

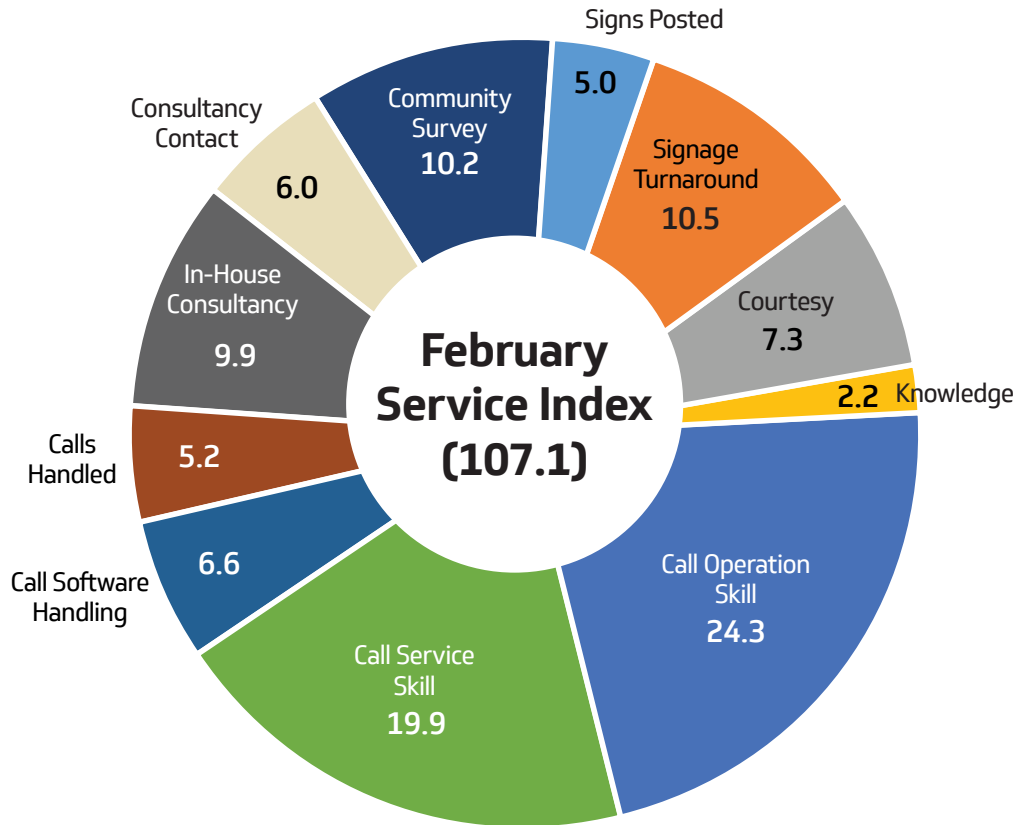


Index shows customer service efforts on track

February 2017

The Customer Service & Support department's Service Index (CSSSI) for February finished at 107.1 points. This is down -0.9% from January's index of 108.0, but still well ahead of combined goals. For the month, 11 of 11 customer service indicators finished at 87% of plan or better. 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 for the month, exceeding expectations by +14.2%.

The more demonstrative three-month moving average (CSSSI-MA3) finished at 106.4 points for February. This suggests that on a combined basis, the Customer Service & Support department's 11 customer service indicators are collectively performing better than expected over the long run.



➤ **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 24.3 points of the final CSSSI February score of 107.1 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.

CSS Senior Leadership Team

Gema Alvaré
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Components of the CSSI								
	Weight	Goal	9/16	10/16	11/16	12/16	1/17	
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%	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)	102	107	99	81	94
	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%	97.0%	97.0%	97.0%	96.0%	97.0%
	CSSI - Efficiency Subindex	20.00%	≥ 100.00	73.2	74.1	87.3	100.5	103.0
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%	100.0%	85.7%	75.0%	82.4%	78.3%
	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%	66.7%	57.1%	75.0%	47.1%	52.2%
	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	4.56	4.67	4.64	4.83	4.57
	CSSI – Customer Feedback Subindex	20.00%	≥ 100.00	112.5	102.1	107.3	96.2	95.4
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	4.442	4.101	4.347	4.536	4.62
	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	3.655	3.542	3.843	3.978	3.79
	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	4.821	4.925	4.708	4.850	4.98
	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%	84%	84%	77%	76%	74%
	CSSI - Quality Subindex	60.00%	≥ 100.00	114.5	112.6	112.4	114.5	114.2
CSSI - Combined	100.00%	≥ 100.00	98.31	95.76	104.15	108.04	107.06	

In the Spotlight



Welcoming Stephanie Agliano, Neighborhood Liaison

The department is pleased to welcome Stephanie Agliano to its Office of Neighborhood Relations. Stephanie brings a wealth of community relations and communications experience from her 26-year career with Tampa Electric Company, where she first worked as a customer service representative. After serving 13 years in marketing and communications for the company, Stephanie became Director of Government and Community Relations. In that role, she shaped community outreach strategy for electric projects and worked closely with government, business leaders, and neighborhoods. Stephanie looks forward to partnering with County departments to reach common goals and provide Hillsborough neighborhoods even greater opportunities to prosper. When she's not working, Stephanie can be found creating painted works of art, many of which she contributes to further special causes and support the local community.

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