

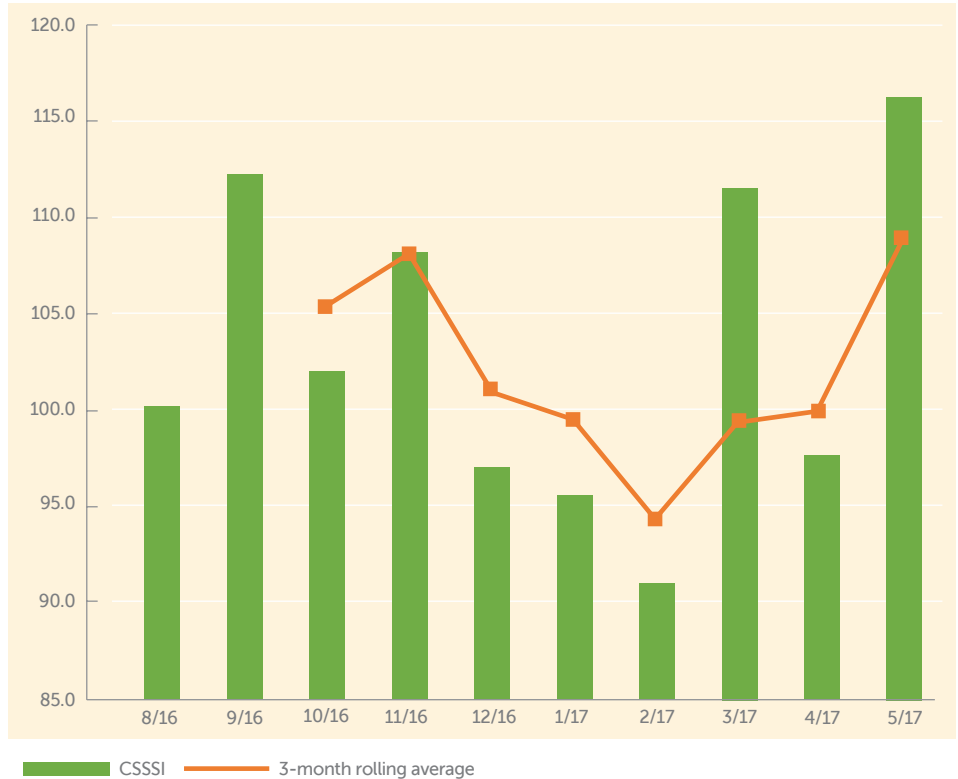


Index points to higher customer service levels

The Customer Service & Support Service Index (CSSSI) for June closed at 110.26, up +3.1% or +3.30 points from the prior month. This reading indicates that taken together, the Customer Service & Support department's 11 monthly measures of customer service are running +10.26% better than expected, a very favorable score and at the high end of the 90.0 to 110.0 desired range.

The biggest contributors to the monthly 3.30 point gain are the results received from the public regarding the telephone courtesy of the Customer Service Center's representatives. One hundred percent (100%) of callers who completed the online survey rated the representatives as "very courteous." On a related note, the customer service representatives' call monitoring "service skill quality" scores fell -1.74 points, pulling the index in the opposite direction. Though the net difference was still quite positive, the decrease corresponds with a strategic recalibration of the side-by-side performance assessment. The recalibration is part of the department's continuous efforts to accurately measure performance while still achieving the highest standards of service

For the month, 10 of the 11 customer service indicators comprising the CSSSI achieved or exceeded goals. The CSSSI-3MA, a 3-month moving average that provides a more consistent picture of customer service efforts, stands at 110.37. This reading is greater than the latest month's, indicating that customer service is rising.



CSSSI 3-month rolling average

Happy Customers

The department's Customer Feedback Sub Index of three direct opinion metrics is posting a favorable short-run trend

*A composite index including measures of call center courtesy, call center knowledge, and feedback on Neighborhood Relations initiatives for the community.

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.

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



Comments on Neighborhood Relations Initiatives

To facilitate planning for the next iteration of Hillsborough Backstage Pass, Neighborhood Relations sought feedback from County departments and participants. A sampling of their comments:

As a resident of Hillsborough County, it is amazing to meet some of the people behind the services you take for granted every day.
~ Participant

I feel that your team did a wonderful job educating our community.
~ Host Department

Good program.
~ Host Department

I have a much better understanding and appreciation for our government workers. Consequently, I will be better able to advise neighbors and associates on services by our government. Overall, I am so impressed with the caliber of the employees and that makes me feel good about where our tax dollars are spent.
~ Participant

This program was helpful in connecting with my fellow involved citizens and clear up a bunch of my misconceptions of some government function.
~ Participant

Program gave me a much better understanding of our County government, which I will use to help our community when it turns over from our builder.
~ Participant

Components of the CSSSI								
	Weight	Goal	1/16	2/17	3/17	4/17	5/17	
EFFICIENCY INDICATORS	Citizen Engagement: Signage Turnaround Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	10.00%	95.0%	100%	100%	100%	100%	100%
	Citizen Engagement: Signs Posted 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)	94	90	166	75	99
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	5.00%	94.0%	97.0%	97.0%	97.0%	96.0%	97.0%
	CSSSI - Efficiency Subindex	20.00%	≥ 100.00	103.0	101.5	99.9	87.2	93.5
CUSTOMER FEEDBACK INDICATORS	Quality Assurance: Courtesy 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%	78.3%	75.0%	91.3%	69.2%	100.0%
	Quality Assurance: Knowledge 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%	52.2%	43.8%	69.6%	61.5%	71.4%
	Neighborhood Relations: Community Survey 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	4.57	4.78	4.72	4.61	4.68
	CSSSI – Customer Feedback Subindex	20.00%	≥ 100.00	95.4	91.0	111.7	97.2	116.0
QUALITY INDICATORS	Call Center: Call Operation Skill Average score from 15 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	20.00%	3.80	4.62	4.80	4.57	4.37	4.38
	Call Center: Call Service Skill Average score from 14 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	20.00%	3.80	3.79	4.02	4.56	4.48	4.15
	Call Center: Call Software Handling Average score from 8 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	5.00%	3.80	4.98	4.94	5.00	4.00	4.75
	Quality Assurance: Consultancy Contact 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
	Quality Assurance: In-House Consultancy 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%	74%	81%	83%	86%	83%
	CSSSI - Quality Subindex	60.00%	≥ 100.00	114.2	118.0	120.0	114.6	116.0
CSSSI - Combined	100.00%	≥ 100.00	107.06	109.9	113.9	107.0	110.3	

In the Spotlight

County departments impress customers with fast, quality service

The County receives an average of 135 customer satisfaction survey responses each month, highlighting successes and illuminating opportunities for improvement. Customers recently praised the organization with comments such as:

Public Works Customer Resolution Unit, Solid Waste Team – “Could not have been any easier or faster- submitted request at 3 pm Tues. and Wed. at 9 am replacement bin delivered...pleasantly surprised!”

Development Services - “Folks, your system works! I had questions about setback requirements for additions and remodels for RSC-6 zoning. The next day

I got a call from a knowledgeable gentleman who answered all my questions completely. Then, today I got a call making sure all my questions were answered! Thanks!”

Code Enforcement – “I must say, code enforcement officer Mr. Brian Lantz was a well educated, well spoken individual who is on top of his game! He handled my complaint with respect, sincerity and is an expert in his field. He is a definite asset to Hillsborough County!!”

Customer Service & Support, Online Customer Service Request System – “Wish other websites were this easy to use. I would rank it Excellent.”

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