



April 2018

106.91 points

Index points to continuing emphasis on customer service delivery

The Customer Service & Support Service Index (CSSSI) for April increased +3.25%, closing at 106.91 points. The reading means that for this latest period, customer service activity is +6.91% better than expected. The more stable 3-month moving average (CSSSI-MA3) stands at 105.03, suggesting the CSS team's customer service delivery is regularly on target and well inside the desired range of 90.0 to 110.0.

For the month, nine of 10 customer service indicators achieved 99% of their goals or better. The top three customer service indicators compared with their goals were 1) in-house consultancy (104%), 2) percentage of customers rating call center customer service representatives as very knowledgeable (73.9%), and 3) signage turnaround rate (100%).

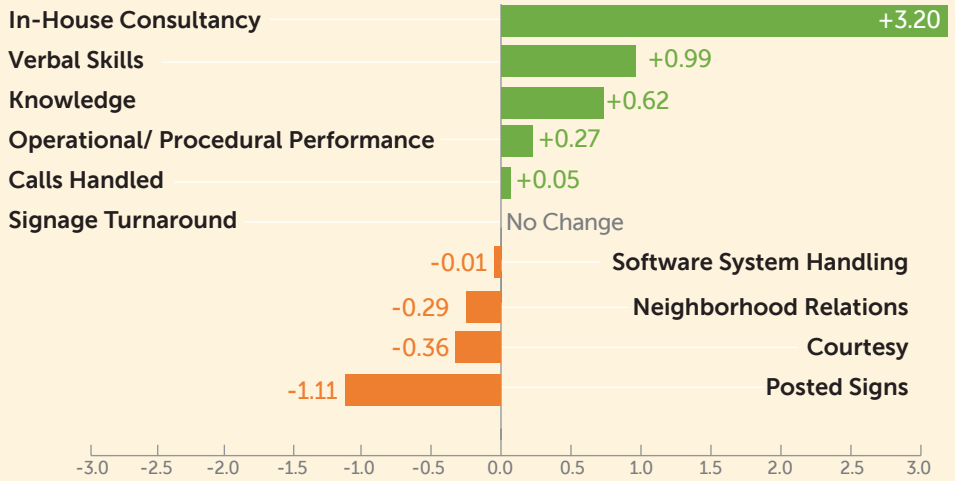
March CSSSI (start): 103.55

April. CSSSI (end): 106.91

(Monthly change of +336 basis points)

What impacted the index?

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



In this latest period, the CSSSI increased by 336 basis* points from 103.55 to 106.91. The chart illustrates the net effect each of the 10 service indicators had on the index from one month to the next. While some indicators had a negative impact on the month, this does not necessarily mean that they finished below goal; it simply indicates that their performance was less so in the most recent month.

In the Spotlight

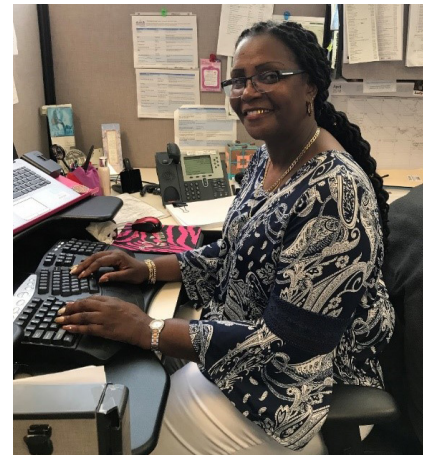
Featuring Anabelle Garay and Jency Brinson, Administrative Specialists



Anabelle Garay

Jency Brinson has worked for Hillsborough County for 12 years and assists the Customer Engagement division with purchasing, scheduling, and County meetings. She coordinates scheduling for the County Center 26th floor conference center, the first floor lobby and multifunction center, and Joe Chillura Courthouse Square. Jency also assists with scheduling Commissioners' participation in parades, and makes arrangements for vehicles they ride in. She even drives parade routes on occasion! Anabelle Garay assists with scheduling, correspondence, documentation, and budgeting, as well as confidential and personnel functions. She coordinates the fiscal and purchasing needs for the entire department. Anabelle's skills and experience make her the CSS team's "go-to" person to solve just about any challenge.

These two professionals are essential to keeping CSS operations running smoothly, on time, and within budget.



Jency Brinson

CSS Senior Leadership Team

Gema Alvaré
Customer Service & Support Director

Steve Valdez
Customer Engagement Division Director

Components of the CSSI

	Latest Date	Goal	Latest Data	Preceding Period	Year Ago	Year-Over-Year % Change	
EFFICIENCY INDICATORS	Citizen Engagement: Signage Turnaround Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	Mar	100%	100%	100%	100%	N/C
	Citizen Engagement: Signs Posted 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>	Mar	NA	63	75	103	-38.8%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Mar	94%	96%	95%	97%	-1.0%
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>	Mar	80.0%	82.6%	86.4%	91.3%	-9.5%
	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>	Mar	60.0%	73.9%	59.1%	69.6%	+6.2%
	Neighborhood Relations 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>	Mar	4.50	4.70	4.83	4.72	-0.4%
QUALITY INDICATORS	Call Center: Operational/Procedural Performance 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>	Mar	4.50	4.53	4.47	4.57	-0.9%
	Call Center: Verbal Skills 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>	Mar	4.25	4.47	4.26	4.56	-2.0%
	Call Center: Software System-Handling Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i>	Mar	4.75	4.74	4.75	5.00	-5.2%
	Quality Assurance: In-House Consultancy Customer service training or consultative services provided to County departments. Ratio of total hours provided to total hours available. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	Mar	75.0%	104.0%	88.0%	83.0%	+25.3%
Composite Indexes							
CSSI b)	Mar	≥ 100.0	106.91	103.55	113.90	-6.1%	
CSSI-MA3 c)	Mar	≥ 100.0	105.03	103.80	110.28	-4.8%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Feb	≥ 100.0	102.78	99.28	104.60	-1.7%	

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 10 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 Initiative

The Office of Neighborhood Relations recently completed its latest edition of Hillsborough Backstage Pass, a 12-week program that engages local residents in opportunities to meet their government leaders, learn how to navigate government services, understand interactions between departments, and get behind-the-scenes views of County operations and facilities. In a survey to evaluate the overall program, participants commented:

- I thought all of the sessions were interesting and informative, especially the budget and fire rescue presentations.

- This was an excellent investment of my time. I benefited both professionally and personally, and have a much greater appreciation of County government.

- I wasn't quite sure what to expect, but I really enjoyed myself. I had a much more rewarding experience than I anticipated and encourage others to participate in the program.

- Thank you for the opportunity to be a member of this group, it was a great experience!