



January 2021

Index Suggests Slightly Faster Customer Service Growth in January

The Customer Service & Support Service Index (CSSSI) opened the new year with a score of 96.96 for January, which was slightly ahead of December's 96.68 reading. While the CSSSI has risen in back-to-back months, it still remains below the 100.0 point threshold and the 100.00 to 110.00 point target range. The January customer service indicator providing the greatest contribution to the overall CSSSI, and the one with the most month-to-month stability, is the signage turnaround rate produced by the Citizen Engagement team. They consistently meet the 100% turnaround objective in getting messages up and down for the public. Of note for January was the +19% month-over-month score earned from the Office of Neighborhood Relations' monthly public survey (please see chart and table).

December 2020 = 96.68

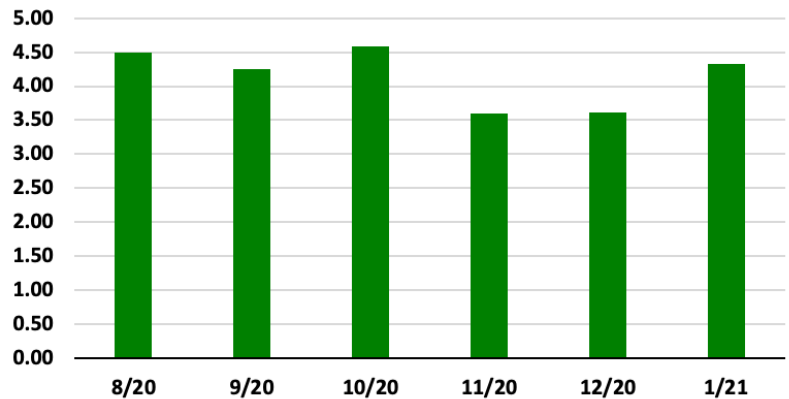
January 2021 = 96.96

96.96
points

VITAL SIGNS

Office of Neighborhood Relations

Favorable feedback from Neighborhood Mini-Grant Judging Review Committee brought the monthly survey score back above 4.00 in January.



In the Spotlight

The 2021 Neighborhood Mini-Grant judging review committee completed its review of the neighborhood mini-grant applications. This competitive process awarded 18 neighborhood organizations with grant dollars to support projects that will help strengthen and engage their communities. Neighborhood organizations have until Friday, July 30 to complete their projects. One of the CSS customer service indicators driving the CSSSI score of 96.96 for January 2021 was the results from the survey completed by the Neighborhood Mini-Grant judging review committee, which came in at 4.33 (96.2% of the 4.50 goal).



CSS Senior Leadership Team

Annette Spina
Customer Service & Support Director

Stephanie Agliano
Customer Service & Support Division Director

Neighborhood Relations wrapped up a successful launch of the 2021 Neighborhood Mini-Grant Program. A total of 60 applications for a grant were received. The picture displayed here is a good example of a past mini-grant project submitted by Sugarcreek and Buffalo Estates Civic Association, depicting their Bike Rodeo & Safety Training funded by the Mini-Grant program.

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>	Jan	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>	Jan	---	89	117	102	-12.7%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Jan	94.0%	93.0%	93.0%	94.0%	-1.1%
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>	Jan	4.50	4.33	3.61	4.88	-11.3%
Composite Indexes						
CSSSI ^{b)}	Jan	≥ 100.0	96.96	96.68	105.31	-7.9%
CSSSI-MA3 ^{c)}	Jan	≥ 100.0	95.56	101.42	103.37	-7.6%
Hillsborough County Market Index (HCMI) – Group of local business and economic indicators for comparative purposes ^{d)}	Dec	≥ 100.0	102.25	101.44	107.27	-4.7%

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.)