



February 2021

Index Points to a Surge in Customer Service Growth During February

The Customer Service & Support Service Index (CSSSI) jumped nearly five full points during February 2021, thanks to strong results for all four remaining customer service indicators. The index increased from 96.96 in January to close at 101.93 this month, a very favorable swing of 497 basis points. Excellent month-over-month results by both Citizen Engagement and the Office of Neighborhood Relations propelled the index, which was supported by a +3% gain in calls handled, a tremendous upshot in a single month. Citizen Engagement also continues to manage the signage posting process with no delays, continuously operating with a 100% turnaround rate. February's strength brought the CSSSI-MA3 three-month moving average forward to 98.52. This result is an indication that the department's customer service efforts are running at 98.52% of expectations. Because of the large month-over-month jump in the CSSSI, the CSSSI-MA3 is the better indicator of prevailing customer service conditions.

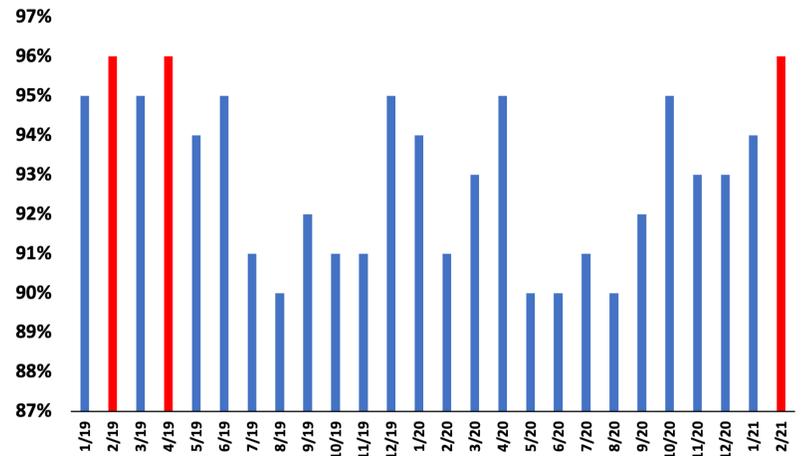
January 2021 = 96.96

February 2021 = 101.93



VITAL SIGNS

Calls Handled success rate returns to early 2019 level (96%)

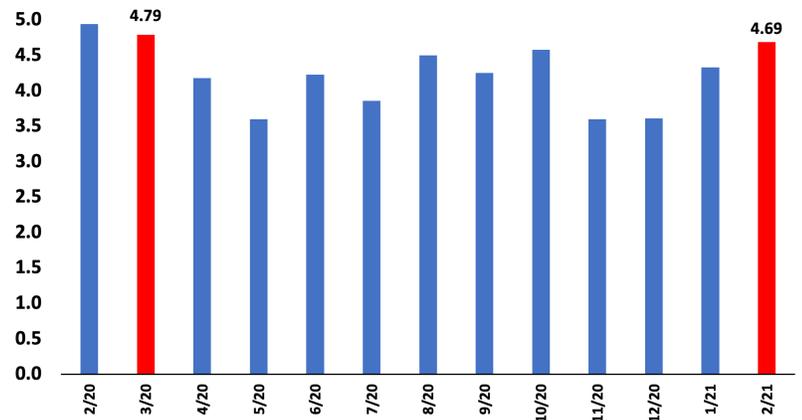


The chart illustrates the monthly Calls Handled percentages from January 2019 through February 2021. February's 96% result reflects a positive short-run trend to open the new year.

In the Spotlight

The 2021 Neighborhood Mini-Grant recipients have put their projects in motion with the signing of their Letter of Understanding. This year, we are excited to award six first-time applicants the opportunity to create a legacy for their neighborhood with projects that will bring communities together. Projects include a community garden, dog park, benches, solar lighting, Little Library, community bulletin board, and drought-tolerant landscaping.

Office of Neighborhood Relations Survey results by month Feb. 2021 4.69 score (out of 5 poss.) best month since Mar. 2020



The monthly Office of Neighborhood Relations surveys operate on a one-to-five-point scoring system, with five being the highest. February's 4.69 score was based upon feedback from the 2021 Neighborhood Mini-Grant recipients. This reading puts the success of the program, in the eyes of the mini-grant recipients, at the 94th percentile.

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>	Feb	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>	Feb	---	104	89	108	-3.7%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Feb	94.0%	96.0%	93.0%	91.0%	5.5%
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>	Feb	4.50	4.69	4.33	4.94	-5.1%
Composite Indexes						
CSSSI ^{b)}	Feb	≥ 100.0	101.93	96.96	108.27	-5.9%
CSSSI-MA3 ^{c)}	Feb	≥ 100.0	98.52	95.56	105.72	-6.8%
Hillsborough County Market Index (HCMI) – Group of local business and economic indicators for comparative purposes ^{d)}	Jan. (lags 1 month)	≥ 100.0	101.82	101.96	103.41	-1.5%

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.)