Index Slowed in November
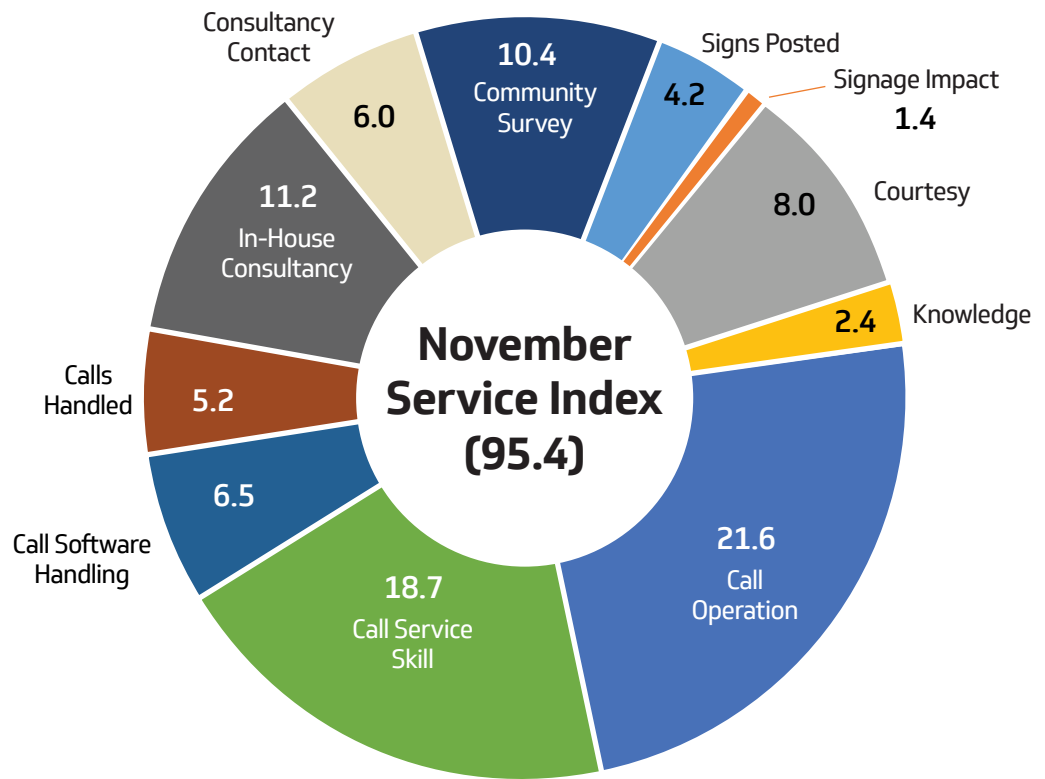
The Customer Service & Support Service Index (CSSSI) for November finished at 95.4 points. This is down -2.9% from October's score of 98.3. Of the department's 11 service indicators, three increased, six decreased, and two were unchanged from October. It should be noted that nine of 11 indicators achieved 93% of their goal or better.

The more demonstrative three-month moving average (CSSSI-MA3) closed November at 100.2 points. This suggests that on a combined basis, the Customer Service & Support department's 11 customer service indicators are performing above goal, and quality customer service is being provided to the community.

November Service Index (95.4)

- Consultancy Contact **6.0**
- Community Survey **10.4**
- Signs Posted **4.2**
- Signage Impact **1.4**
- Courtesy **8.0**
- In-House Consultancy **11.2**
- Knowledge **2.4**
- Calls Handled **5.2**
- Call Software Handling **6.5**
- Call Service Skill **18.7**
- Call Operation **21.6**

What is the CSS Service Index?

The index is a weighted average of results from 11 indicators within the Customer Service & Support (CSS) department's four sections: Customer Service (Call) Center, Neighborhood Relations, Citizen Engagement, and Quality Assurance. The customer service indicators are displayed in the table. Certain indicators carry more weight than others when the final monthly CSSSI is calculated. A reading of 100.0 for the index means that taken together with their assigned weights, the 11 CSS service indicators are meeting goal. However, the CSSSI is a composite score and a reading of 100.0 does not imply that all 11 indicators are precisely at their respective targets. Seldom will all 11 indicators be exactly at 100.0 points. Most often, each indicator will be above (+100.0) or below (-100.0) its specific goal or historical baseline.

➤ **How to read the chart:** The chart illustrates the point contribution to the CSSSI for the month. For example, feedback received from neighborhood and homeowners' associations regarding Hurricane Matthew informational emails contributed +10.4 points to the November CSSSI. - *See complete table on page 2.*

What do the Numbers Mean?

100+
On Track

Every one point (1.0) change in the index implies a +/- 1.0% change in customer service. When the index is below 100.0 it means that overall customer service is not meeting goal. Ideally, the index would be both above 100.0 and rising over time.

Comments on Neighborhood Relations Hurricane Matthew Outreach Process

Your communication allowed me to notify our community and we were grateful for it.

