# Index unchanged from prior month

## September 2017

The Customer Service & Support department's Service Index (CSSSI) for September closed with a reading of 101.32 points, meaning that the department's 10 monthly customer service indicators collectively finished +1.32% ahead of plan. This is virtually level (down by only 13 basis points) with the prior month's score of 101.45.

This past month, the department tweaked the CSSSI by eliminating one quality assurance metric that effectively overlapped with another and readily exceeded goal each month, streamlining the process (see table). The customer service measurement process is continually monitored to make sure the proper indicators are being tracked against goals that are challenging, but not out of reach.

Because of this adjustment, the latest month cannot now be meaningfully compared with the prior period. However, the 101.32 score indicates that customer service efforts are right on track as the result falls in the middle of the 90.0 to 110.0 target range. For the month, 10 of 10 customer service measures achieved 90% of goal or better.
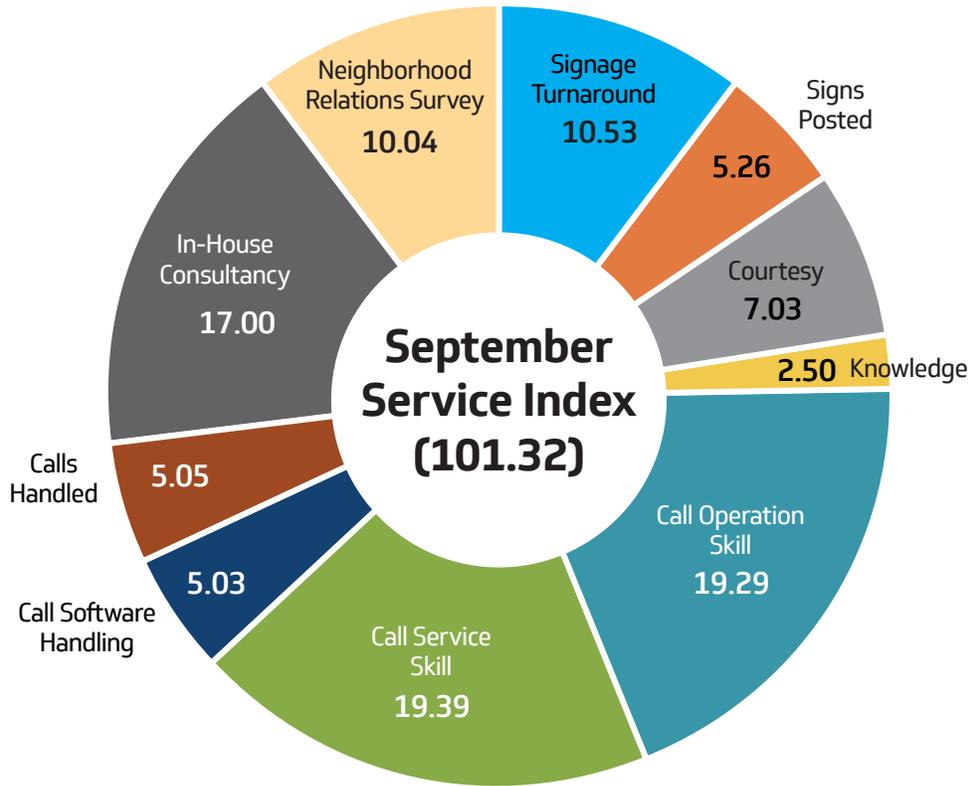


The chart reflects the individual point contributions to the overall CSSSI for the current month.

| September Service Index (101.32) | |
|---|---|
| Neighborhood Relations Survey | 10.04 |
| Signage Turnaround | 10.53 |
| Signs Posted | 5.26 |
| Courtesy | 7.03 |
| Knowledge | 2.50 |
| Call Operation Skill | 19.29 |
| Call Service Skill | 19.39 |
| Call Software Handling | 5.03 |
| Calls Handled | 5.05 |
| In-House Consultancy | 17.00 |

## What is the CSS Service Index?

The index is a weighted average of results from 10 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 10 CSS service indicators are meeting goal. However, the CSSSI is a composite score and a reading of 100.0 does not imply that all 10 indicators are precisely at their respective targets. Seldom will all 10 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 from the Neighborhood Mini-Grant Process

The grant program has helped bring our community together, allowing neighbors to rally around a common cause and, most importantly, a positive cause. It places the focus on and promotes positive change, and it helps communities break the cycle of only coming together to fight against things they do not like. If we are going to have a great county, we need communities that understand and live these values.

