



January 2020

# Index Posts +1.7% Gain in Customer Service Delivery for January

The Customer Service & Support Service Index (CSSSI) closed the first month of the New Year up 171 basis points, or +1.7%, finishing at 105.31 for January. This result implies that overall customer service efforts ran +5.31% ahead of expectations for the month. Readings above 100.0 indicate customer service efforts are expanding while a number below 100.0 indicates contraction. On a combined basis, the department's seven monthly customer service measurements were ahead +4.9% from the same month one year ago. This is a significant gain in year-over-year performance. January's strength can largely be explained by the fact that none of the department's customer service measures completed the month below 97% of goal.

December 2019: 103.60

January 2020: 105.31



## What impacted the index?

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



For the month, the CSSSI improved by a total of 171 basis points. The chart shows how each customer service indicator contributed to the monthly change.

### In the Spotlight



## New Tool Makes Posting Signs Faster and Easier

The Citizen Engagement team installs and removes thousands of signs each year across Hillsborough County to help inform residents about projects, policies, and programs that affect their communities. It often took significant time and effort to dig post holes for the signs. To address this challenge, the team recently purchased a gas-powered post driver that makes the job faster. This efficiency is expected to decrease installation time by as much as 30 percent, and it will allow more signs to be posted each day.

Harold Loreto tries out the team's new post driver.

### 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
<b>EFFICIENCY INDICATORS</b>						
<b>Citizen Engagement: Signage Turnaround</b> Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Jan	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>	Jan	N/A	102	114	81	25.9%
<b>Call Center: Calls Handled</b> Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Jan	94%	94.0%	95.0%	95.0%	-1.1%
<b>CUSTOMER FEEDBACK INDICATOR</b>						
<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>	Jan	4.88	4.78	4.44	9.9%	1.9%
<b>QUALITY INDICATORS</b>						
<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>	Jan	4.50	4.53	4.50	4.36	3.9%
<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>	Jan	4.25	4.14	4.09	4.23	-2.1%
<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>	Jan	4.75	4.84	5.00	4.88	-0.8%
<b>Composite Indexes</b>						
<b>CSSSI <sup>b)</sup></b>	Jan	≥ 100.0	105.31	103.60	100.37	4.9%
<b>CSSSI-MA3 <sup>c)</sup></b>	Jan	≥ 100.0	103.37	103.67	104.28	-0.9%
<b>Hillsborough County Market Index (HCMI)</b> – Group of local business & economic indicators for comparative purposes <sup>d)</sup>	Dec	≥ 100.0	108.10	101.71	97.79	10.5%

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 seven 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



In this month's Hillsborough Backstage Pass session, entitled "Dive into the Shark Tank," participants visited Hillsborough County's Entrepreneur Collaborative Center (ECC) to learn about the County's economic development efforts and the programs and services offered by Extension Services. The session ended with class participants role-playing the entrepreneur side of business, which included a team product-pitching exercise. Participant comments included:

*"I was unaware of these programs. Overall this was very informative - thank you to all."*

*"I really liked the presentations and the interactive team exercise."*

*"Among the best encounters. Remarkable what his happening at the ECC -- and all for free!"*