



June 2019

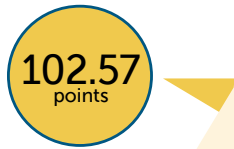
# Index Points to Slight Moderation in Customer Service Growth in June

The Customer Service & Support Service Index (CSSSI) retreated 387 basis points during June, closing the month at 102.57. Readings above 100.0 indicate customer service efforts are expanding, while a number below 100.0 signals contraction. While the CSSSI decreased, it still finished well inside the desired range. The top three customer service indicators relative to their goals for June were, in order of magnitude: 1) the number of signs posted per person near county roadways to keep the public informed (3-month average at 127 per person for June); 2) the posted signage turnaround rate (100%); and 3) the call center customer service representatives' success with software system handling (4.94 on a 1 to 5 point scale). For June, all 10 customer service indicators achieved 95% of their monthly goals or better. The three-month moving average (CCCSI-MA3), which shows the department's service-level trend while smoothing out normal month-to-month fluctuations, finished June at 103.72.

May CSSSI: 106.44

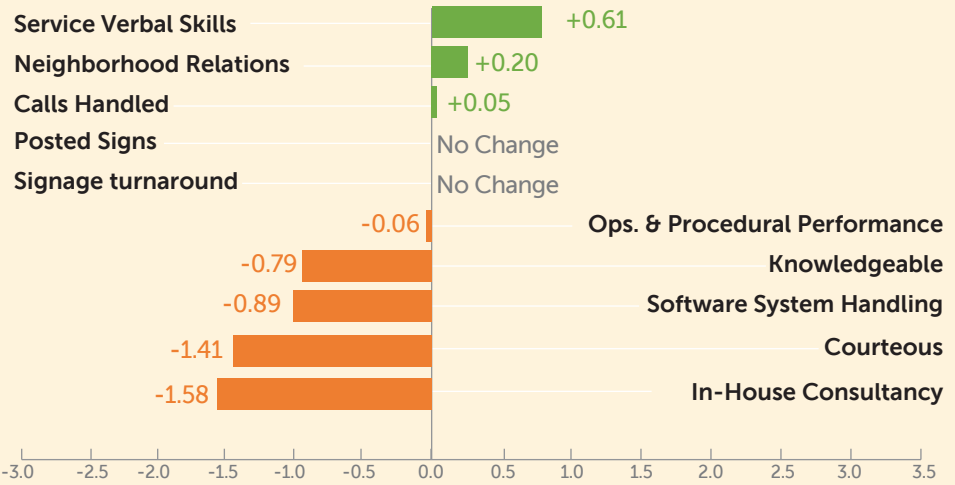
June CSSSI: 102.57

(Monthly change of -387 basis points)



## What impacted the index?

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



In this latest period, the CSSSI decreased -387 basis points to finish the month at 102.57. 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



Members of the University of South Florida Community Emergency Response Team (CERT) partner with ONR to provide neighborhood disaster preparedness training.

## Neighborhood Relations Facilitates Community-Level Disaster Preparedness

Everyone should have a disaster plan, including community groups and associations. The Office of Neighborhood Relations (ONR) and USF CERT hit the road to train these groups to effectively and proactively support their residents in times of disaster. In these sessions, participants identify their local emergency shelters, can register for special-needs shelters, and learn how to help each other when disaster strikes. Neighborhoods are also encouraged to establish block captains. These leaders work within their community during an emergency to identify neighbors that may need additional assistance, as well as who has evacuated. Recent neighborhood preparedness sessions were held in Gibsonton, Twelve Oaks, Fountain View, and Westchase.

### 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	<b>Citizen Engagement: Signage Turnaround</b> Percentage of signs placed and removed within the allotted time frames. <i>Source: José Tejada – Senior Supervisor</i>	June	100%	100.0%	100.0%	100.0%	0.0%
	<b>Citizen Engagement: Signs Posted</b> 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>	June	N/A	127	166	73	74.0%
	<b>Call Center: Calls Handled</b> Ratio of calls answered to total inbound calls presented. <i>Source: Michael Salak – Call Center Manager</i>	June	94%	95.0%	94.0%	94.0%	1.1%
CUSTOMER FEEDBACK INDICATORS	<b>Quality Assurance: Courtesy</b> Percentage of online survey respondents rating customer service call takers as 'very courteous'. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	June	100.0%	80.0%	95.0%	90.9%	-12.0%
	<b>Quality Assurance: Knowledge</b> Percentage of online survey respondents rating the customer service call takers as 'very knowledgeable'. <i>Source: Jennifer Hall – Quality Assurance Manager</i>	June	72.7%	60.0%	79.0%	72.7%	-17.5%
	<b>Neighborhood Relations</b> 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>	June	4.56	4.65	4.56	4.98	-6.6%
QUALITY INDICATORS	<b>Call Center: Operational/Procedural Performance</b> 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>	June	4.50	4.31	4.51	4.83	-10.8%
	<b>Call Center: Verbal Skills</b> 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>	June	4.25	4.17	4.04	4.12	1.2%
	<b>Call Center: Software System-Handling</b> Percentage of available hours invested in customer service training or consultative services for County departments. <i>Source: Michael Salak – Call Center Manager</i>	June	4.75	4.94	5.00	4.97	-0.6%
	<b>Quality Assurance: In-House Consultancy</b> 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>	June	85.0%	86.0%	95.0%	93.0%	-7.5%
<b>Composite Indexes</b>							
CSSI b)	June	≥ 100.0	102.57	106.44	106.32	-3.5%	
CSSI-MA3 c)	June	≥ 100.0	103.72	103.61	103.85	-0.1%	
<b>Hillsborough County Market Index (HCMI)</b> – Group of local business & economic indicators for comparative purposes d)	May	≥ 100.0	101.06	103.58	102.94	-1.8%	

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

Neighborhood Mini-Grants are a key part of ONR's mission. The grants offer up to \$5,000 for neighborhood groups to improve their communities, strengthen their associations, and encourage civic involvement. ONR hosts webinars for applicants to learn how the grants work.

*“After having attended in person last year, it was nice to be able to attend online this year. The convenience is excellent ...”*

*“Kept it on target at all times and question & answer session was held at the end without interruptions from questions throughout the presentation.”*

*“...she did a great job.”*