The program provides a wonderful opportunity for homeowner associations to do projects that are on their wish list and we sincerely hope that it continues to be offered!

Great group of people!

| Components of the CSSSI | | Weight | Goal | 4/17 | 5/17 | 6/17 | 7/17 | 8/17 |
|---|---|---|---|---|---|---|---|---|
| **EFFICIENCY INDICATORS** | **Citizen Engagement:** Signage Turnaround. Percentage of signs placed and removed within the allotted time frames. *Source: José Tejada – Senior Supervisor* | 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). *Source: José Tejada – Senior Supervisor* | 5.00% | +3 MA | 75 | 99 | 105 | 163 | 151 |
| | **Call Center:** Calls Handled. Ratio of calls answered to total inbound calls presented. *Source: Michael Salak – Call Center Manager* | 5.00% | 94.0% | 96.0% | 97.0% | 97.0% | 96.0% | 95.0% |
| | **CSSSI - Efficiency Subindex** | 20.00% | ≥ 100.00 | 87.2 | 93.5 | 92.2 | 108.2 | 103.8 |
| **CUSTOMER FEEDBACK INDICATORS** | **Quality Assurance:** Courtesy. Percentage of online survey respondents rating customer service call takers as 'very courteous'. *Source: Jennifer Hall - Quality Assurance Manager* | 7.50% | 80.0% | 69.2% | 100.0% | 85.0% | 90.5% | 75.0% |
| | **Quality Assurance:** Knowledge. Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. *Source: Jennifer Hall - Quality Assurance Manager* | 2.50% | 60.0% | 61.5% | 71.4% | 55.0% | 76.2% | 60.0% |
| | **Neighborhood Relations.** Survey feedback from a recent Neighborhood Relations event or activity on a 1 to 5 scale with 5 being highest. *Source: Wanda Sloan and Stephanie Agliano – Neighborhood Liaison* | 10.00% | 4.50 | 4.61 | 4.68 | 4.54 | 4.52 | 4.61 |
| | **CSSSI – Customer Feedback Subindex** | 20.00% | ≥ 100.00 | 97.2 | 116.0 | 99.6 | 113.5 | 98.7 |
| **QUALITY INDICATORS** | **Call Center:** Call Operation Skill. Average score from 15 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager* | 20.00% | 4.50 | 4.37 | 4.38 | 4.59 | 4.02 | 4.34 |
| | **Call Center:** Call Service Skill. Average score from 14 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager* | 20.00% | 4.25 | 4.48 | 4.15 | 4.58 | 4.06 | 4.12 |
| | **Call Center:** Call Software Handling. Average score from 8 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager* | 5.00% | 4.75 | 4.00 | 4.75 | 4.99 | 4.64 | 4.78 |
| | **Quality Assurance:** Consultancy Contact. Made or maintained contact with a designated set of the County's most public-facing departments. *Source: Jennifer Hall – Quality Assurance Manager* | 5.00% | 5 | 6 | 6 | 6 | 6 | Ended |
| | **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. *Source: Jennifer Hall – Quality Assurance Manager* | 10.00% | 75% | 86% | 83% | 87% | 78% | 85% |
| | **CSSSI - Quality Subindex** | 60.00% | ≥ 100.00 | 114.6 | 116.0 | 121.8 | 101.3 | 101.8 |
| | **CSSSI - Combined** | 100.00% | ≥ 100.00 | 107.0 | 110.3 | 111.9 | 101.5 | 101.3 |

## In the Spotlight

## Traffic advisories support public safety, effective detours

The CSS Citizen Engagement team plays an important role in supporting public safety and easing travel for drivers by announcing upcoming road and lane closures to a network of key stakeholders.

When the Public Works department issues a permit for a road or lane closure, Citizen Engagement prepares an email with the location, duration, and reason for the closure, as well as a recommended detour route. The messages are sent up to twice daily to announce upcoming planned closures, and as immediately as possible for emergency closures. First responders including Fire Rescue and the Sheriff's Office use the information to aid efficient travel in responding to community needs. HART, local schools, and the County's Sunshine Line transportation service also receive the information to adjust their routes. Local news outlets receive and share the information to assist motorists in adjusting their plans. In addition, the Public Works Geomatics team uses the email to quickly list the closures on the County website and provide a real-time update to Waze, the world's largest community-based traffic and navigation app.

Citizen Engagement's traffic advisories are accomplished by just one employee, Donna Maddox, in 20 to 30 hours per week, representing a valuable return on investment.



Donna Maddox prepares a traffic advisory (August 2017)