

Index Points to Gains in Customer Service Delivery in May

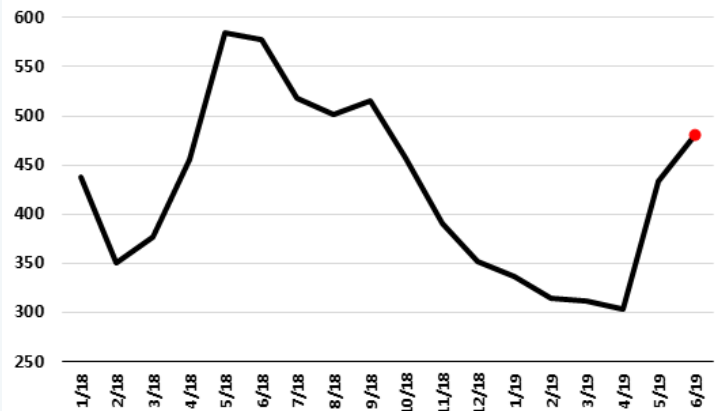
The Pet Resource Center Service Index (PRCSI) advanced in May, climbing 213 basis points to finish the month at 97.21 points on a seasonally adjusted basis. This score suggests that overall, combined PRC customer service efforts achieved 97.21% of expectations for the month versus 95.08% in April. When compared against their monthly goals or the same period one year ago, the top three customer service measures during May were: 1) the on-hand reserve multiple of food supplies (+2.6X); 2) the average number of kennel/cage inspections made per day (3.52 per day when seasonally adjusted); and 3) the average success rate in terms of getting the kennels/cages inspected before 10 a.m. daily (9:32 a.m., once seasonally adjusted). For May, 11 of 15 customer service indicators attained 90% of their monthly objectives or higher.

* One basis point is equal to 1/100th of a percent (.01).

Vital Signs

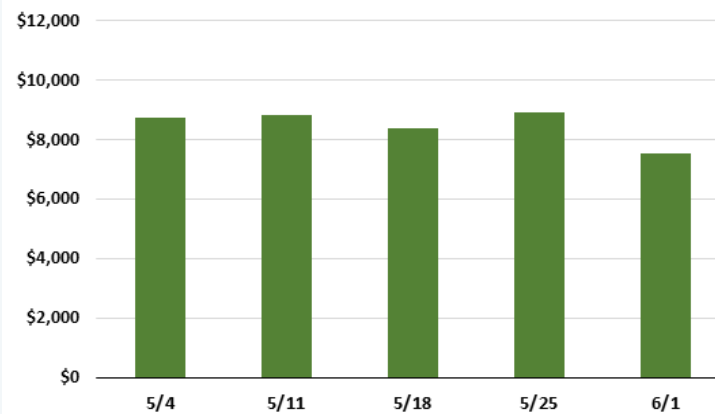


Moving into 'Season'
Total dog and cat population rises as summer nears



* Daily averages, through June 7

The Economic Value of PRC's Volunteers
Total dollar value per week during May 2019



* Weekly hours donated valued at \$19.72 per hour

What is the Pet Resource Center Service Index?

The index is constructed around the weighted average of 15 indicators that quantify customer service efforts from three broad categories of data: 1) productivity of the staff (doing more for the community with the same resources); 2) customer feedback responses from surveys; and 3) measures of quality control. In order to qualify as a legitimate customer service indicator, three criteria must be met. These criteria are: 1) the staff's ability to largely influence the final outcome; 2) during a typical work week, a fair amount of staff time is needed; and 3) it is normally included as part of a staff member's annual performance review evaluation.

What is a good score?

Values above 100.0 indicate forward progress when it comes to customer service delivery and the index should not dip below 90.0 points (implying 90% goal attainment.) The final scores can also be compared against the growth rates of Hillsborough County's resident population or its labor force as well as prevailing local business conditions. As Hillsborough County government depends upon tax dollars to run the organization, customer service scores exceeding local population growth rates or the growth of the local economy infers good leadership, financial stewardship, and a sincere commitment to the community.



Why are there two index values?

Each month, we provide a monthly index (the PRCSI) and its three-month moving average (the PRC-MA3). Month-to-month movements can be volatile. The monthly index's three-month moving average, the PRCSI-MA3, provides a more consistent picture of the department's customer service delivery. As this is the inaugural PRCSI, there is no PRCSI-MA3 reported.

