



September 2020

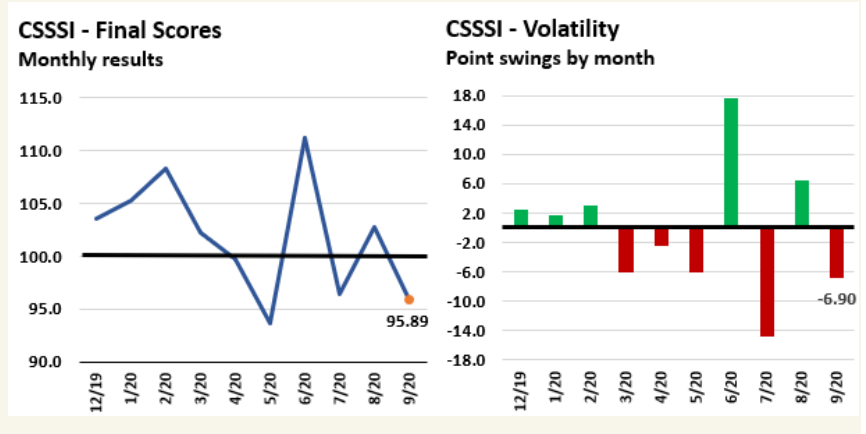
Index shows customer service growth increased noticeably during August

The Customer Service & Support Service Index (CSSSI) declined during September, closing at 95.89 versus 102.79 in August, a loss of 6.90 points. Scores above 100.0 suggest growth. During September, only one of the department's four customer service indicators improved, as the calls handled rate rose from 90% to 92% on the month. The last time the calls handled rate advanced two full points in a month was April, when it increased from 93% to 95%. The three-month moving average (CSSSI-MA3), which smooths out month-to-month fluctuations in the index like September experienced, stands at 98.37. One customer service indicator, the signage turnaround rate, has consistently held up at the maximum possible 100% level as the team successfully scrambles to get messages up and down as quickly as possible and within turnaround guidelines.

August 2020 = 102.79
September 2020 = 95.89

95.89 points

VITAL SIGNS




In the Spotlight

COVID may be challenging the way we do things, but it certainly is not stopping us! The 2020 Backstage Stage graduation was a virtual recognition during the Board of County Commissioners Meeting on Wednesday, Sept. 16. The Board recognized the class of 23 participants with a commendation that thanked them for their time commitment and initiative to learn about Hillsborough County Government. This virtual graduation recognition was a first for Backstage Pass graduates.

Commendation

The Board of County Commissioners of Hillsborough County, Florida does hereby commend the 23 graduates of Backstage Pass, a Hillsborough County Leadership Program, for their initiative and dedication, and encourages them to use the knowledge they gained as they work to enhance their communities.





CSS Senior Leadership Team

- Annette Spina**
Customer Service & Support Director
- Stephanie Agliano**
Interim Division Director for Customer Service & Support

Taking the Pulse of Customer Service

	Latest Date	Goal	Latest Data	Preceding Period	Year Ago	Year-Over-Year % Change
PRODUCTIVITY INDICATORS						
Signage: Turnaround Rate Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Sept	100.0%	100.0%	100.0%	100.0%	0.0%
Signage: Signs Posted Signs posted per person per month a) <i>Source: José Tejada – Senior Supervisor</i>	Sept	---	98	114	113	-13.3%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Sept	94.0%	92.0%	90.0%	92.0%	0.0%
CUSTOMER FEEDBACK INDICATOR						
Office of Neighborhood Relations – Participant Surveys 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>	Sept	4.50	4.25	4.5	4.87	-12.7%
Composite Indexes						
CSSSI ^{b)}	Sept	≥ 100.0	95.89	102.79	105.96	-9.5%
CSSSI-MA3 ^{c)}	Sept	≥ 100.0	98.37	103.495	105.47	-6.7%
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes ^{d)}	Aug	≥ 100.0	90.33	95.05	104.89	-13.9%

a) For September 2020, August 2020, and September 2019, the average signage per person figures reported above are only for a single month due to COVID-19 versus the normal 3-month moving average.

b) A contemporaneous figure that collapses all of the most recent monthly results from the department's 7 measures of customer service delivery using relative weights of importance into a single value.

c) Month-to-month movements can be volatile, so the monthly index's three-month moving average, the CSSSI-MA3, provides a more consistent picture of customer service efforts by the staff.

d) A contemporaneous figure that collapses all of the most recent results from several key county (3), state (1), and national (1) economic statistics using relative weights of importance into a single value. This is used to compare the growth of Hillsborough County business and economic activity vs. the customer service progress made by the Customer Service & Support Department. (Details are available in a separate report.)