

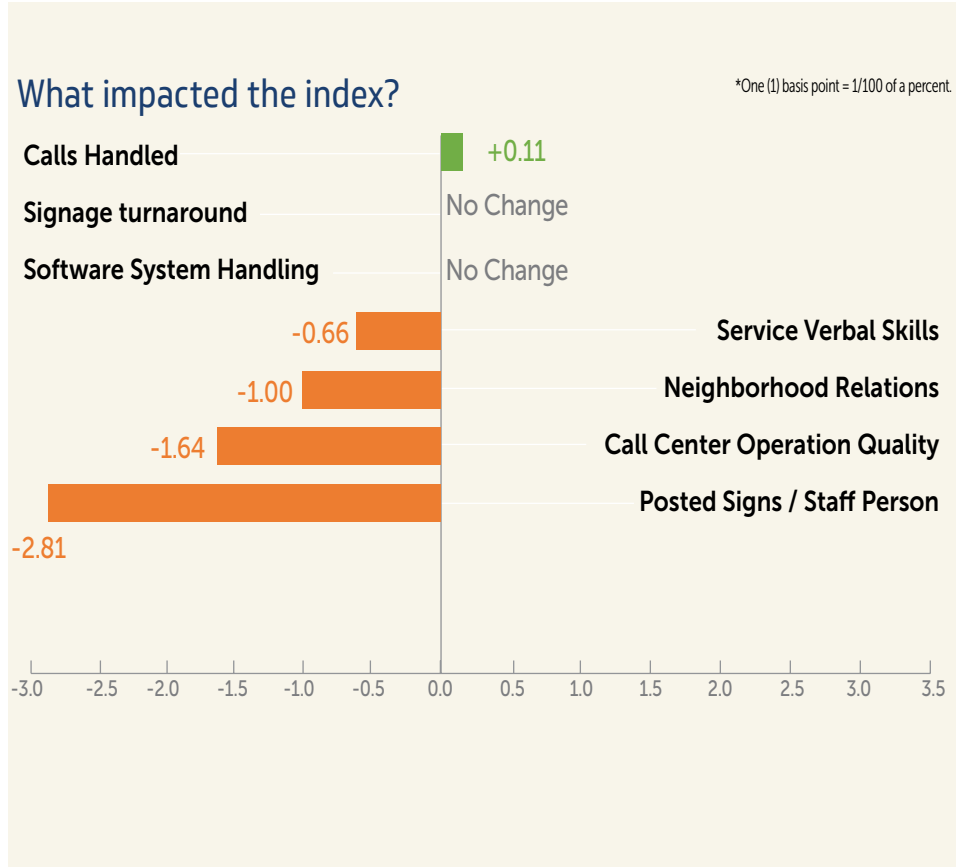
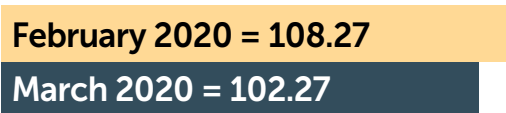


