Index points to higher customer service levels headed into 2018

The Customer Service & Support Service Index (CSSSI) for the month improved +1.36%, closing at 102.94. This means that for the latest period, customer service is performing +2.94% better than expected. The more meaningful 3-month moving average (CSSSI-MA3) stands at 102.50, indicating customer service delivery by the department is on target and continuing in the desired range on a steady basis - 90.0 to 110.0 is the target range for the CSSSI.

For the month, nine of 10 customer service indicators achieved 90% of their goals or better. The top three customer service indicators, as compared with their respective goals, were: 1) public perception of the call center customer service representatives as being very knowledgeable (80%), 2) public perception of the call center customer service representatives as being very courteous (100%), and 3) the percentage of available time the Quality Assurance section invested in customer service consulting and professional development for County departments (83%).

January 2018

+1.38 points

January Service Index 102.94

December Service Index 101.56

What impacted the index?

*One (1) basis point = 1/100 of a percent.

Indicator	Value
Verbal Skills	+0.894
Courtesy	+0.778
Knowledge	+0.542
Software System-Handling	+0.316
Signs Posted	+0.250
Signage Turnaround	No Change
Calls Handled	No Change
Neighborhood Relations	-0.400
In-House Consultancy	-0.444
Operational/Procedural Performance	-0.556

(Axis: -3.0 -2.5 -2.0 -1.5 -1.0 -0.5 0.0 0.5 1.0 1.5 2.0 2.5 3.0)

In the latest period, the CSSSI slipped by 145 basis points*, falling from 103.01 to 101.56. The chart illustrates the effect each of the 10 service indicators had on the index from the previous month. While some indicators had a negative impact on the month, this does not necessarily mean they finished below goal; it simply indicates that their performance was not as high in the most recent month. For example, the Quality Assurance section invested 85% of its available hours in in-house consultancy with a goal of 75%; this is quite favorable. However, the percentage did decrease from the prior month's mark of 91%, which explains the -120 basis point (-1.20) drag on the CSSSI.

In the Spotlight

Board's Public Speaker Sign-In Process Goes Electronic

The Board of County Commissioners invites members of the public to speak at certain times during each Board meeting. People who wish to speak before the Board are asked to sign in, and the process is managed by the Customer Service & Support department. In the past, each speaker filled out a paper card, that was transcribed in the order they were completed, and then provided to the Board Chairman. Customer Service & Support, in partnership with the Information & Innovation Office, recently made the process electronic. Speakers now can sign in using wireless electronic tablets that collect the relevant information. Staff are on-hand to assist. The system automates the process, and allows accurate lists of speakers to be more quickly provided to the Board and other County leaders.
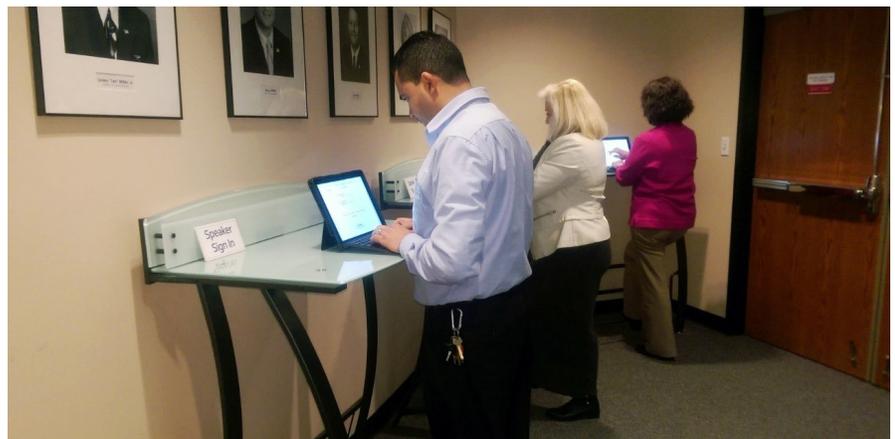
CSS Senior Leadership Team

Gema Alvaré
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Components of the CSSSI

		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. *Source: José Tejada – Senior Supervisor*	Dec	100%	100%	100%	100%	0.0%
	Citizen Engagement: Signs Posted Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). *a)* *Source: José Tejada – Senior Supervisor*	Dec	NA	67	80	81	-17.3%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. *Source: Michael Salak – Call Center Manager*	Dec	94%	94%	94%	96%	-2.1%
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*	Dec	80.0%	100.0%	91.7%	82.4%	+21.4%
	Quality Assurance: Knowledge Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. *Source: Jennifer Hall - Quality Assurance Manager*	Dec	60.0%	80.0%	66.7%	47.1%	+69.9%
	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 Liaisons*	Dec	4.50	4.38	4.63	4.83	-9.3%
QUALITY INDICATORS	**Call Center:** Operational/Procedural Performance Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. *Source: Michael Salak – Call Center Manager*	Dec	4.50	4.36	4.46	4.54	-4.0%
	Call Center: Verbal Skills Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. *Source: Michael Salak – Call Center Manager*	Dec	4.25	4.24	4.05	3.98	+6.5%
	Call Center: Software System-Handling Percentage of available hours invested in customer service training or consultative services for County departments. *Source: Michael Salak – Call Center Manager*	Dec	4.75	4.63	4.33	4.85	-4.5%
	Quality Assurance: In-House Consultancy Customer service training or consultative services provided to County departments. Ratio of total hours provided to total hours available. *Source: Jennifer Hall – Quality Assurance Manager*	Dec	75.0%	83.0%	85.0%	75.7%	+9.6%

Composite Indexes

	Latest Date	Goal	Latest Data	Preceding Period	Year Ago	Year-Over-Year % Change
CSSSI *b)*	Dec	≥ 100.0	102.94	101.56	108.00	-4.7%
CSSSI-MA3 *c)*	Dec	≥ 100.0	102.50	102.17	102.64	-0.14%
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes *d)*	Nov	≥ 100.0	103.29	101.58	109.56	--5.9%

a) The average number of signs posted per-person per-month over the latest three months (3-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 10 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 Activities

The Office of Neighborhood Relations is midway through its latest edition of Hillsborough Backstage Pass, a 12-week program that connects local people with government leaders, and shows participants how to navigate government services, understand interactions between departments, and get behind-the-scenes views of County operations and facilities. The sixth session featured the County's Human Services departments: Children's Services, Aging Services, Homeless Services, Health Care Services, Social Services, and Sunshine Line.

Participants commented:

- *Loved the simulation exercise. We should do this in all the classes. It really helped to engage and think – how this applies in my world.*

- *Loved the exercise. It would have been nice to have time to discuss all the scenarios as they varied.*