

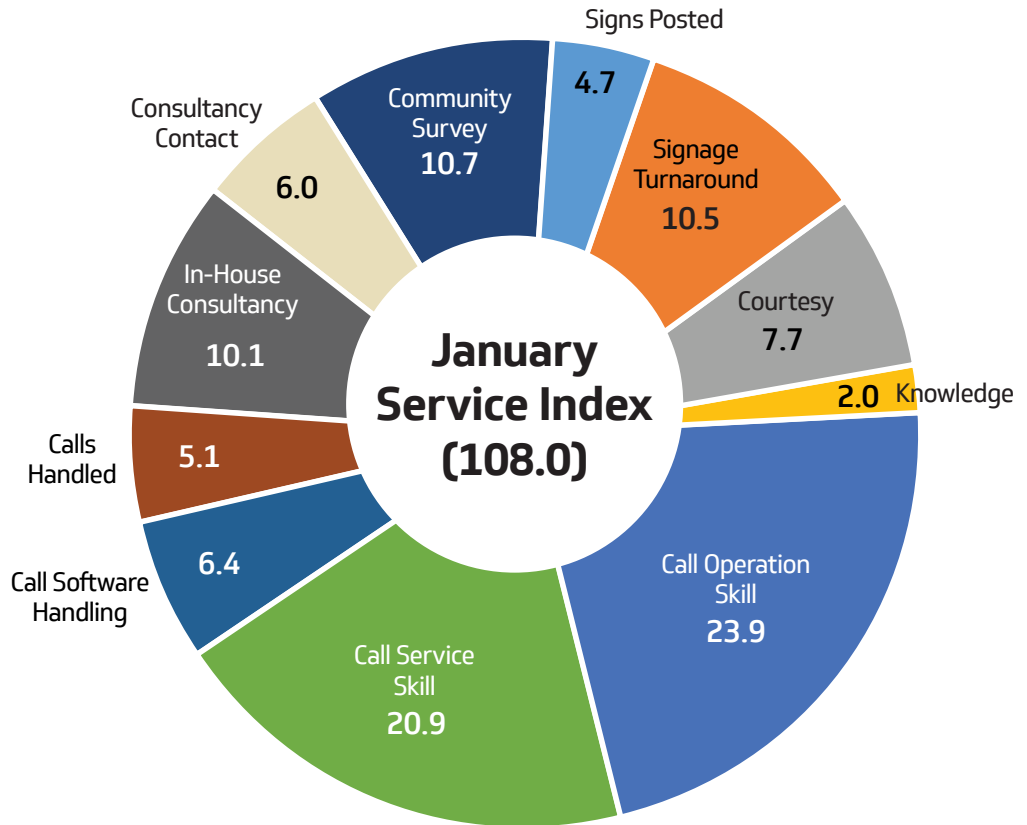


Index shows customer service efforts continue to improve

January 2017

The Customer Service & Support department's Service Index (CSSI) for January finished with a reading of 108.0 points. This is up +3.8% from December's index of 104.2. For the month, 10 of 11 customer service indicators finished at 94% of plan or better. All of the department's monthly indicators are classified within three strategic categories: 1) efficiency measures; 2) direct customer feedback measures; and 3) quality measures. Of the three groups, it was the five quality measures that performed the best in the month, exceeding expectations by +14.5%.

The more demonstrative three-month moving average (CSSI-MA3) finished at 102.7 points for January. This suggests that on a combined basis, the Customer Service & Support department's 11 customer service indicators are collectively performing slightly better than expected over the short run. The objectives set out by the department in 2016 remain challenging, but not out of reach.



➤ **How to read the chart:** The chart illustrates the point contribution to the CSSSI for the month. For example, the call operation skills of the call center's customer service representatives accounted for 23.9 points of the final CSSSI January score of 108.0 points. - See complete table on page 2.

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.

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.



Departments Comment on Partnership with Neighborhood Relations

Neighborhood Relations surveyed County departments it recently collaborated with to address matters that affect neighborhoods.

The average rating was 4.83 out of 5.

Comments included:

Thank you so much for your valuable service to us!

Love working with you all

This program is wonderful!

