



August 2020

Index shows customer service growth increased noticeably during August

The Customer Service and Support Service Index (CSSSI) advanced during August, closing at 102.79 versus 96.44 in July. The strong month-over-month gain was driven by the Office of Neighborhood Relations (ONR) and the Citizen Engagement team. The ONR monthly customer survey reached the 90th percentile for the month, and signage activity - as measured by productivity per person - posted a +9.6% increase from July (please see table). With respect to the four customer service measurements that are tracked during the COVID-19 pandemic, all achieved at least 95% of goal in August, a success rate that last occurred in February. Finally, the CSSSI-MA3 (three-month moving average) remained at 103.49. This suggests that during the summer months of 2020, with COVID-19 restrictions firmly in place, CSS customer service levels still performed +3.49% better than planned. The figure contrasts quite favorably when compared against the performance of the local economy and business conditions, implying a high return to Hillsborough County residents despite the effects from COVID-19 (see table).

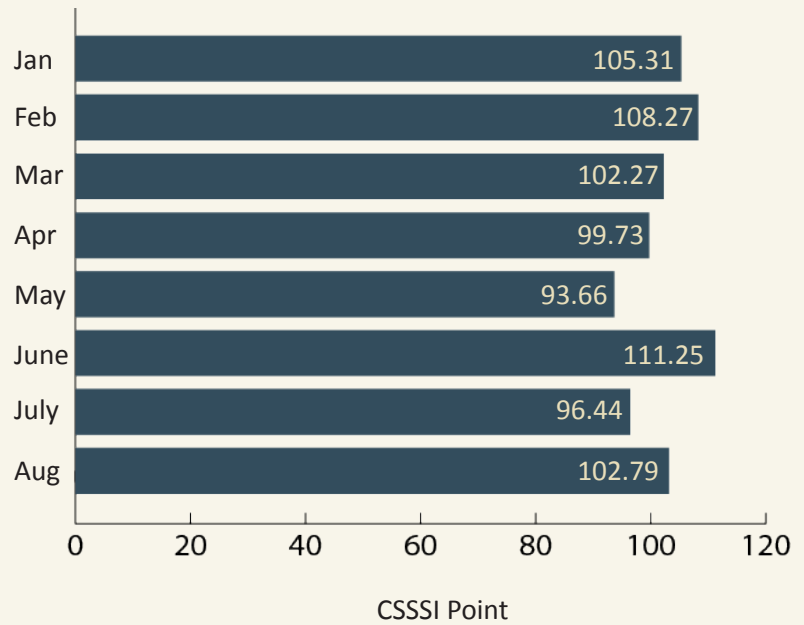
July 2020 = 96.44

August 2020 = 102.79

102.79 points

VITAL SIGNS

CSSSI returns above the 100.0 point threshold in August



In the Spotlight



During the COVID-19 pandemic, the Customer Service team is focusing on general County business, while Emergency Management's answering service vendor handles the coronavirus-related calls, including the scheduling of testing appointments.

The general Customer Service call volume has risen. Pets remains the highest volume of calls, now leading at 40% of the overall tier one customer service calls. Customer Service is always finding ways to create efficiencies. This month, the department reduced the waiting period between callers from 30 seconds to five seconds, allowing the representatives to serve the customers quicker and handle more callers throughout the day. This small change has made a huge impact to the department's service levels.

CSS Senior Leadership Team

Annette Spina
Customer Service & Support Director

Stephanie Agliano
Customer Service & Support Interim Division Director

Taking the Pulse of Customer Service

	Latest Date	Goal	Latest Data	Preceding Period	Year Ago	Year-Over-Year % Change
PRODUCTIVITY INDICATORS						
Citizen Engagement: Signage Turnaround Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Aug	100.0%	100.0%	100.0%	100.0%	0.0%
Citizen Engagement: Signs Posted Signs posted per person per month a) <i>Source: José Tejada – Senior Supervisor</i>	Aug	---	114	104	169	-32.5%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Aug	94.0%	90.0%	91.0%	90.0%	0.0%
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>	Aug	4.50	4.50	3.86	4.97	-9.5%
Composite Indexes						
CSSSI ^{b)}	Aug	≥ 100.0	102.79	96.44	107.97	-4.8%
CSSSI-MA3 ^{c)}	Aug	≥ 100.0	103.49	100.45	104.35	-0.8%
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes ^{d)}	July	≥ 100.0	95.05	91.60	102.20	-7.0%

- a) For August 2020, July 2020, and August 2019, the average signage per person figures reported above are only for a single month due to COVID-19 versus the normal three-month moving average.
- 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.

Public Comments On The Office Of Neighborhood Relations

In collaboration with Communications & Digital Media (CDM), ONR developed a customer engagement project manager training program to help define and explain the customer engagement process and identify department roles. This training program is part of Public Utilities' overall project manager training course. ONR and CDM launched this program to a team of project managers in August.

Comments on the Customer Engagement Project Manager Training:

- Great presentation, very well laid out.
- Overall score on the presentation 4.50 out of 5.00 (90%)