



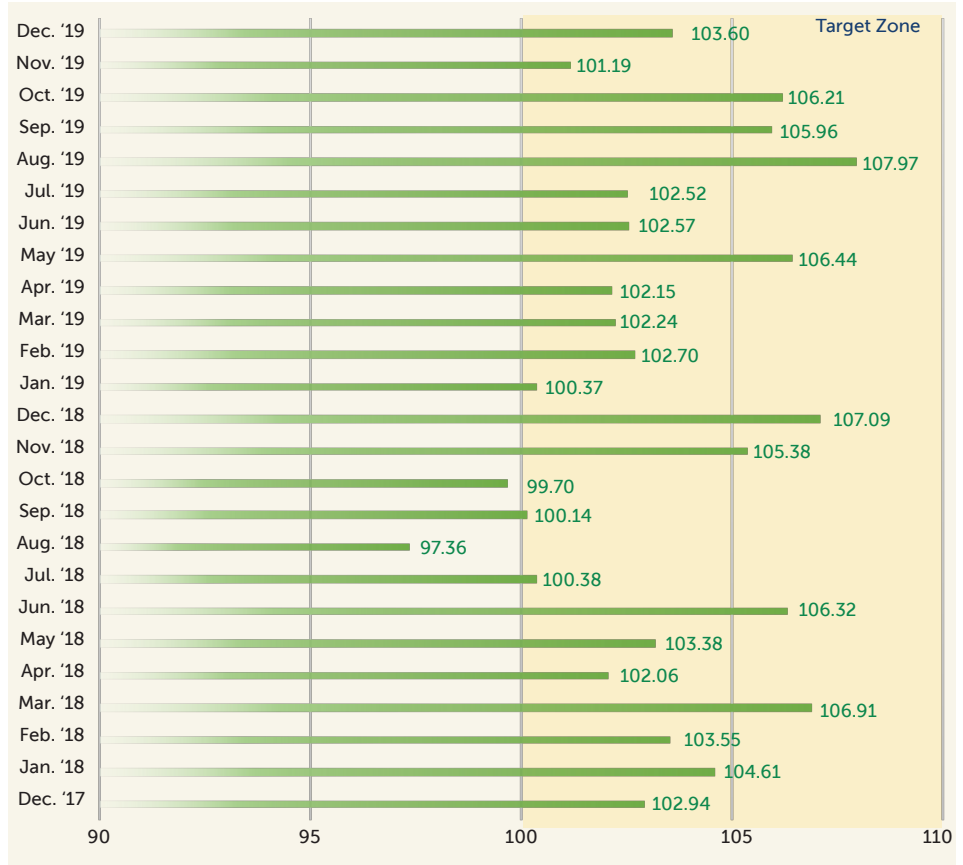
December 2019

Index Points to +0.6% Gain in Customer Service for all of 2019

The Customer Service & Support Service Index (CSSSI) gained significant ground in 2019, averaging 103.66 over the year. This is up +0.6% from 103.06 in 2018. The 2019 average score of 103.66 implies outstanding progress with customer service delivery, with overall customer service efforts +3.66% ahead of expectations for the year. Readings above 100.0 indicate customer service efforts are expanding while a number below 100.0 indicates contraction. Each of the department's customer service measurements has a unique monthly goal, and the first objective is to achieve or surpass these individual goals. Collectively, the department successfully did so by +3.66%, well above plan. This suggests consistency and quality in customer service delivery by the staff. In terms of momentum heading into 2020, the 3-month moving average (CSSSI-MA3) finished December at 103.67 points, meaning that over the short-run, customer service efforts are +3.67% ahead of combined goals. During 2019, the composition of the CSSSI was modified to reflect adaptations in department goals, and the index is expected to be updated again in 2020.

November 2019: 101.19
December 2019: 106.21

103.60 points



In the Spotlight

Libby Bramlett and Veronica Gullo, Customer Service Analysts



Libby (left) and Veronica (right)

Customer Service Analysts Libby Bramlett and Veronica Gullo serve important roles on the Customer Service Call Center team. They monitor the team's service levels - such as speed-of-answer and call quality - to ensure they remain on target. The analysts are the team's "go-to" people to troubleshoot and advise Customer Service Representatives when they've intercepted unusual calls. The duo also is responsible for conveying to call center staff any procedural changes and new information to be relayed to callers, and they are often involved in training and special projects. Together, their efforts help drive efficiency and accuracy in the call center and foster quality service to customers.

CSS Senior Leadership Team

Annette Spina
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Taking The Pulse of Customer Service

	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	114	124	98	16.3%
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Dec	94%	95.0%	91.0%	96.0%	-1.0%
CUSTOMER FEEDBACK INDICATOR						
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	4.50	4.78	4.13	4.69	1.9%
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	4.50	4.40	4.53	-0.7%
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	4.09	3.99	4.16	-1.7%
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>	Dec	4.75	5.00	4.91	4.93	1.4%
Composite Indexes						
CSSSI b)	Dec	≥ 100.0	103.60	101.19	107.09	-3.2%
CSSSI-MA3 c)	Dec	≥ 100.0	103.67	104.45	104.05	-0.4%
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Nov	≥ 100.0	103.31	101.32	103.61	-0.3%

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 Public Comments

This month, the Hillsborough Backstage Pass session entitled "County Wise" gave participants the opportunity to learn "a little about a lot." They got to hear from Code Enforcement, Development Services, Veterans Services, Consumer Services, Pet Resources, Library Services, Mosquito Management, and Customer Service & Support. Each department also had an exhibitor table for participants to spend time and collect additional information. Participant comments included:

~ This was a FABULOUS session! Thank you so much!

~ All presentations were excellent. Was particularly impressed by Development Services, Code Enforcement, and Library Services overviews.

~ Very good overviews. I am always surprised just how many services the county offers, and how large the county is.