



April 2019

102.15 points

Index Points to Consistency in Overall Customer Service Efforts

The Customer Service & Support Service Index (CSSSI) dipped only 9 basis points in April to close the month at 102.15, from 102.24 in March. A reading above 100.0 indicates customer service efforts are expanding while a number below 100.0 signals contraction. The month's decline was statistically insignificant, with the CSSSI holding above 102.0 points for three months in a row. In addition, all 10 customer service indicators achieved or exceeded 94% of their respective goals. When compared to the same month one year ago, 7 of 10 customer service indicators showed improvement. The CCCSI-MA3 three-month moving average, which shows the department's service-level trend while smoothing out normal month-to-month fluctuations, finished April at 102.37. This is only a 22 basis-point differential from the monthly result for March. The small difference between the 3-month moving average and April's reading of 102.15 suggests that staff is consistently delivering quality customer service.

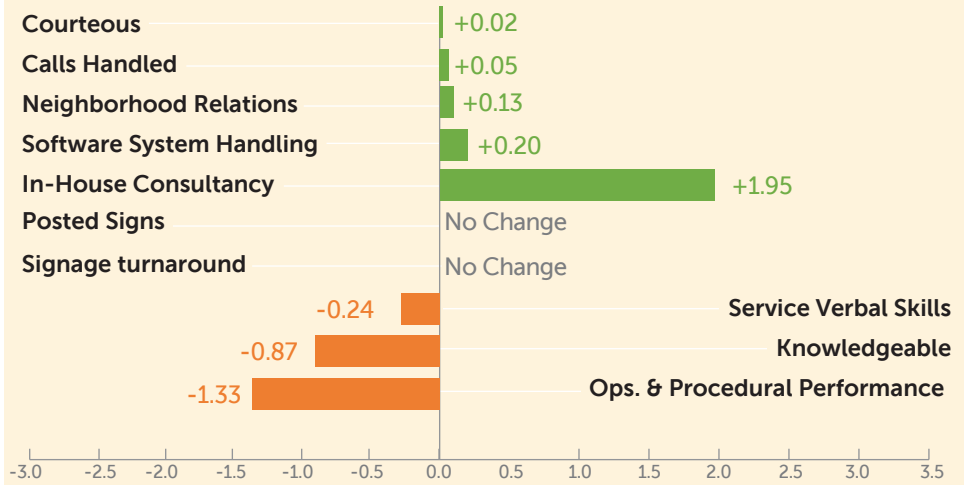
March CSSSI (start): 102.24

April CSSSI (end): 102.24

(Monthly change of -9 basis points)

What impacted the index?

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



In this latest period, the CSSSI decreased 9 basis points to finish at 102.15 for the month. 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

Cordell Bostic, Customer Service Representative

Born and raised in Jacksonville, Cordell holds a bachelor's degree in engineering and worked several years in that field. Ready for a change, Cordell moved to Tampa 3 years ago and joined the Customer Service Center. "I love our team - the people I work with every day. I also really enjoy seeing that the work I do directly improves the lives of citizens who call us for information and to request service," Cordell said. He enjoys the work-life balance that the Customer Service Center offers. In his free time, he focuses on mentorship and kids through a nonprofit competitive travelling basketball team for boys in grades 5 through 11 that he founded and directs. The organization gets children active and engaged with sports and entrepreneurship. "It's important to teach them that you have to work for what you want, in sports and in life," he said.



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%	100.0%	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>	Apr	N/A	135	115.7	61	121.3%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Apr	94%	96.0%	95.0%	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>	Apr	100.0%	78.0%	77.8%	80.0%	-2.5%
	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	72.7%	57.0%	77.8%	45.0%	26.7%
	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	4.56	4.75	4.69	4.29	10.7%
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>	Apr	4.50	4.30	4.60	4.29	0.2%
	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	4.02	4.07	4.34	-7.4%
	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	4.96	4.77	4.83	2.7%
	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	85.0%	88.0%	77.0%	95.0%	-7.4%
Composite Indexes							
CSSI b)	Apr	≥ 100.0	102.15	102.24	102.06	0.1%	
CSSI-MA3 c)	Apr	≥ 100.0	102.37	101.77	104.17	-1.7%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Mar	≥ 100.0	102.88	104.29	98.15	4.8%	

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 continues its new program **Backstage Pass – Back Again**, a series of half-day experiences for alumni of the popular Hillsborough Backstage Pass program. The sessions build upon the initial program by promoting professional networking among the alumni members and deepening their understanding of County government. Participants recently visited the Environmental Protection Commission to learn about its operations. The outing included an air monitoring station tour. "The tour was enlightening. Appreciate the time that management and staff took to explain and describe the various functions of the Commission," one participant said.