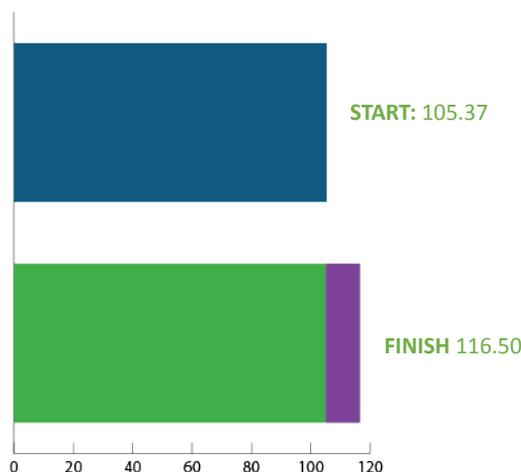


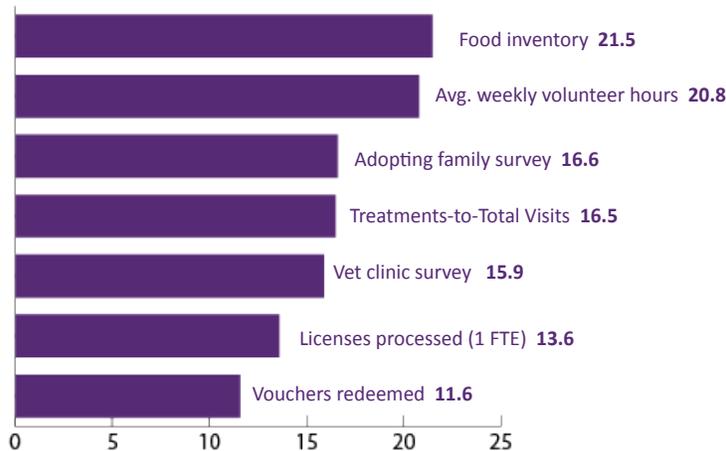
Index points to surging customer service efforts into September

The Pet Resource Center Service Index (PRCSI) surged again during September, rising from 105.37 to 116.50. The 116.50 reading means that, on a combined basis, PRC's customer service measurements exceeded plan by +16.5%. This is the highest monthly score since PRC began measuring customer service delivery two years ago. Moreover, September's success followed a strong gain in August. For the month, all of PRC's seven customer service indicators improved or remained unchanged from August (table), which propelled the index to its record level. As the nearby chart illustrates, the largest contributors to September's result were food inventory management and gains in volunteer hours donated.

Point Contributors to the PRCSI - September 2020



CONTRIBUTORS



Data collection credit: Andy Melville-Lyon, Business Systems Department Specialist

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.

TAKING THE PULSE OF PRC CUSTOMER SERVICE

Customer Service Indicator	Relative Importance	Basis or 1 Year Ago	Latest Date	Latest Data	Preceding Period	1 Year Ago
CUSTOMER FEEDBACK						
Adopting family survey Satisfaction rating with the Veterinary Services staff using a 1 to 10 point scale.	0.143	8	Sept	9.3	9.0	NA
Veterinarian clinic survey Final question from the monthly Accounting Dept. survey on 5-point scale - "Overall, were you satisfied with PRC Accounting?"	0.143	4.50	Sept	5.00	5.00	NA
PRODUCTIVITY						
Treatments-to-total visits Multiple of total treatments by Veterinary Services-to-total individual visits	0.143	1.75	Sept	2.02	1.90	1.90
Licenses processed - 1 FTE Three-month moving average, as month-to-month can be volatile. Only one staff person processes licenses.	0.143	9,731	Sept	9,224	9,121	9,731
Spay/neuter vouchers redeemed Three-month moving averages, as month-to-month can be volatile.	0.143	395	Sept	321	252	395
QUALITY						
Average weekly volunteer hours Weekly volunteer hours (4-week moving average)	0.143	95.97	Sept	139.97	95.97	478.62
Food supplies - reserve multiple Ratio of dog and cat food supplies by type-to-minimum on-hand goal (X)	0.143	1.75	Sept	3.25	2.18	1.60
PRC Service Index (PRCSI)	1.001	≥ 100.0	Sept	116.50	105.37	95.68

In the Spotlight!

Meet Kathy Ebner, Business Manager for Public Records and Transparency

Pet Resources receives thousands of information and records requests each month. Some are simple requests for a pet's medical history, but others can be much more involved. Animal welfare advocates request and expect prompt public records requests, and PRC is one of the most transparent pet shelter operations in the country, with reports and individual pet information easily available online and by request. Often, these records must be reviewed with the County Attorney's Office to ensure compliance with records laws. Earlier this spring, the Board of County Commissioners approved a records official position for Pet Resources. In July, Kathy Ebner, a highly experienced and knowledgeable Records Manager, joined the PRC team.

Q: How long have you been at PRC?

A: About 3 months!

Q: What made you want to take the Business Manager for Public Records and Transparency position?

A: When my family decided to move to this area, I searched for positions for records professionals in

local government. This position sounded like a great match for me and learning it was AT THE PRC made my decision easy. I enjoy sharing my experience and training others on the importance of supporting transparency. I was also excited for the challenge of learning about shelter operations – it's a whole new world for me.

Q: How long have you worked in Public Records?

Where have you worked before coming to PRC?

A: I've worked in Public Records in federal and local government for over 10 years. With a history of serving as both military and a civil servant, my experience in Records Management began in the Air Force over 25 years ago. I had some great opportunities in the Air Force living in Turkey, New Mexico, Maine, Seattle, Sacramento and visiting other states and countries for extended periods of time. When I was looking for my next chapter after 20 years in the military, I was excited to find a position with the City of Bellevue, Washington. As the Public Records I was able to train and create

fun ways to share the importance of records and transparency with staff. Managing records request for the city, I also learned about permitting, streetlights, utilities, parks, trees. I learned a lot about trees!

Q: Are you finding the work here at PRC interesting?

A: I am really enjoying work at the PRC. I am amazed with the programs to help pets and owners. I had no idea so much goes on in shelters, or at least this shelter. Interacting with dogs and cats is a bonus!

Q: What's the best part about working at PRC?

A: Honestly, the people. The staff here are welcoming, kind, and really like their job. It's wonderful to be part of an organization that staff believe in and are committed to making thing better.



PRC Senior Leadership Team

Scott Trebatoski Pet Resources Director

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