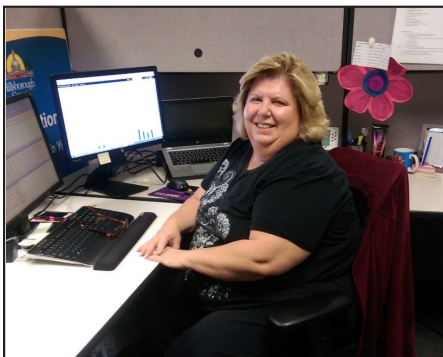
CSS Senior Leadership Team

Gema Alvaré
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Components of the CSSSI								
		Weight	Goal	8/16	9/16	10/16	11/16	12/16
EFFICIENCY INDICATORS	Citizen Engagement: Signage Turnaround Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	10.00%	95.0%	---	---	---	95.5%	100.0%
	Citizen Engagement: Signs Posted Signs posted per staff person per month for public notices, meetings and hearings (3-month moving average). <i>Source: José Tejada – Senior Supervisor</i>	5.00%	+3 MA (Rising)	132	102	107	99	81
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	5.00%	94.0%	96.0%	97.0%	97.0%	97.0%	96.0%
	CSSSI - Efficiency Subindex	20.00%	≥ 100.00	89.6	73.2	74.1	87.3	100.5
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>	7.50%	80.0%	77.8%	100.0%	85.7%	75.0%	82.4%
	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>	2.50%	60.0%	61.1%	66.7%	57.1%	75.0%	47.1%
	Neighborhood Relations: Community Survey Survey feedback from a recent Neighborhood Relations event or activity on a 1 to 5 scale with 5 being highest. <i>Source: Wanda Sloan – Neighborhood Liaison</i>	10.00%	4.50	4.62	4.56	4.67	4.64	4.83
	CSSSI – Customer Feedback Subindex	20.00%	≥ 100.00	100.6	112.5	102.1	107.3	96.2
QUALITY INDICATORS	Call Center: Call Operation Skill Average score from 15 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	20.00%	3.80	4.285	4.442	4.101	4.347	4.536
	Call Center: Call Service Skill Average score from 14 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	20.00%	3.80	3.896	3.655	3.542	3.843	3.978
	Call Center: Call Software Handling Average score from 8 criteria based on side-by-side monitoring. <i>Source: Michael Salak – Call Center Manager</i>	5.00%	3.80	4.754	4.821	4.925	4.708	4.850
	Quality Assurance: Consultancy Contact Made or maintained contact with a designated set of the County's most public-facing departments. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	5.00%	5	6	6	6	6	6
	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. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	10.00%	75%	92%	84%	84%	77%	76%
	CSSSI - Quality Subindex	60.00%	≥ 100.00	116.7	114.5	112.6	112.4	114.5
CSSSI - Combined		100.00%	≥ 100.00	106.69	98.31	95.76	104.15	108.04

In the Spotlight



Featuring Veronica Gullo, Customer Service Analyst

Veronica Gullo, a Customer Service Analyst with the Customer Service (Call) Center, serves as the lead County staff member managing customer service requests involving County Commissioners' offices. She tracks the status of these requests and collaborates continuously with County departments to facilitate progress and address customers' needs. Veronica was promoted to the position after demonstrating leadership and project management skills as a Customer Service Representative II. She has worked for the County for four years, first with the Public Utilities department's after-hours emergency call center.

This communication may contain information that is legally privileged, confidential or exempt from disclosure, and intended only for the use of the addressee(s) named above. If you are not the intended recipient, please note that any dissemination, distribution, or copying of this communication is strictly prohibited. Anyone who receives this message in error should notify the sender immediately by telephone or by return email, and delete the message from their computer and any printout thereof. Please note that the Hillsborough County Government utilizes spam and junk email filtration applications in its email systems. That filtering process may prevent or delay delivery of certain email communications. If you do not receive a timely response to an email communication, please contact the intended recipient by phone.

Copyright Notice: Reproduction of this material, either written or electronically, including the general layout, graphics, analyses, and content topics without the express approval of Target Performance Systems, Inc., a Florida corporation, is forbidden without written consent. Thank you for your support of the Customer Service & Support department and the Hillsborough County Government. Please contact Jennifer Hall at hallj@HCFGLGov.net with any questions or for further information.