In the future I will share the information with my village.

Bahia Lakes HOA Board of Directors is thankful for the timely updates that we receive from Hillsborough County's Neighborhood Outreach Program. The board uses this important information to advise our residents via RAPIDS, Facebook, and via our recently installed electronic display panel, which was made possible through a Hillsborough County Mini-Grant.

Your choice of email for this type of communication was perfect.

Components of the CSSSI

Indicator	Wgt. (a)	Basis (b)	9/16	10/16	11/16
Citizen Engagement: Signs Posted Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). *Source: José Tejada – Senior Supervisor*	0.100	+ MA3 vs. '15	132	102	99
Citizen Engagement: Signage Impact Percentage of participants attending public meetings due to signs posted. *Source: José Tejada – Senior Supervisor*	0.050	65.0%	80.0%	4.3%	17.7%
Quality Assurance: Courtesy Percentage of online survey respondents rating customer service call takers as 'very courteous'. *Source: Jennifer Hall - Quality Assurance Manager*	0.075	80.0%	77.8%	100.0%	85.7%
Quality Assurance: Knowledge Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. *Source: Jennifer Hall - Quality Assurance Manager*	0.025	60.0%	61.1%	66.7%	57.1%
Call Center: Call Operation Average score from 15 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager*	0.200	3.800	4.285	4.442	4.101
Call Center: Call Service Skill Average score from 14 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager*	0.200	3.800	3.896	3.655	3.542
Call Center: Call Software Handling Average score from 8 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager*	0.050	3.800	4.754	4.821	4.925
Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. *Source: Michael Salak – Call Center Manager*	.0500	94.0%	96.0%	97.0%	97.0%
Quality Assurance: In-House Consultancy Customer service training or consultative services provided to a designated set of the County's most public-facing departments. Ratio of total hours provided to total hours available. *Source: Jennifer Hall – Quality Assurance Manager*	0.100	75.0%	92.2%	84.3%	84.1%
Quality Assurance: Consultancy Contact Made or maintained contact with a designated set of the County's most public-facing departments. *Source: Jennifer Hall – Quality Assurance Manager*	0.050	5	6	6	6
Neighborhood Relations: Community Survey Survey feedback from a recent Neighborhood Relations event or activity on a 1 to 5 scale with 5 being highest. *Source: Wanda Sloan – Neighborhood Liaison*	0.100	4.50	4.62	4.56	4.67

Notes:
a) Weights used when calculating the composite score for the monthly CSSSI by service indicator.
b) Figures represent either a goal or a baseline based on median monthly results over a recent period of consecutive months.

In the Spotlight

Hillsborough County Customer Service Center Team
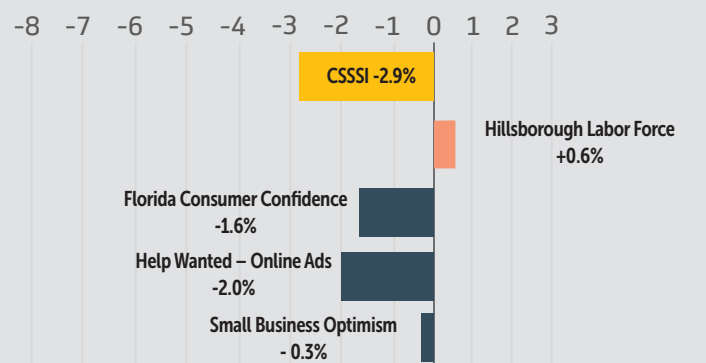(October 2016)

Customer Service Center Team Upsized for Optimal Service

To ensure continued quality service, the Board of County Commissioners made permanent five customer service representative positions that had previously been slated as temporary. The change means that callers experience minimal wait times and receive quality, personal assistance with a wide array of County services. The Customer Service Center team of 13 representatives is responsible for answering the County's general information phone line, the Public Works and Code Enforcement phone lines, as well as a portion of Pet Resources calls. The variety of call topics means that for these representatives, specialized and continuous training and a wide base of knowledge are essential. On average, the team handles more than 400 calls per day.

CSS Senior Leadership Team

Gema Alvaré,
Customer Service & Support Director

Steve Valdez,
Customer Engagement Division Director

The Larger Picture...

```
-8  -7  -6  -5  -4  -3  -2  -1  0  1  2  3
```

CSSSI -2.9%

Hillsborough Labor Force +0.6%

Florida Consumer Confidence -1.6%

Help Wanted – Online Ads -2.0%

Small Business Optimism - 0.3%

For those not familiar with the CSSSI and progress of late, each month the CSSSI is compared with other popular local and national level yardsticks. While the CSSSI eased off -2.9% in this latest period, the three month moving average (CSSSI-MA3) exceeds 100.0 points. This is an important gauge, as month-over-month movements can be volatile. Nevertheless, the chart illustrates the month-over-month change in the CSSSI compared with other popular economic indicators that impact the people of Hillsborough County.

Each represents its latest reporting period versus its prior period.