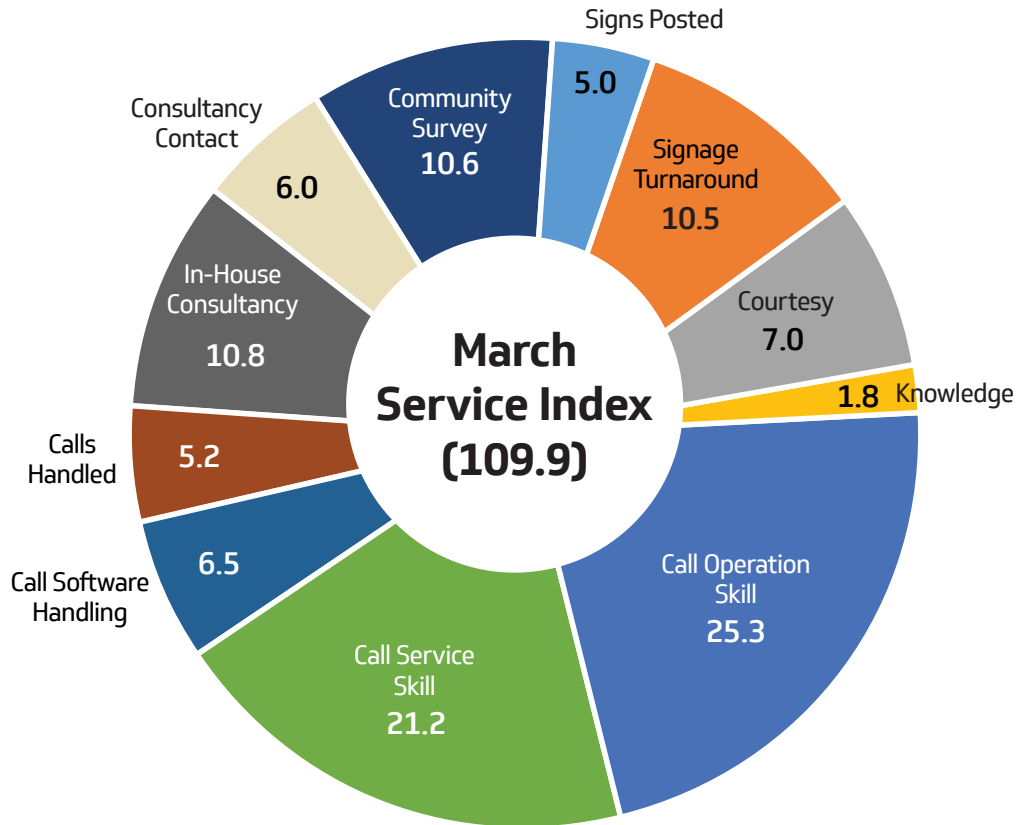# Index shows customer service at highest level in 7 months

March 2017

The Customer Service & Support department's Service Index (CSSSI) for March finished at 109.9 points. This is up +2.8% from February's index of 107.1 points. For the month, 10 of 11 customer service indicators finished at 93% of plan or better. All of the department's monthly indicators are classified within three strategic categories: efficiency measures, direct customer feedback measures, and quality measures. Of the three groups, it was the five quality measures that performed the best for the month, exceeding expectations by +18.0%.

The more demonstrative three-month moving average (CSSSI-MA3) finished at 108.3 points for March. This suggests that on a combined basis, the Customer Service & Support department's 11 customer service indicators show the department is performing above expectations over time.

March Service Index (109.9)

- Signs Posted 5.0
- Signage Turnaround 10.5
- Courtesy 7.0
- Knowledge 1.8
- Call Operation Skill 25.3
- Call Service Skill 21.2
- Call Software Handling 6.5
- Calls Handled 5.2
- In-House Consultancy 10.8
- Consultancy Contact 6.0
- Community Survey 10.6

➤ **How to read the chart:** The chart illustrates the point contribution to the CSSSI for the month. . For example, the in-house customer service consultancy element contributed 10.8 points to the final CSSSI March score of 109.9 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.

