



September 2019

# Index Points to Steady Customer Service Growth in September

The Customer Service & Support Service Index (CSSLI) shed -2.01 points from August to September, closing at 105.96. This infers that, collectively, the department's nine customer service measurements ran +5.96% better than expected for the month. The more stable 3-month moving average (CCCSI-MA3), which flattens monthly variations, finished September at 105.49. The two measurements are similar and at the middle of the 100.0-110.0 desired point range. When the CSSLI and the CCCSI-MA3 are within one point of each other in this positive range, it suggests stable customer service delivery at a very favorable level.

August 2019: 107.97

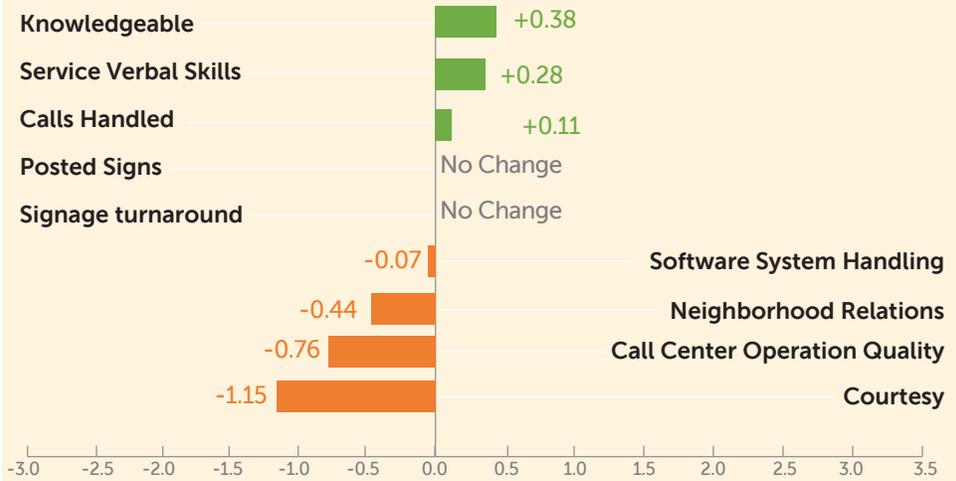
September 2019: 105.96

(Monthly change of -201 basis points)

105.96 points

## What impacted the index?

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



In this latest period, the CSSLI decreased -201 basis points. The chart illustrates the net effect each of the nine service indicators had on the index from month to month. While some indicators had a negative impact, 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

### Hurricane Readiness Puts Sign Team in Overdrive

The CSS Citizen Engagement team posts signs across Hillsborough County to inform communities about public meetings, public hearings, and proposed zoning changes. The team must post signs at least seven days before a public meeting or 21 days before a zoning hearing. They all must be removed within 7 days after the activity. When Hurricane Dorian threatened Florida with a highly uncertain track, the team had to remove all posted signs to ensure that they would not be picked up by high winds. When the threat of Dorian subsided, the team redoubled its efforts to re-post the applicable signs. Their dedication to both public outreach and storm preparedness are much appreciated. Thank you, David Burt (pictured), Harold Loreto, and Jose Tejada!



## CSS Senior Leadership Team

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	<b>Citizen Engagement: Signage Turnaround</b> Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Sept	100%	100.0%	100.0%	100.0%	0.0%
	<b>Citizen Engagement: Signs Posted</b> 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>	Sept	N/A	159	155	78	103.8%
	<b>Call Center: Calls Handled</b> Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Sept	94%	92.0%	90.0%	94.0%	-2.1%
CUSTOMER FEEDBACK INDICATORS	<b>Quality Assurance: Courtesy</b> Percentage of online survey respondents rating customer service call takers as 'very courteous'. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	Sept	82.0%	80.0%	96.0%	79.0%	1.3%
	<b>Quality Assurance: Knowledge</b> Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	Sept	64.0%	63.0%	54.0%	69.0%	-8.7%
	<b>Neighborhood Relations</b> 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>	Sept	4.51	4.87	4.97	4.57	6.6%
QUALITY INDICATORS	<b>Call Center: Operational/Procedural Performance</b> 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>	Sept	4.50	4.35	4.52	4.63	-6.0%
	<b>Call Center: Verbal Skills</b> 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>	Sept	4.25	4.10	4.04	4.26	-3.8%
	<b>Call Center: Software System-Handling</b> Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i>	Sept	4.75	4.89	4.96	4.9	-0.2%
<b>Composite Indexes</b>							
CSSI b)	Sept	≥ 100.0	105.96	107.97	100.14	5.8%	
CSSI-MA3 c)	Sept	≥ 100.0	105.49	105.02	99.30	6.2%	
<b>Hillsborough County Market Index (HCMI)</b> – Group of local business & economic indicators for comparative purposes d)	Aug	≥ 100.0	102.15	101.32	102.28	-0.1%	

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 and its Hillsborough Backstage Pass program participants recently visited Public Utilities for a behind-the-scenes look at what it takes to treat wastewater, and to convert it to reclaimed water. Here's what some of the participants had to say:

- *George Cassidy was an excellent host. Informative and entertaining.*
- *I love these sessions and love all the knowledge that is gained during these sessions. It's amazing to see how the county works behind the scenes.*
- *The team provided informative information of value and interest...should provide scented masks.*
- *Such a great tour! The staff is fabulous!!!*
- *Very interesting, well done, very informative. Thank you to all!*