

Index Points to the Best Month of 2018

The Customer Service & Support Service Index (CSSSI) increased 1.71 points in December to close at 107.09, putting the index towards the upper end 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. December was the best overall month for 2018, as all 10 customer service measurements achieved at least 97% of their monthly goals, and eight measurements outperformed December of last year or had reached their maximum achievement level (signage turnaround at 100%). The three-month moving average (CCCSI-MA3), which shows the service level trend while smoothing out normal month-to-month fluctuations, finished December at 104.05, indicating staff is providing a consistent high level of customer service.

December 2018

107.09
points

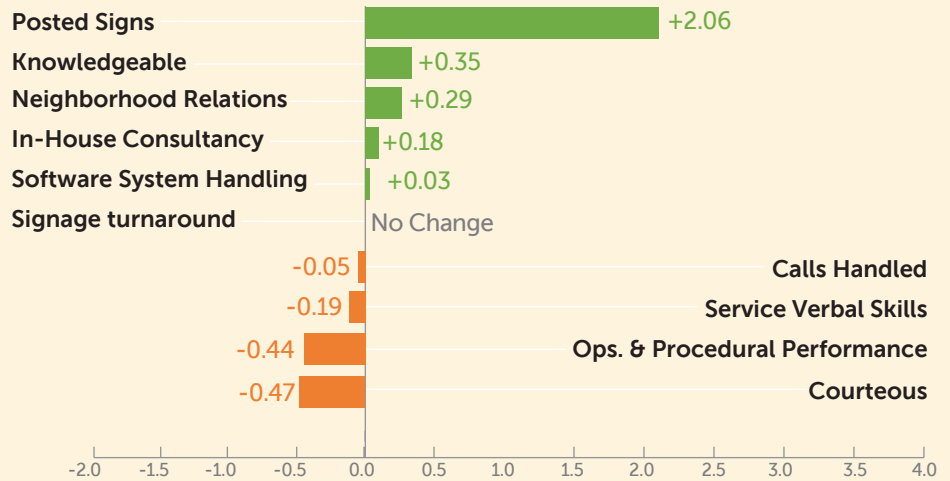
November CSSSI (start): 105.38

December CSSSI (end): 107.09

(Monthly change of +171 basis points)

What impacted the index?

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



In this latest period, the CSSSI increased by 171 basis points, rising from 105.38 to 107.09. 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



Backstage Pass – Back Again! kicked off with a session at the Children's Board of Hillsborough County.

Backstage Pass – Back Again!

To continue to inform, educate, and engage Hillsborough County community members who have graduated from the Hillsborough Backstage Pass program, the Office of Neighborhood Relations created a new alumni program, **Backstage Pass – Back Again!** The half-day sessions build upon the initial program, and promote networking among alumni members, both professionally and with County government. The program aims to inspire alumni to volunteer with Hillsborough County programs and services, and to seek involvement in public service through appointment to the Board of County Commissioners' boards and councils. Ultimately, **Backstage Pass – Back Again!** fosters and strengthens Hillsborough County's relationships with communities, organizations, and their leaders.

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>	Dec	100%	100.0%	100.0%	100.0%	0.0%
	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>	Dec	N/A	97.8	84.0	67.3	45.3%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Dec	94%	96.0%	97.0%	94.0%	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>	Dec	100.0%	95.0%	100.0%	100.0%	-5.0%
	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>	Dec	72.7%	81.0%	72.7%	80.0%	0.1%
	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>	Dec	4.56	4.69	4.56	4.38	7.1%
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>	Dec	4.50	4.53	4.63	4.36	3.9%
	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>	Dec	4.25	4.16	4.20	4.24	-1.9%
	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>	Dec	4.75	4.93	4.90	4.63	6.5%
	Quality Assurance: In-House Consultancy Customer service training or consultative services provided to County departments. Ratio of total hours provided to total hours available. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	Dec	85.0%	94.0%	93.0%	83.0%	13.3%
Composite Indexes							
CSSI b)	Dec	≥ 100.0	107.09	105.38	102.94	4.0%	
CSSI-MA3 c)	Dec	≥ 100.0	104.05	101.74	102.50	1.5%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Nov	≥ 100.0	104.66	108.39	105.06	-0.4%	

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

The Office of Neighborhood Relations recently held a session highlighting the County's solid waste services. Participants toured the Southeast County Landfill and also visited the County's Resource Recovery Facility on Falkenburg Road. This waste-to-energy facility burns residential and commercial trash, and the heat is used to generate renewable power, some of which powers nearby County facilities. The remainder is sold to an energy cooperative, Covanta, for commercial use. Participants commented:

- The session was great ... I was impressed by the work the County has done with solid waste.
- I'd have loved to see the whole Covanta facility!
- Found the tour very interesting and informative.