



June 2020

111.25 points

### Index Suggests Customer Service Growth Increased Substantially in June

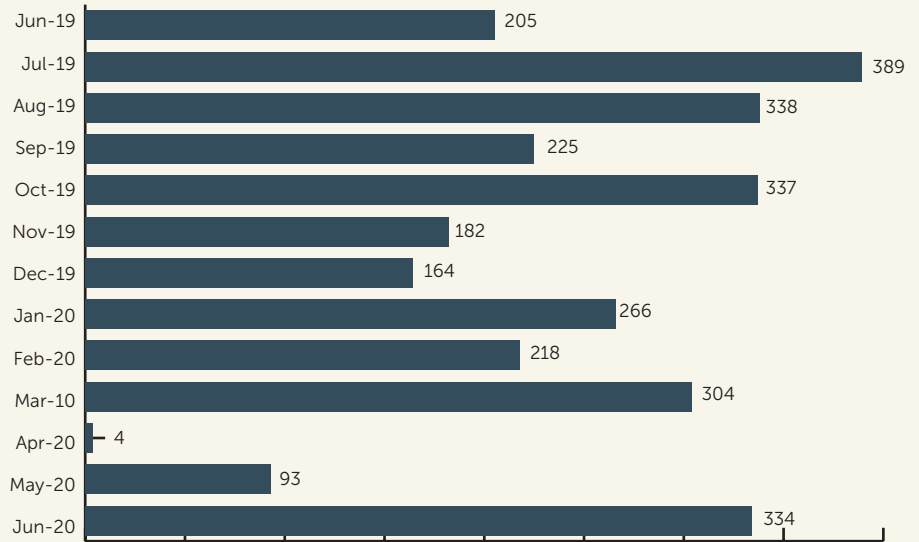
The Customer Service & Support Service Index (CSSSI) finished June up sharply from May, closing at 111.25 for the month. Leading the rebound was very strong signage posting activity around the county, combined with very favorable survey responses for the Office of Neighborhood Relations. This month spotlights the excellent efforts by the Citizen Engagement team as they work to get important messages posted countywide in a timely manner. The team’s productivity ratios were high, and they delivered higher volumes of important messages without adding staff. Four of the first six months of 2020 have been impacted by the COVID-19 pandemic. However, the CSSSI for the first six months of 2020 held at 103.41, indicating that overall customer service delivery remains ahead +3.41% of expectations heading into the second half of the year, despite the impact of the pandemic.

May 2020 =93.66

June 2020 = 111.25

### VITAL SIGNS

Number of signs posted by the Citizen Engagement team



Note: The initial effects of the COVID-19 pandemic impacted the team’s activity as Hillsborough County focused nearly exclusively upon public health and safety during April and May.

### In the Spotlight



The Customer Engagement sign-posting team achieved a record-breaking month! More than 330 signs were posted to let Hillsborough County residents know about public hearings, the R3 Business Grant Program, and new information for the COVID-19 test site located at Raymond James Stadium.

### 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
<b>PRODUCTIVITY INDICATORS</b>						
<b>Citizen Engagement: Signage Turnaround</b> Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	June	100.0%	100.0%	100.0%	100.0%	0.0%
<b>Citizen Engagement: Signs Posted</b> Signs posted per person per month a) <i>Source: José Tejada – Senior Supervisor</i>	June	---	167	47	103	62.1%
<b>Call Center: Calls Handled</b> Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	June	94.0%	90.0%	90.0%	95.0%	-5.3%
<b>CUSTOMER FEEDBACK INDICATOR</b>						
<b>Neighborhood Relations</b> 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>	June	4.50	4.23	3.60	4.65	-9.0%
<b>Composite Indexes</b>						
<b>CSSSI b)</b>	June	≥ 100.0	111.25	93.66	102.57	8.5%
<b>CSSSI-MA3 c)</b>	June	≥ 100.0	101.55	98.55	103.72	-2.1%
<b>Hillsborough County Market Index (HCMI) – Group of local business &amp; economic indicators for comparative purposes d)</b>	May	≥ 100.0	84.00	87.72	101.30	-17.1%

a) For June 2020 the figures reported above are only for a single month due to COVID-19 versus the normal 3-month moving average.

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.

## Public Comments On The Office Of Neighborhood Relations

Earlier this year, Neighborhood Relations embarked on a monumental endeavor to update its Neighborhood Directory in preparation for the transition to its new platform. Neighborhood Liaison Daniel Padron led this team effort, which included a diverse mix of outreach methods, including personalized email, letters, and phone calls to more than 1,000 neighborhood organizations.

### Comments by the public regarding the Office on Neighborhood Relations from the June survey:

- Neighborhood Relations is our go-to informal website to find answers and to find what is happening in different areas of Hillsborough.
- We need the Neighborhood unit to stay active.
- We feel we are part of the team.
- I appreciate their input and information.
- Important info. is being shared in a timely manner.