



June 2018

Index Shows Higher Customer Service Levels Prior to Summer

The Customer Service & Support Service Index (CSSSI) for June improved +1.09%, closing at 103.18. This means that, taken together, the department's 10 customer service indicators are running +3.18% better than plan. The more demonstrative 3-month moving average (CSSSI-MA3) stands at 104.05, at the midpoint of the desired 100.0 to 110.0 range. For the month, seven of 10 indicators achieved 90% of their goals or better. The top three performing indicators were: 1) in-house consultancy; 2) call center operations/procedural performance; and 3) sign-posting turnaround rate.

With respect to the call center agents' call monitoring efforts, the top performance criteria over the past six months on which most call center agents could be scored were: 1) call opening; 2) word choice; and 3) effective and efficient system use.

May CSSSI (start): 102.06

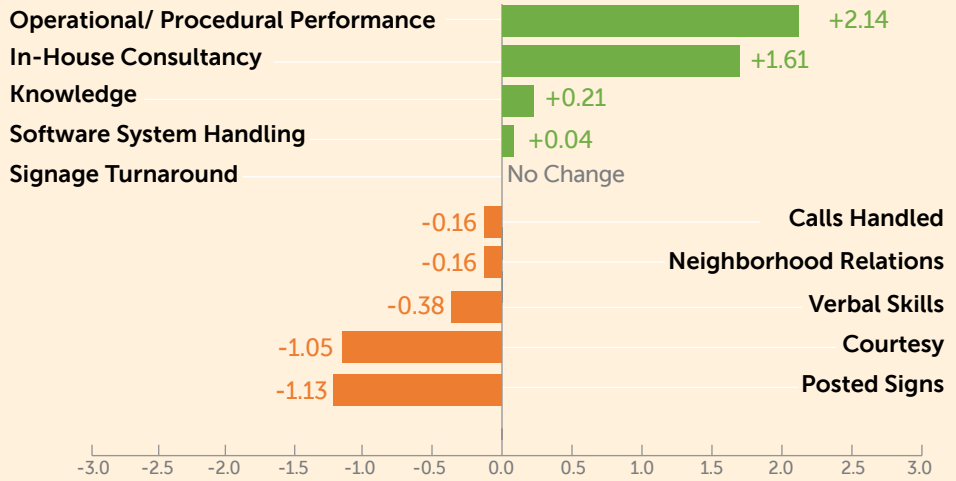
June CSSSI (end): 103.18

(Monthly change of +112 basis points)



What impacted the index?

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



In this latest period, the CSSSI increased by 112 basis* points from 102.06 to 103.18. 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

Neighborhood Recognition Awards

Each year, the Hillsborough County Neighborhood Recognition Awards recognizes high-achieving neighborhoods and standout community leaders. The awards are given during Hillsborough County's Annual Neighborhoods Conference. The conference featured workshops on building community and making neighborhoods stronger and more livable, below are the 2018 Annual Recognition Awards Winners.

Neighborhood Arts Award

- South Seminole Heights Civic Association

Neighborhood Improvement Award

- Lakewood Ridge Estates Homeowners Association
- Carrollwood Village Homeowners Association

Neighborhood Communications Award

- St. Andrews Estates Homeowners Association
- Hampton Terrace Community Association

Neighborhood & Community Partnership Award

- Bloomingdale Homeowners Association

Make It Happen Award

- South Fork Neighborhood Watch

Neighborhood Unsung Hero Award

- Mary Fenner, Oakdale Reserves
- Alison Bernstein, Parkside Village

Neighborhood Youth Volunteer Award

- Wimauma Community Development Corporation Youth Council

Most Effective Board

- Lake St. Charles Board of Supervisors

Outstanding Volunteer Leadership Award

- Dave Naymick, West Hampton Homeowners Association
- Stan Lasater, Southeast Seminole Heights Association

Neighborhood Watch and CERT Award

- Jackson Heights Civic Association
- South Fork Neighborhood Watch

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>	May	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>	May	NA	58	61	99	-41.4%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	May	94%	91%	94%	97%	-6.2%
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>	May	80.0%	68.8%	80.0%	100%	-31.2%
	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>	May	60.0%	50.0%	45.0%	71.4%	-30.0%
	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>	May	4.50	4.22	4.29	4.68	-9.8%
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>	May	4.50	4.77	4.29	4.38	+8.8%
	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>	May	4.25	4.26	4.34	4.15	+2.7%
	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>	May	4.75	4.87	4.83	4.75	+2.4%
	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>	May	75.0%	103.0%	95.0%	83.0%	+24.1%
Composite Indexes							
CSSI b)	May	≥ 100.0	103.18	102.06	110.26	-6.4%	
CSSI MA3 c)	May	≥ 100.0	104.05	104.17	110.37	-5.7%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Mar	≥ 100.0	99.22	102.62	106.69	-7.0%	

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 results are in for the 15th Annual Neighborhoods Conference, hosted by the CSS Office of Neighborhood Relations. Here's what conference-goers had to say:

- The professional and generous way in which all involved, from organizers, to presenters, to vendors, shared information and resources was an absolute pleasure. Further, the awards ceremony triggered my own desire to become more engaged in my own community. Thank you all so very much!
- Discussion with Mike Merrill was not only appropriate, but a great session.
- The variety of county departments represented was great. It was nice to talk to other community leaders and share ideas. The workshops were good, too.
- Everyone who worked it was friendly and informative.
- Workshops are exceptional with excellent speakers and topics.