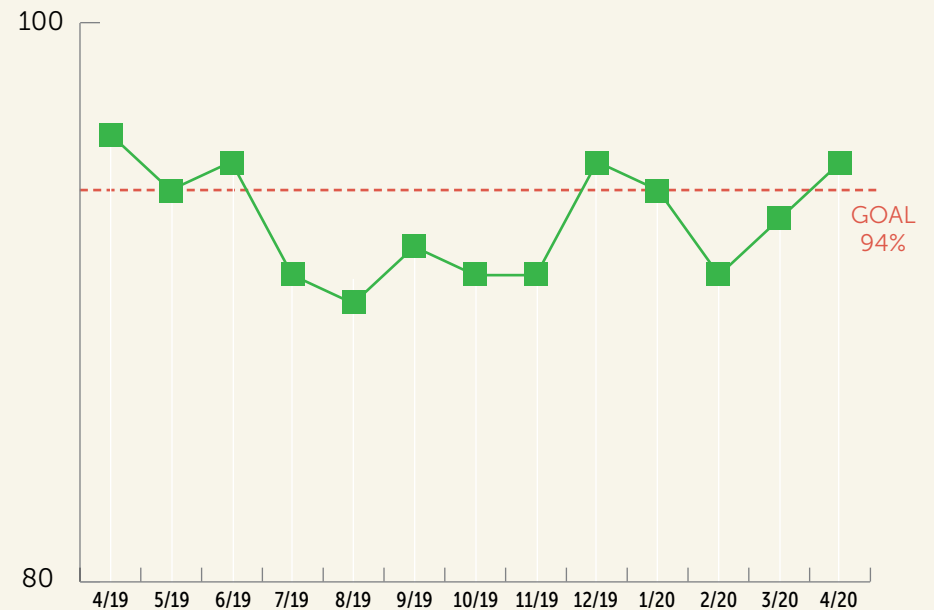
As month-to-month movements are volatile, the monthly index's three-month moving average (CSSSI-MA3) provides a more consistent picture of customer service efforts. For April, the CSSSI-MA3 was 103.42, well inside the desired 100.0 to 110.0 range.

March 2020 = 102.27

April 2020 = 99.73



Monthly calls handled rises 2 points again and above goal for April.



In the Spotlight



Harold Loreto, Citizen Engagement, pitches in to deliver banners to thank first responders for their dedication and efforts. The banners are displayed across the County at health care facilities and Hillsborough County testing sites.

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>	Apr	100.0%	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). <i>a)</i> <i>Source: José Tejada – Senior Supervisor</i>	Apr	---	88	131	135	-34.8%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Apr	94.0%	95.0%	93.0%	96.0%	-1.0%
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>	Apr	4.50	4.18	4.79	4.75	-12.0%
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>	Mar	4.50	4.35	4.72	4.60	-5.4%
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>	Mar	4.25	4.00	4.16	4.07	-1.7%
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>	Mar	4.75	5.00	5.00	4.77	4.8%
Composite Indexes						
CSSSI <i>b)</i>	Apr	≥ 100.0	99.73	102.27	102.15	-2.4%
CSSSI MA3 <i>c)</i>	Apr	≥ 100.0	103.42	105.28	102.37	1.0%
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes <i>d)</i>	Mar	≥ 100.0	101.78	104.18	101.55	0.2%

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.