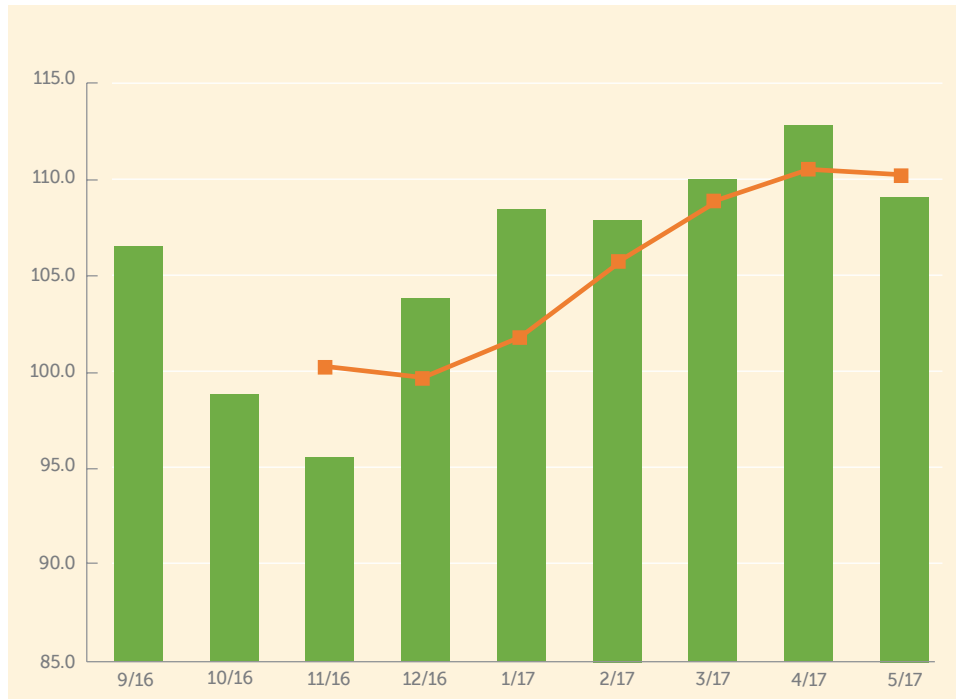




# Index slows, but customer service efforts remain on track

The Customer Service & Support department's Service Index (CSSSI) for May closed at 107.0, down -6.1% from the prior month. This reading indicates that, taken together, the Customer Service & Support department's 11 monthly measures of customer service are running +7% better than expected, a very favorable score at the higher end of the 90.0 to 110.0 desired range. Propelling the index this month were the department's five measures of quality (see table; quality subindex = 114.6 for May). The five quality indicators are impacted by the customer service efforts of individual call center customer service representatives and the quality assurance staff. Overall, 9 of 11 customer service indicators either met or exceeded their goals during this latest period.



CSSSI 3-month rolling average

## CSSSI Dips in Latest Month

While the index fell, the 3-month rolling average currently stands near 110.0, indicating customer service remains a consistent high priority.

\* The inaugural CSSSI was Sept. 2016

### What is the CSS Service Index?

The index is a weighted average of results from 11 indicators within the Customer Service & Support (CSS) department's four sections: Customer Service (Call) Center, Neighborhood Relations, Citizen Engagement, and Quality Assurance. The customer service indicators are displayed in the table. Certain indicators carry more weight than others when the final monthly CSSSI is calculated. A reading of 100.0 for the index means that taken together with their assigned weights, the 11 CSS service indicators are meeting goal. However, the CSSSI is a composite score and a reading of 100.0 does not imply that all 11 indicators are precisely at their respective targets. Seldom will all 11 indicators be exactly at 100.0 points. Most often, each indicator will be above (+100.0) or below (-100.0) its specific goal or historical baseline.



### Comments on Neighborhood Relations Initiatives

Neighborhood Relations hosted Hillsborough Backstage Pass, an 11-week program that gives participants a behind-the-scenes look at government operations. Here, participants comment on the final session, which included information from Development Services, Operations & Legislative Affairs, and Neighborhood Relations.

