



March 2021

Index Suggests Customer Service Growth Declined in March

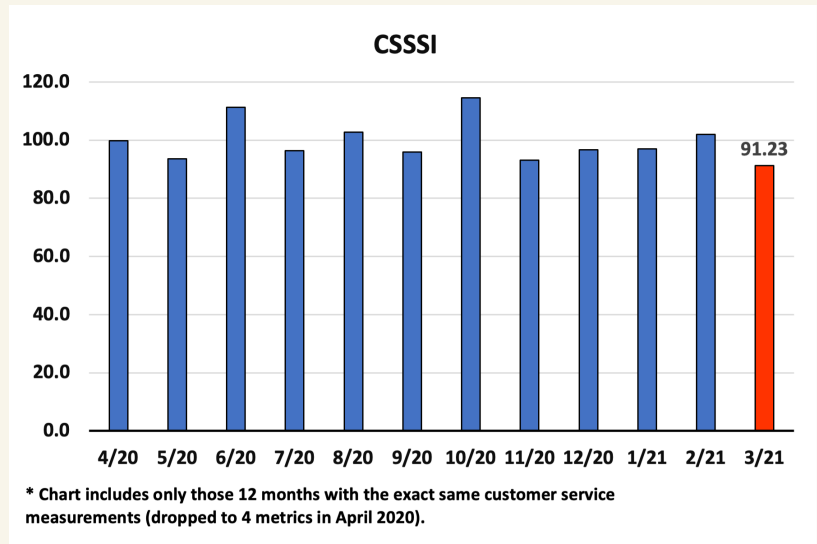
The Customer Service & Support Service Index (CSSSI) fell sharply during March as 75% of the department's customer service indicators posted lower results on a month-over-month basis. The CSSSI closed down to 91.23 (see chart and table), the lowest score since the number of customer service measurements was reduced in April 2020. However, there were two positive indicators for March. The Citizen Engagement team continues to have 100% of their signage properly placed in the community and taken down on schedule, and the percentage of customer calls handled exceeded the 94% goal at 95%. For the first quarter of 2021, the department's customer service efforts have averaged 96.70% of goal.

February 2021 = 101.93

March 2021 = 91.23

91.23 points

VITAL SIGNS



In the Spotlight



CSS Senior Leadership Team

Annette Spina

Customer Service & Support Director

Stephanie Agliano

Customer Service & Support Division Director

As a 2020 Neighborhood Mini-Grant recipient, Crystal Lakes Manors added safety elements to enhance its playground area that is used extensively throughout the year. Many neighbors came together to complete this project that improved the safety of the playground, as well as provided additional seating to accommodate the increasing number of families with younger children who are enjoying the playground.

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>	Mar	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>	Mar	---	94	104	131	-28.2%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Mar	94.0%	95.0%	96.0%	93.0%	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>	Mar	4.50	3.91	4.69	4.79	-18.4%
Composite Indexes						
CSSSI ^{b)}	Mar	≥ 100.0	91.23	101.93	102.27	-10.8%
CSSSI-MA3 ^{c)}	Mar	≥ 100.0	96.70	98.52	105.28	-8.1%
Hillsborough County Market Index (HCMI) – Group of local business and economic indicators for comparative purposes ^{d)}	Feb. (lags 1 month)	≥ 100.0	102.34	102.03	104.01	-1.6%

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.)