What do the numbers mean?

A 100.0 value for the monthly index has been associated with customer service efforts moving on par with historical levels or finishing exact-to-goal. Depending on the customer service indicator, monthly results are compared against either the prior year's levels or a goal set out by the department that is challenging, but not out of range. As an example, if the index finished the month at 103.0, this implies that overall customer service efforts are running at a pace +3.0% better than expected. On the other hand, a score of 97.0 would imply that customer service efforts are performing -3.0% less than planned.

PRC Senior Leadership Team

Scott Trebatoski Pet Resources Director

TAKING THE PULSE OF PRC CUSTOMER SERVICE

	Customer Service Indicator	Relative Importance	Goal or 1 Year Ago	Latest Date	Latest Data	Preceding Period	1 Year Ago
PRODUCTIVITY	Surgeries performed Three-month moving avg. as months can be volatile. Productivity gains = more animals treated in the same time period.	0.120	565	May	462	418	565
	Total officer education calls made Based upon officer call results for the month by officer name and type of call.	0.030	15	May	7	2	17
	Average total calls per officer Based upon officer call results for the month by officer name and type of call.	0.120	125	May	123.2	118.6	130.0
	Licenses processed Three-month moving average as month-to-month can be volatile.	0.060	9,748	May	9,380	9,734	9,748
	Spay/neuter vouchers redeemed Three-month moving average as month-to-month can be volatile.	0.040	516	May	363	405	516
CUSTOMER FEEDBACK	Adopting family survey Percent of households stating they were educated about their new pet's condition by the Veterinary Services staff.	0.070	100%	May	100%	69%	New
	Kind, respectful, prompt service "Service today was provided in a kind, respectful, and prompt manner" (history only goes back to Feb. '18).	0.070	93%	May	97.5%	97.8%	96.3%
	Informative, educational service "Service today was informative, educational, and easy to understand" (history only goes back to Feb. '18).	0.070	93%	May	98.8%	95.4%	95.8%
	Enjoyable experience "Employees worked together to ensure today's visit was enjoyable" (history only goes back to Feb. '18).	0.070	93%	May	98.7%	95.3%	94.2%
	Veterinarian clinic survey Final question of the monthly Vet Clinic survey on 5 point scale - "Overall, were you satisfied with PRC Accounting?"	0.030	4.50	May	5.00	5.00	New
QUALITY	Average weekly volunteer hours Four-week moving average. Source is the weekly hours volunteer report.	0.070	445.17	May	427.56	424.55	445.17
	Supervisor kennel inspections Based upon the daily supervisor hourly kennel inspection report (read as a time of day: 9:50 = 9:50 a.m.).	0.090	1000	May	1063	1080	1034
	Average inspections per day Based upon the daily supervisor hourly kennel inspection report (seasonally adj.).	0.060	3	May	3.09	3.56	2.36
	Daily supplies - reserve multiple Source is the kennel essentials report.	0.050	2.00X	May	1.20X	1.76X	1.73X
	Food supplies - reserve multiple Source is the kennel essentials report.	0.050	2.00X	May	2.65X	2.21X	2.53X
PRC Service Index (PRCSI)		1.000	≥ 100.0	May	97.21	95.08	New

In the Spotlight!



Dr. Mallory Offner, Chief Veterinarian

Q: What college did you graduate from?

A: University of Florida College of Veterinary Medicine, Class of 2014

Q: Where did you work prior to PRC?

A: After leaving the University of Florida, from 2014-2016, I worked at the San Diego Humane Society in California. I first worked at the PRC from June 2016-Sept 2018. Then I worked at SPCA Florida in Lakeland, Florida before returning to PRC as Chief Veterinarian in May 2019.

Q: What do you enjoy most about your position?

A: I enjoy working with other forward-thinking people at the Pet Resource Center who are working hard every day to save as many lives as

possible. We are often the last resort for a lot of sick or injured animals, so it is very rewarding to get them on the road to recovery and have them leave to either their new homes or be transferred to a rescue group to continue their treatment.

Q: Hobbies, interests, other?

A: In my spare time I enjoy outdoor activities such as the beach or kayaking, fostering kittens, and traveling the world. I hope to visit India and Nepal later this year.