



September 2018

Index Points to Strengthened Customer Service Delivery

The Customer Service & Support Service Index (CSSSI) recovered 2.8 points in September to close at 100.14, putting the index within the desired 100.0 to 110.0 point range. A reading above 100.0 indicates customer service efforts are expanding, while a number below 100.0 signals contraction. Of the department's 10 monthly customer service indicators, nine achieved 100% of plan or better. When compared to the same month one year ago, five customer service indicators improved, four declined, and one was unchanged. The three-month moving average (CCCSI-MA3), which smooths out month-to-month aberrations, finished September at 99.30, less than one point below the 100.0 objective.

August CSSSI (start): 97.36

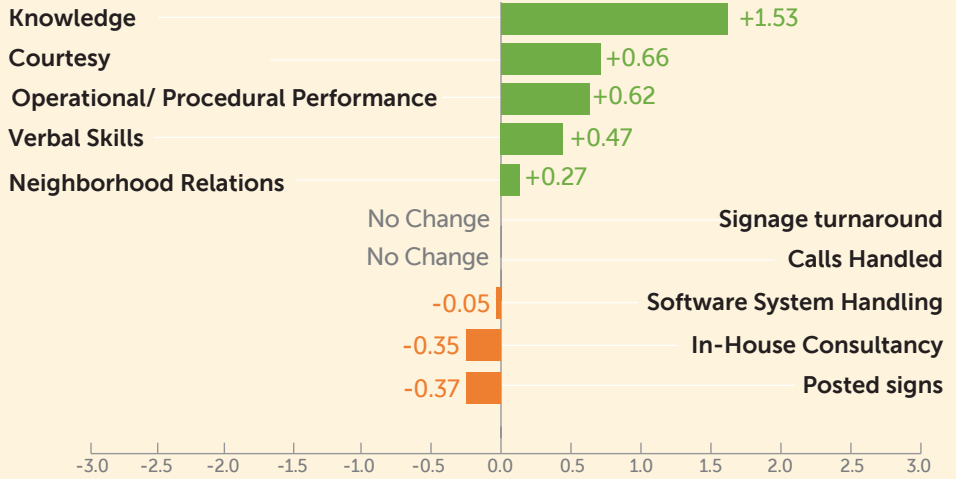
September CSSSI (end): 100.14

(Monthly change of +278 basis points)

100.14 points

What impacted the index?

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

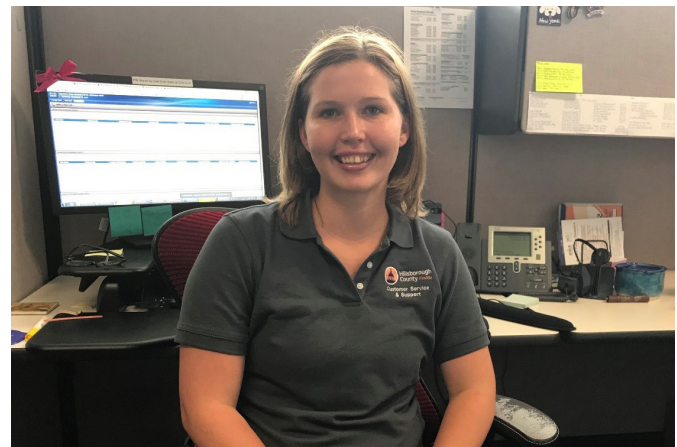


In this latest period, the CSSSI increased by +278 basis points, rising from 97.36 to 100.14. The chart illustrates the net effect each of the 10 service indicators had on the index from one month to the next. While some indicators may have a negative impact on the month, this does not necessarily mean that they finished below goal; it simply indicates that their performance was not as high in the most recent month.

In the Spotlight

Featuring Libby Bramlett, Customer Service Analyst

Vivian "Libby" Bramlett started with Hillsborough County in 2015 as a temporary employee on the Citizen Engagement team. Soon after, Libby began assisting in the call center and was hired into a permanent position as a call center customer service representative in May 2016. Two years later, Libby earned a promotion into her current role as a customer service analyst. Libby was a key player in delivering Employee Emergency Response Program training for employees who will support the call center during activations of the County Emergency Operations Center. Being able to work closely with call center staff and help customers at the same time is what Libby likes most about her job. Libby is a dog lover and mom to two young girls; she enjoys going to the beach and SeaWorld with her family.



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>	Sept	100%	100%	100%	100%	No Change
	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>	Sept	NA	78	87	156	-50.0%
	Call Center: Calls Handled Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	Sept	94%	94%	94%	66% (Irma)	+42.4%
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>	Sept	80.0%	79.0%	72.0%	84.0%	-6.0%
	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>	Sept	60.0%	69.0%	32.0%	48.0%	+43.8%
	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>	Sept	4.50	4.57	4.45	3.82	+19.6%
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>	Sept	4.50	4.63	4.49	4.40	+5.2%
	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>	Sept	4.25	4.26	4.16	4.11	+3.6%
	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>	Sept	4.75	4.90	4.95	4.91	-0.2%
	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>	Sept	85.0%	90.0%	92.0%	93.0%	-3.2%
	Composite Indexes						
CSSI b)	Sept	≥ 100.0	100.14	97.36	101.94	-1.8%	
CSSI-MA3 c)	Sept	≥ 100.0	99.30	101.35	101.57	-2.2%	
Hillsborough County Market Index (HCMI) – Group of local business & economic indicators for comparative purposes d)	Aug	≥ 100.0	103.60	103.35	98.57	+5.1%	

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

The Office of Neighborhood Relations hosted the kickoff session for the 2019 class of Hillsborough Backstage Pass. County Administrator Mike Merrill set the stage with an overview of County government. Class members also learned more about the program expectations and upcoming sessions, and got to know and network with each other. Participants said:

- *Mike Merrill's comments were extremely valuable. The entire event was a great success and well planned.*

- *This was great, the ice breakers were unique and I look forward to each and every session!*