March 2020

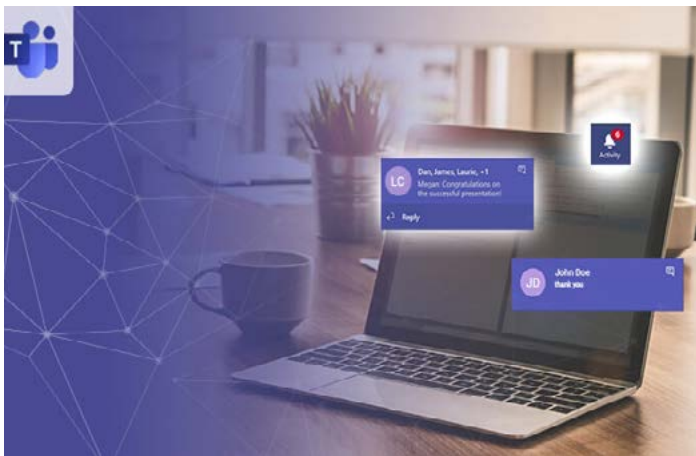
102.27 points

Index slows from recent rapid growth, but remains even with March

The Customer Service & Support Service Index (CSSSI) dipped in March by 600 basis points, down from 108.27 to 102.27 on the month. Two customer service indicators combined to account for nearly three-quarters of the month-over-month decline: 1) roadside signage activity; and 2) call center agent operational/procedural performance scores. Before attributing the full decline in these two measurements to the COVID-19 coronavirus outbreak, there are some important statistical points to mention. Roadside signage activity averaged 131 signs per person over the past three months versus 116 signs per person for the same period ending March 31, 2019. This is a gain of +12.9%. Additionally, the average call center agent score in the area of operational/procedural performance for March 2020 was 4.35 on a goal of 4.50 per month, or a 96.7% achievement. Moreover, the three-month moving average (CSSSI MA-3) finished March 2020 at 105.28, exactly in the middle of the desired 100.0 to 110.0 range. So, while the CSS team has been working intensely to support Hillsborough residents and businesses during the COVID-19 coronavirus shutdown, their 2020 first quarter customer service results have remained quite high. Finally, during the first two months of 2020, the Hillsborough County Market Index (HCMI) that assesses local economic and business growth continued to advance, but not as quickly as the customer service delivery efforts made by the CSS staff.



In the Spotlight



Working remotely

As part of mitigation efforts in response to the COVID-19 coronavirus, Customer Service & Support is now telecommuting. The team has been using many online tools to stay updated on the latest information, connect with teammates, and conduct meetings. Each team conducts a daily check-in using MS Teams. The effort was in partnership with the IT department, who helped to get all representatives up and running virtually in just a few days. For the latest information on the COVID-19 coronavirus, visit HCFLGov.net/StaySafe and sign up for the [HCFL Alert system](#).

CSS Senior Leadership Team

Annette Spina
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Taking The Pulse of Customer Service

	Latest Date	Goal	Latest Data	Preceding Period	Year Ago	Year-Over-Year % Change
EFFICIENCY INDICATORS						
Citizen Engagement: Signage Turnaround Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Mar	100%	100.0%	100.0%	100.0%	0.0%
Citizen Engagement: Signs Posted Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). a) <i>Source: José Tejada – Senior Supervisor</i>	Mar	N/A	131	108	116	12.9%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Mar	94%	93.0%	91.0%	95.0%	-2.1%
CUSTOMER FEEDBACK INDICATOR						
Neighborhood Relations 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	4.79	4.94	4.69	2.1%
QUALITY INDICATORS						
Call Center: Operational/Procedural Performance Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i>	Mar	4.50	4.35	4.72	4.60	-5.4%
Call Center: Verbal Skills Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i>	Mar	4.25	4.02	4.16	4.07	-1.2%
Call Center: Software System-Handling Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i>	Mar	4.75	5.00	5.00	4.77	4.8%
Composite Indexes						
CSSSI ^{b)}	Mar	≥ 100.0	102.27	108.27	102.24	0.0%
CSSSI MA3 ^{c)}	Mar	≥ 100.0	105.28	105.72	101.77	3.4%
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes ^{d)}	Feb	≥ 100.0	104.25	104.67	101.86	2.3%

a) The average number of signs posted per-person per-month over the latest three months (three-month moving average) is used to smooth out month-to-month aberrations, since the quantity of signs that must be posted is set by factors outside the sign crew's control.

b) A figure that collapses into a single value the most recent monthly results from the department's seven measures (indicators) of customer service delivery, using relative weights of importance for each indicator.

c) Month-to-month activities are influenced by many factors both within and beyond staff

members' control, and this can cause volatility in scores. The index's three-month moving average is used to reveal the trend in customer service performance over the latest 3-month period.

d) A figure that collapses into a single value the most recent results from several key county (3), state (1), and national (1) economic statistics, using relative weights of importance for each. The HCMI is used to compare the growth of Hillsborough County business and economic activity with the Customer Service & Support department's customer service progress. Details can be provided a separate report.

Neighborhood Relations Public Comments



The 2020 Backstage Pass Class Graduates give a big thumbs up to this Hillsborough County leadership program. Class participants weighed in on the value of this seven-month program that showcased an up-close behind-the-scenes look at key County departments. Some of the participants comments are:

- *Market this program!! It is a wonderful program and there are so many things the County offers that residents don't even fathom.*
- *Thank you all for the information and experiences.... This is a best practice I wish the surrounding communities had similar programs and my fellow students were fun.*