- I learned so much during the 11 weeks that I attended the HC Backstage Pass. I truly appreciate all of the time and effort that was put in by each department that we visited. Excellent information and a job well done!*
- Really love how you brought it all home, with your own departments. Great experience - Thank YOU!*

### What do the Numbers Mean?

# 100+ On Track

Every one point (1.0) change in the index implies a +/- 1.0% change in customer service. When the index is below 100.0 it means that overall customer service is not meeting goal. Ideally, the index would be both above 100.0 and rising over time.

### CSS Senior Leadership Team

- Gema Alvaré**  
Customer Service & Support Director
- Steve Valdez**  
Customer Engagement Division Director

Components of the CSSI								
	Weight	Goal	12/16	1/17	2/17	3/17	4/17	
EFFICIENCY INDICATORS	<b>Citizen Engagement: Signage Turnaround</b> Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	10.00%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Citizen Engagement: Signs Posted</b> Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). <i>Source: José Tejada – Senior Supervisor</i>	5.00%	+3 MA (Rising)	81	94	90	166	75
	<b>Call Center: Calls Handled</b> Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	5.00%	94.0%	96.0%	97.0%	97.0%	97.0%	96.0%
	<b>CSSSI - Efficiency Subindex</b>	20.00%	≥ 100.00	100.5	103.0	101.5	99.9	87.2
CUSTOMER FEEDBACK INDICATORS	<b>Quality Assurance: Courtesy</b> Percentage of online survey respondents rating customer service call takers as 'very courteous'. <i>Source: Jennifer Hall - Quality Assurance Manager</i>	7.50%	80.0%	82.4%	78.3%	75.0%	91.3%	69.2%
	<b>Quality Assurance: Knowledge</b> Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. <i>Source: Jennifer Hall - Quality Assurance Manager</i>	2.50%	60.0%	47.1%	52.2%	43.8%	69.6%	61.5%
	<b>Neighborhood Relations: Community Survey</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 – Neighborhood Liaison</i>	10.00%	4.50	4.83	4.57	4.78	4.72	4.61
	<b>CSSSI – Customer Feedback Subindex</b>	20.00%	≥ 100.00	96.2	95.4	91.0	111.7	97.2
QUALITY INDICATORS	<b>Call Center: Call Operation Skill</b> Average score from 15 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	20.00%	3.80	4.536	4.62	4.80	4.57	4.37
	<b>Call Center: Call Service Skill</b> Average score from 14 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	20.00%	3.80	3.978	3.79	4.02	4.56	4.48
	<b>Call Center: Call Software Handling</b> Average score from 8 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	5.00%	3.80	4.850	4.98	4.94	5.00	4.00
	<b>Quality Assurance: Consultancy Contact</b> Made or maintained contact with a designated set of the County's most public-facing departments. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	5.00%	5	6	6	6	6	6
	<b>Quality Assurance: In-House Consultancy</b> Customer service training or consultative services provided to a designated set of the County's most public-facing departments. Ratio of total hours provided to total hours available. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	10.00%	75%	76%	74%	81%	83%	86%
	<b>CSSSI - Quality Subindex</b>	60.00%	≥ 100.00	114.5	114.2	118.0	120.0	114.6
<b>CSSSI - Combined</b>	100.00%	≥ 100.00	108.04	107.06	109.9	113.9	107.0	

## In the Spotlight



2017 Hillsborough Backstage Pass program and participants are recognized by the Board of County Commissioners.

## Hillsborough Backstage Pass

For 14 years, Hillsborough County has held a program to introduce residents, business owners, and neighborhood leaders to key aspects of government. Formerly known as Government Leadership University, Hillsborough Backstage Pass recently provided 29 participants a behind-the-scenes look at more than a dozen County departments, operations, and facilities. This year, the program's scope expanded to foster even greater understanding of County services, form productive relationships between participants and County staff, and raise future leaders from well-informed and civically-engaged class members.

County Administrator Mike Merrill set the foundation for the program, providing an overview of County government. Participants performed an exercise to understand the budget process, and in later sessions learned about traffic operations, wastewater treatment, and how the County turns waste into energy. The sessions continued with presentations and tours featuring Sheriff's Office and jail operations, Medical Examiner operations, services for veterans and consumers, Code Enforcement, Parks & Recreation, Conservation & Environmental Lands Management, human services, emergency services, Development Services, and much more. Several newer Customer Service & Support team members participated, on their own time, to grow their personal knowledge and professional skills.

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