



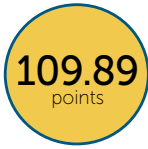
May 2021

Index Suggests Customer Service Growth Rebounded in May

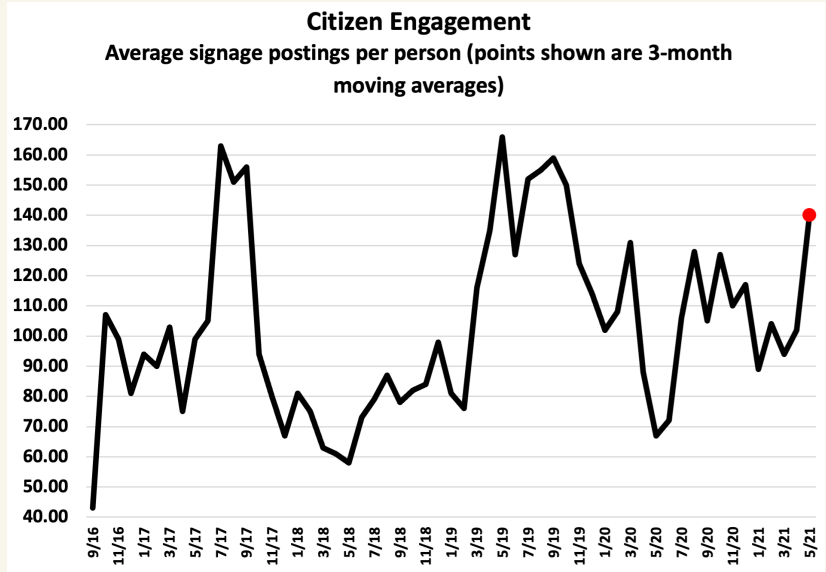
The Customer Service & Support Service Index (CSSSI) jumped sharply in May with a +12.0% gain, advancing from 98.09 to 109.89. The index is also ahead +17.3% from year-ago levels (see charts). Two-thirds of the progress made during May can be credited to the high productivity of the Citizen Engagement team as measured by their signage efforts in the field. With respect to customer service in government, gains in productivity are a very favorable customer service measurement. The other driving force behind May's success was the improvement in the customer surveys returned by Hillsborough County departments with respect to the Customer Engagement Process as led by the Office of Neighborhood Relations. Given May's spike in the CSSSI, the better choice as a gauge of prevailing customer service conditions by CSS is the three-month moving average (CSSSI-MA3), which presently stands at 99.74, putting overall customer service delivery at par with expectations.

April 2021 = 98.09

May 2021 = 109.89



VITAL SIGNS



The monthly figures are based on three-month moving averages to help eliminate the month-to-month swings, which are common with this customer service indicator. May's average of 140 signs posted per person shows productivity back at the pre-pandemic level.

In the Spotlight

Public Engagement Opportunity

Big Bend Road Widening Project Development & Environment Study

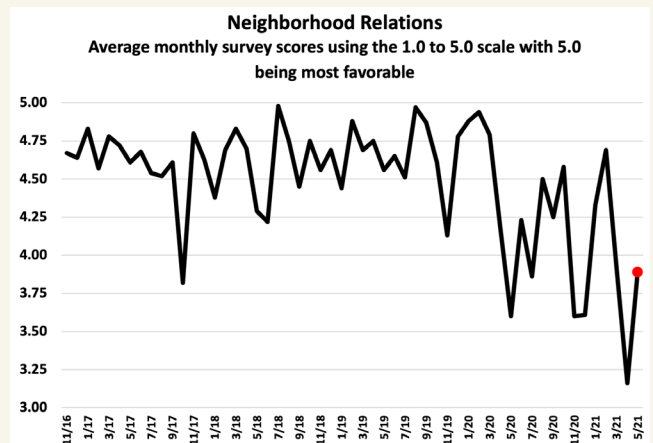
May 24 - June 7
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Led by the Neighborhood Relations team, in partnership with the Communications & Digital Media department, the Customer Engagement Process transitioned from an in-person meeting format to a virtual engagement opportunity in 2020 due to COVID-19.

The transition gives residents the opportunity to learn about and see County project details during a two-week time frame 24/7 versus a one-night in-person scheduled meeting.

The chart shows the average scores from the Office of Neighborhood Relations' monthly community surveys since the fall of 2016. After hitting a record low in April, May's survey results rebounded from 3.16 to 3.89, courtesy of the feedback received from various Hillsborough County departments regarding the Customer Engagement Process.



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>	May	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>	May	---	140	102	67	109.0%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	May	94.0%	92.0%	95.0%	90.0%	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>	May	4.50	3.89	3.16	3.60	8.1%
Composite Indexes						
CSSSI ^{b)}	May	109.89	98.09	93.66	17.3%	-1.6%
CSSSI-MA3 ^{c)}	May	99.74	97.08	98.55	1.2%	-6.1%
Hillsborough County Market Index (HCMI) – Group of local business and economic indicators for comparative purposes ^{d)}	May (lags 1 month)	119.55	105.80	88.73	34.7%	5.1%

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.)