" Comments on Neighborhood Relations Initiatives

Neighborhood Relations hosts Hillsborough Backstage Pass, an 11-week program that gives participants a behind-the-scenes look at government operations. Here, participants commented about their visit to the Sheriff's Office and County jail.

Every week I'm like, 'This was the best class yet!' then the next one comes around and I say, 'This was the best one yet!'

The personnel were very engaging and professional. They made the event by their willingness to share information and answer questions.

I really enjoyed the tour and learning about the HCSO. This was a great experience.

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 CSSSI

		Weight	Goal	10/16	11/16	12/16	1/17	2/17
EFFICIENCY INDICATORS	**Citizen Engagement:** Signage Turnaround — Percentage of signs placed and removed within the allotted time frames. *Source: José Tejada – Senior Supervisor*	10.00%	95.0%	---	95.5%	100.0%	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). *Source: José Tejada – Senior Supervisor*	5.00%	+3 MA (Rising)	107	99	81	94	90
	Call Center: Calls Handled — Ratio of calls answered to total inbound calls presented. *Source: Michael Salak – Call Center Manager*	5.00%	94.0%	97.0%	97.0%	96.0%	97.0%	97.0%
	CSSSI - Efficiency Subindex	20.00%	≥ 100.00	74.1	87.3	100.5	103.0	101.5
CUSTOMER FEEDBACK INDICATORS	**Quality Assurance:** Courtesy — Percentage of online survey respondents rating customer service call takers as 'very courteous'. *Source: Jennifer Hall - Quality Assurance Manager*	7.50%	80.0%	85.7%	75.0%	82.4%	78.3%	75.0%
	Quality Assurance: Knowledge — Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. *Source: Jennifer Hall - Quality Assurance Manager*	2.50%	60.0%	57.1%	75.0%	47.1%	52.2%	43.8%
	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*	10.00%	4.50	4.67	4.64	4.83	4.57	4.78
	CSSSI – Customer Feedback Subindex	20.00%	≥ 100.00	102.1	107.3	96.2	95.4	91.0
QUALITY INDICATORS	**Call Center:** Call Operation Skill — Average score from 15 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager*	20.00%	3.80	4.101	4.347	4.536	4.62	4.80
	Call Center: Call Service Skill — Average score from 14 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager*	20.00%	3.80	3.542	3.843	3.978	3.79	4.02
	Call Center: Call Software Handling — Average score from 8 criteria based on side-by-side monitoring. *Source: Michael Salak – Call Center Manager*	5.00%	3.80	4.925	4.708	4.850	4.98	4.94
	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*	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. *Source: Jennifer Hall – Quality Assurance Manager*	10.00%	75%	84%	77%	76%	74%	81%
	CSSSI - Quality Subindex	60.00%	≥ 100.00	112.6	112.4	114.5	114.2	118.0
	CSSSI - Combined	100.00%	≥ 100.00	95.76	104.15	108.04	107.06	109.9

In the Spotlight

Featuring Wanda Sloan, Neighborhood Liaison

Wanda Sloan has served as a Neighborhood Liaison for 10 of her nearly 17 years with Hillsborough County. In this role, she works with neighborhood leaders and associations to strengthen their communities through grants, training, and enriching events and activities. Wanda is the lead Neighborhood Liaison when it comes to planning the County's annual Neighborhood Conference, which helps neighborhood leaders make their communities safe, attractive, and friendly. Wanda was a planner for Manatee County for seven years before joining the Hillsborough County team, where she first worked for six years in the Planning & Growth Management department. In a mix of work and volunteerism, Wanda serves the Neighborhoods USA board and the Wimauma Council for the Common Good. In her free time, Wanda loves to swim, read, travel and spend time with her family.