



May 2018

102.06 points

Three-Month Index Shows Customer Service on Target

The Customer Service & Support Service Index (CSSSI) for May fell -4.54% to 102.06. Despite the loss, the more demonstrative 3-month moving average (CSSSI-MA3) remains at 104.17, well within its desired range of 100.0 to 110.0. This indicates that the May score is a normal month-to-month variation. The service indicator that improved the most month-over-month compared with its goal was "signs posted per person," which shows in-house efficiency in providing an important service. The Call Center's top performance areas for which all of the customer service representatives could be commonly assessed were 1) Call opening, 4.40; 2) Word choice, 4.75 and 3) Efficient/effective system use, with a perfect 5.00. The most improved month-over-month indicators by category were 1) Call closure, up +17.6% to 4.35; 2) Tone, up +1.1% to 4.60; and 3) System entries, up +1.1% to 4.70

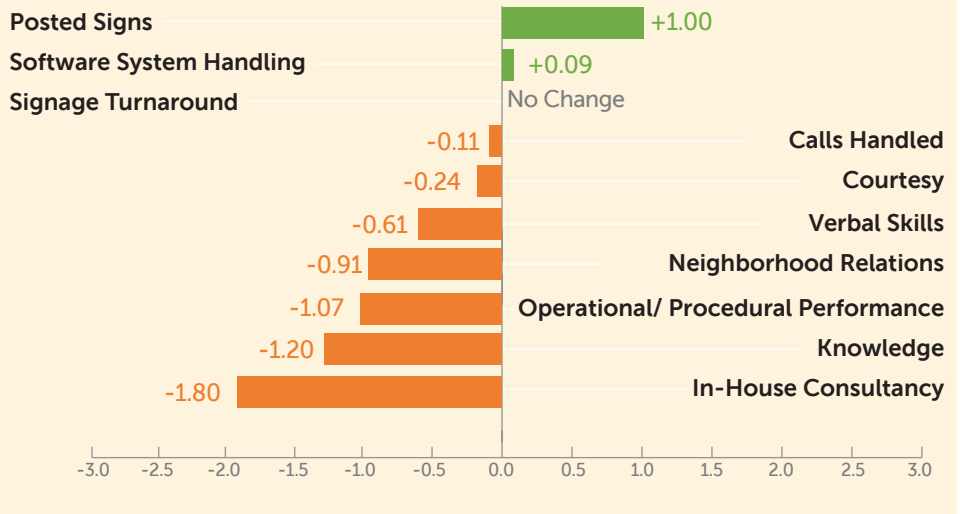
April CSSSI (start): 106.91

May CSSSI (end): 102.06

(Monthly change of -485 basis points)

What impacted the index?

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



In this latest period, the CSSSI decreased by 485 basis* points, from 106.91 to 102.06. The chart illustrates the net effect each of the 10 service indicators had on the index from one month to the next. While some indicators had a negative impact on the month, this does not necessarily mean that they finished below goal; it simply indicates that their performance was not as high in the most recent month.

In the Spotlight

Annual Neighborhoods Conference Welcomes Hundreds of Community Leaders

The Office of Neighborhood Relations held the 15th annual Hillsborough County Neighborhoods Conference on Saturday, May 12. With the theme Creating Community, this year's conference aimed to help residents navigate County government and offered unique workshops that fostered community engagement. The event attracted 500+ residents who represented hundreds of neighborhood organizations, homeowners associations, civic groups, local governments, and businesses from around the county.



CSS Senior Leadership Team

Gema Alvaré
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Components of the CSSI

	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. <i>Source: José Tejada – Senior Supervisor</i>	Apr	100%	100%	100%	100%	N/C
	Citizen Engagement: Signs Posted Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). a) <i>Source: José Tejada – Senior Supervisor</i>	Apr	NA	61	63	75	-18.7%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Apr	94%	94%	96%	96%	-2.1%
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>	Apr	80.0%	80.0%	82.6%	69.2%	+15.6%
	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>	Apr	60.0%	45.0%	73.9%	61.5%	-26.8%
	Neighborhood Relations 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>	Apr	4.50	4.29	4.70	4.61	-6.91
QUALITY INDICATORS	Call Center: Operational/Procedural Performance Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i>	Apr	4.50	4.29	4.53	4.37	-1.8%
	Call Center: Verbal Skills Call takers' average score on monitored calls, on a 1 to 5 scale with 5 being highest. <i>Source: Michael Salak – Call Center Manager</i>	Apr	4.25	4.34	4.47	4.48	-3.4%
	Call Center: Software System-Handling Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i>	Apr	4.75	4.83	4.74	4.00	+20.8%
	Quality Assurance: In-House Consultancy Customer service training or consultative services provided to County departments. Ratio of total hours provided to total hours available. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	Apr	75.0%	95.0%	104.0%	86.0%	+10.5%
Composite Indexes							
CSSI b)	Apr	≥ 100.0	102.06	106.91	106.96	-4.6%	
CSSI-MA3 c)	Apr	≥ 100.0	104.17	105.03	110.24	-5.5%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Mar	≥ 100.0	103.07	102.75	106.69	-3.4%	

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

The Office of Neighborhood Relations surveyed County teams it recently collaborated with on community engagement efforts. One of these internal customers commented:

“Neighborhood relations staff... have been very supportive to proactively shape and communicate timelines or activities that will be visible to citizens. Palm River, Harbour Isles and Rocky Creek are just a few examples... with positive results.”