



Index Points to a Surge in Customer Service Delivery

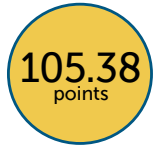
The Customer Service & Support Service Index (CSSSI) jumped 5.68 points in November to close the month at 105.38, putting the index in the center of the desired 100.0 to 110.0 point range. A reading above 100.0 indicates customer service efforts are expanding, while a number below 100.0 signals contraction. November was a very favorable month as all 10 customer service indicators achieved 99% of their individual goals or better, and nine of the 10 customer service indicators were either ahead of the same month one year ago or achieved their maximum level (e.g. signage turnaround rate). November was also the department's third-highest performing month in the past year. The three-month moving average (CCCSI-MA3), which shows the service level trend while smoothing out normal month-to-month fluctuations, finished November at 101.74, indicating staff is providing a consistent high level of customer service.

November 2018

October CSSSI (start): 99.70

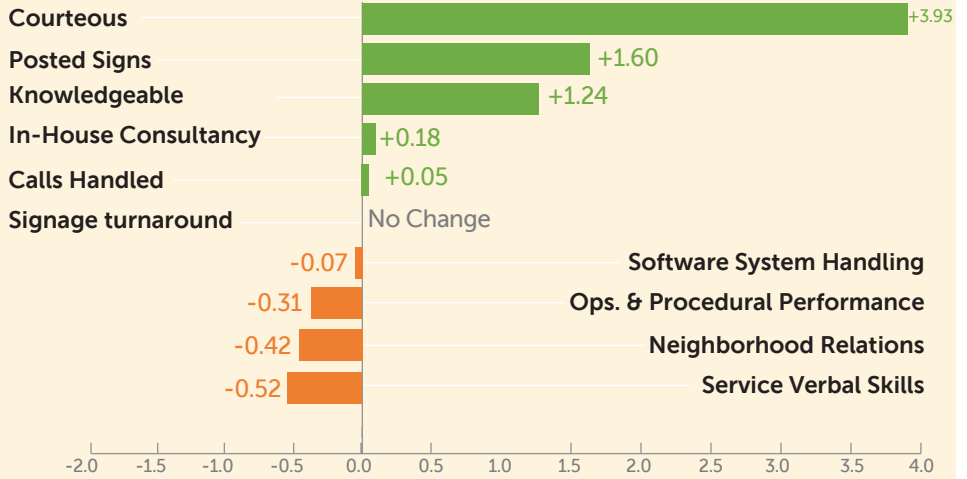
November CSSSI (end): 105.38

(Monthly change of +568 basis points)



What impacted the index?

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



In this latest period, the CSSSI increased by 568 basis points, rising from 99.70 to 105.38. 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 less so in the most recent month.

In the Spotlight



Featuring Jennifer Boyd, Office Assistant

In 2006, Jennifer Boyd started her career with the County in the Public Works Transportation Maintenance Division. In 2014, Jennifer made a career switch to accept her current position in the Office of Neighborhood Relations. She is the office assistant for two Neighborhood Liaisons; she answers phone calls from neighborhood and civic associations, provides information about ONR grants and programs, and facilitates requests for the Liaisons to attend community group board meetings. Jennifer also manages the County's Community Calendar and its registry of neighborhood groups and associations. She is a key member of the planning committees for ONR's annual Neighborhoods Conference, Hillsborough Backstage Pass, and Teen Leadership Summit that will debut in 2019. Outside of work, Jennifer is a member of the International Free & Accepted Modern Masons, Inc. and the Order of the Eastern Star, where she serves as vice president of her chapter. She is also proud mom and enjoys spending time with her seven grandchildren.

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>	Nov	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>	Nov	N/A	84	82	80	+5.0%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Nov	94%	97%	96%	94%	+3.2%
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>	Nov	100.0%	58.0%	91.7%	+9.1%	-29.6%
	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>	Nov	72.7%	43.0%	67.0%	+9.1%	-26.9%
	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>	Nov	4.56	4.75	4.63	-1.5%	-1.0%
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>	Nov	4.50	4.63	4.70	4.46	+3.8%
	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>	Nov	4.25	4.20	4.31	4.05	+3.7%
	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>	Nov	4.75	4.90	4.97	4.33	+13.2%
	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>	Nov	85.0%	93.0%	92.0%	85.0%	+9.4%
Composite Indexes							
CSSI b)	Nov	≥ 100.0	105.38	99.70	101.56	+3.8%	
CSSI-MA3 c)	Nov	≥ 100.0	101.74	99.07	102.17	-0.4%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Oct	≥ 100.0	105.84	104.95	101.05	+4.7%	

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 Hillsborough Backstage Pass class learned about departments under Hillsborough County's Human Services Administration by participating in a tour of the Children's Services campus, where they received an overview of resources provided by Children's Services, Head Start, Aging Services, Health Care Services, Social Services, Homeless Services, and the Sunshine Line. Here are a few comments from participants:

- Wow
- It was great! The people at the Children's Home do amazing work!
- This was a great session. Thank you!