



December 2020

Index Suggests Customer Service Growth in 2020 Despite the Pandemic

The Customer Service & Support Service Index (CSSSI) averaged 101.66 in 2020, indicating that overall customer service delivery ran +1.66% ahead of expectations during an extraordinary year. For December, the CSSSI closed at 96.68, an increase from 93.05 in November. As a measure of momentum heading into 2021, the December 2020 three-month moving average (CSSSI-MA3) stood at 101.42, inferring a +1.42% progress over expectations during the last three months. This reading and December's month-over-month gain are both positive signs for early 2021. Taking the COVID-19 pandemic into consideration, as well as the fact that the department went through a number of strategic internal organizational changes during 2020, an overall customer service score of 101.66 is remarkable. Moreover, the monthly goals set out for each customer service measurement remained high, and they were never lowered to account for either the external or internal factors pressing upon the staff.

November 2020 = 93.05

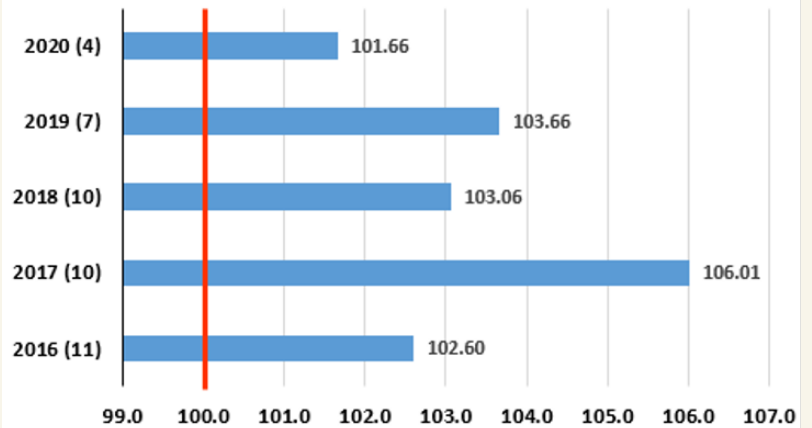
December 2020 = 96.68

96.68 points

VITAL SIGNS

The Big Picture

CSSSI performance over the past 5 years



* Monthly averages. Number of customer service measurements in parentheses next to the year. Values > 100.0 suggest growth.

In the Spotlight

The 2021 Neighborhood Mini-Grant application deadline was Dec. 4, 2020 at 5 p.m. Neighborhood Relations received 60 applications. This year's mini-grant was revamped to streamline the process and expand its focus on project categories that will help strengthen neighborhoods and create a community legacy. Grant applications will be reviewed by a judging review committee that will score neighborhood projects according to the set judging criteria that will determine their eligibility for funding.



CSS Senior Leadership Team

Annette Spina

Customer Service & Support Director

Stephanie Agliano

Customer Service & Support 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>	Dec	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>	Dec	---	117	110	114	2.6%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Dec	94.0%	93.0%	93.0%	95.0%	-2.1%
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>	Dec	4.50	3.61	3.60	4.78	-24.5%
Composite Indexes						
CSSSI ^{b)}	Dec	≥ 100.0	96.68	93.05	103.60	-6.7%
CSSSI-MA3 ^{c)}	Dec	≥ 100.0	101.42	101.16	103.67	-2.2%
Hillsborough County Market Index (HCMI) – Group of local business and economic indicators for comparative purposes ^{d)}	Nov	≥ 100.0	100.00	101.80	102.84	-2.8%

a) Three-month moving average per person

b) A contemporaneous figure that collapses all of the most recent monthly results from the department's seven 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 versus the customer service progress made by the Customer Service & Support Department. (Details are available in a separate report.)