

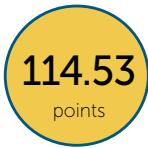


Index Suggests Customer Service Increased Substantially in October

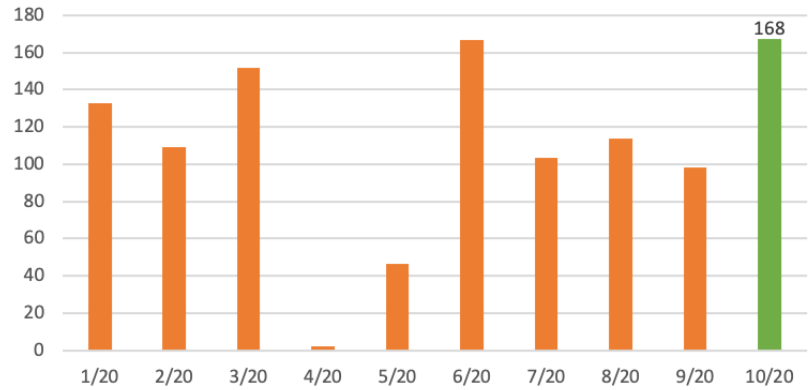
The Customer Service & Support Service Index (CSSSI) increased sharply during October, closing at 114.53 versus 95.89 in September as all four customer service measurements met or exceeded their targets. This was the highest reading of the CSSSI in the past year. The three-month moving average (CSSSI-MA3), which smooths out month-to-month fluctuations in the index as seen in October, is a superior indicator of prevailing customer service delivery efforts at the present time. For October, the CSSSI-MA3 was 104.40, implying that over the short run, CSS customer service efforts are progressing +4.40% ahead of expectations.

September 2020 = 95.89

October 2020 = 114.53



Vital Signs



Citizen Engagement Team: Number of sign postings per month per person surges in October

The number of signs posted per month per person is one of two customer service indicators linked to the CSS Citizen Engagement team. This is a service provided to the motoring community to help keep them abreast of important County government events. The number of staff members has been set for some time. When the monthly activity rises, so does the productivity rate. In government, when productivity increases, it implies a greater return on public funds.

| Taking the Pulse of Customer Service | | | | | | |
|--|-------------|---------|-------------|------------------|----------|--------------------------|
| | Latest Date | Goal | Latest Data | Preceding Period | Year Ago | Year-Over- Year % Change |
| PRODUCTIVITY INDICATORS | | | | | | |
| Signage: Turnaround Rate <small>Percentage of signs placed and removed within the allotted time frames. Source: José Tejada – Senior Supervisor</small> | Oct | 100.0% | 100.0% | 100.0% | 100.0% | 0.0% |
| Signage: Signs Posted <small>Signs posted per person per month a) Source: José Tejada – Senior Supervisor</small> | Oct | --- | 168 | 98 | 169 | -0.6% |
| Call Center: Calls Handled <small>Ratio of calls answered to total inbound calls presented. Source: Michael Salak – Call Center Manager</small> | Oct | 94.0% | 95.0% | 92.0% | 91.0% | 4.4% |
| CUSTOMER FEEDBACK INDICATOR | | | | | | |
| Office of Neighborhood Relations – Participant Surveys <small>Survey feedback from a recent Neighborhood Relations event or activity on a 1 to 5 scale with 5 being highest. Source: Wanda Sloan and Stephanie Agliano – Neighborhood Liaisons</small> | Oct | 4.50 | 4.58 | 4.25 | 4.61 | -0.7% |
| Composite Indexes | | | | | | |
| CSSSI b) | Oct | ≥ 100.0 | 114.53 | 95.89 | 106.21 | 7.8% |
| CSSSI-MA3 c) | Oct | ≥ 100.0 | 104.40 | 98.37 | 106.72 | -2.2% |
| Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d) | Sept | ≥ 100.0 | 100.34 | 94.93 | 103.35 | -2.9% |

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.)

CSS Senior Leadership Team

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