



November 2020

November Customer Service Index Tumbles from Its 2020 Peak

The Customer Service & Support Department's Service Index (CSSSI) decreased sharply during November, closing at 93.05 versus 114.53 in October as three of the four remaining customer service indicators pulled up short of their monthly goals. However, November's results were coming off the best month of 2020 to date, and that a reading of 93.05 still suggests a 93.05% success rate. When a given month's final score moves significantly up or down, then the better gauge of prevailing customer service delivery is the CSSSI-MA3 (three-month moving average). The CSSSI-MA3 for November 2020 closed the month at 101.16. Throughout the COVID-19 pandemic, the CSSSI has experienced regular monthly volatility, but the index closed a month below 95.0 (see chart) only twice during the official pandemic period.

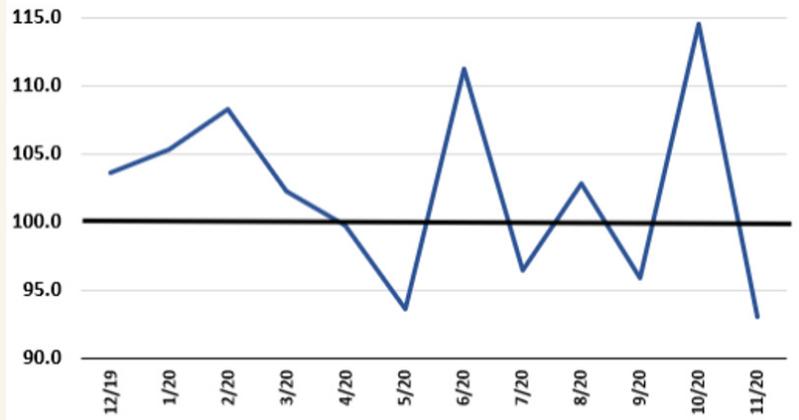
October 2020 = 114.53

November 2020 = 93.05

93.05 points

VITAL SIGNS

CSSSI - Final Scores
Monthly results since Dec. 2019



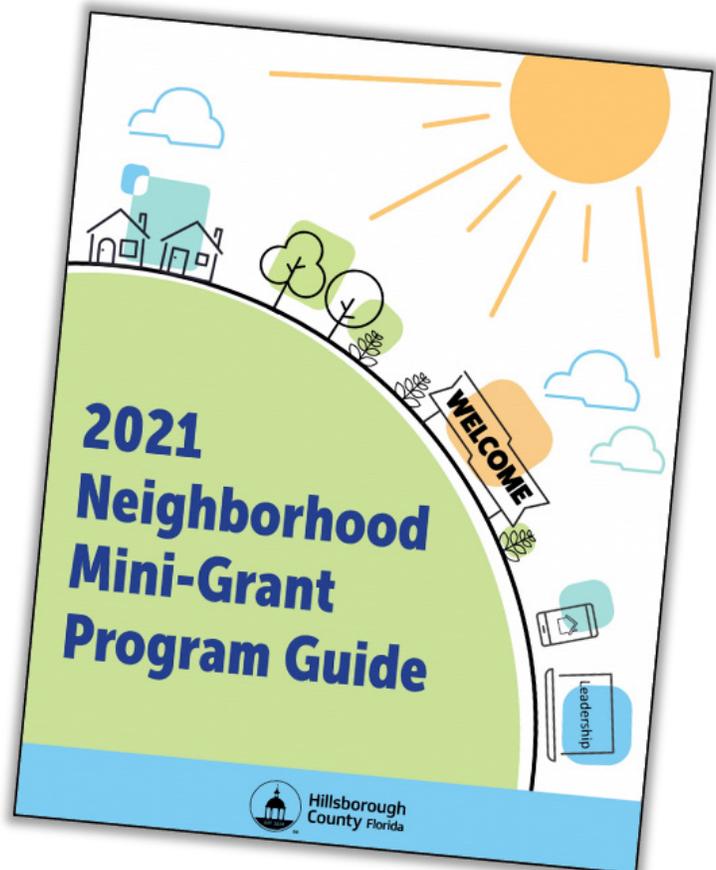
In the Spotlight

This year's 2021 Neighborhood Mini-Grant Program was launched with a new look, new project categories, and resource materials available 24/7. Applicants will learn about tips and insights to help them fill out a competitive and complete application. The mini-grant program is designed to help neighborhood organizations strengthen and engage their communities for years through innovative and creative community projects.

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						
Signage: Turnaround Rate Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Nov	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>	Nov	---	110	168	124	-11.3%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Nov	94.0%	93.0%	95.0%	91.0%	2.2%
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>	Nov	4.50	3.60	4.58	4.13	-12.8%
Composite Indexes						
CSSSI ^{b)}	Nov	≥ 100.0	93.05	114.53	101.19	-8.0%
CSSSI-MA3 ^{c)}	Nov	≥ 100.0	101.16	104.40	104.45	-3.1%
Hillsborough County Market Index (HCMI) – Group of local business and economic indicators for comparative purposes ^{d)}	Oct	≥ 100.0	101.25	100.11	103.36	-2.0%

a) Three-month moving average per person.

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.)