



July 2018

106.32 points

Index Reveals Strongest Overall Month in the Past Year

The Customer Service & Support Service Index (CSSSI) for July surged +3.04%, closing at the 106.32. Taken together, the department's 10 customer service indicators are running +6.32% better than plan. Looking back at the past 13 months, this month led in overall customer service delivery, not because it had the highest CSSSI (April 2018 and June 2017 were higher), but because its high score was accompanied by a series of successes:

- Three of the 10 CSS customer service indicators hit their highest monthly levels over the last year: Neighborhood Relations customer surveys; Call Center operations/procedures; and Call Center verbal skills.
- Survey respondents' ratings of the Call Center customer service representatives' efforts as "very courteous" and "very knowledgeable" jumped sharply this month.
- Nine of the 10 customer service indicators achieved 96% of goal or better.
- The 100% signage turnaround rate goal was achieved again, never falling short over the last year.
- The Quality Assurance office invested more than 90% of its total available time directly supporting and providing consultative services to County departments for the fourth consecutive month.
- The CSSSI is outperforming the latest Hillsborough County Market Index (HCMI), which measures the pace of community growth and business activity.

June CSSSI (start): 103.18

July CSSSI (end): 106.32

(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 314 basis points rising from 103.18 to 106.32. 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 may have 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

CSS Trains 300+ Employees for Emergency Response Call Center



As part of the Employee Emergency Response Program, CSS Customer Service Quality Assurance Manager Jennifer Hall, with assistance from Libby Bramlett, Cynthia Oden, and Mike Salak, held 16 full-day training sessions from March through May to prepare County employees for work in the call center during emergencies. More than 300 employees participated in the training, ensuring the call center can be fully staffed with up to 50 call takers, around the clock if needed, to support

the County's disaster response. Participants learned about the call center's critical role in disaster communications, how to find and provide accurate information and guidance to callers, as well as how to document callers' requests for help or reports of a problem. Feedback was gathered from each class, and 97% of those who rated their session, gave high ratings overall.

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>	June	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>	June	NA	73	58	105	-30.5%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	June	94%	94%	91%	97%	-3.1%
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>	June	80.0%	90.9%	68.8%	85.0%	+6.9%
	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>	June	60.0%	72.7%	50.0%	55.0%	+32.2%
	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>	June	4.50	4.98	4.22	4.54	+9.7%
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>	June	4.50	4.83	4.77	4.59	+5.3%
	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>	June	4.25	4.12	4.26	4.58	-10.1%
	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>	June	4.75	4.97	4.87	4.99	-0.4%
	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>	June	75.0%	93.0%	103.0%	87.0%	+6.9%
Composite Indexes							
CSSI b)	June	≥ 100.0	106.32	103.18	111.89	-5.0%	
CSSI-MA3 c)	June	≥ 100.0	103.85	104.05	111.08	-5.5%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	May	≥ 100.0	105.26	101.30	104.75	+0.5%	

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

The Office of Neighborhood Relations provided trainings throughout Hillsborough County to explain the Mini-Grant process to potential grant applicants. Communities must participate in the training in order to apply for these grants. Here are some of their comments about the training:

- ... You provide the training all over the county and make it easy for us to attend ...
- I think the process is very refined and provides every opportunity for interested parties to fully acquire all information they may need to successfully participate.
- I think it was perfect.
- I have no suggestions - Wanda did an excellent job.